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

A	143020D3	Injector, Fuel ; Cylinder 3 - 6.7 liter			[redacted]	FILTER	1		99.35	[redacted]
A	143020D3	Injector, Fuel ; Cylinder 3 - 6.7 liter			68005465AA	GASKET	1		6.15	[redacted]
A	143020D3	Injector, Fuel ; Cylinder 3 - 6.7 liter			[redacted]A	OIL	3		[redacted]	
A	[redacted]	[redacted] Fuel ; Cylinder 4 -			[redacted]	RAIL	1		1385.00	[redacted]
A	[redacted]	[redacted] Fuel ; Cylinder 4 -			[redacted]	CONNECTOR	[redacted]			[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 4 - 6.7 liter			68480000AA	TUBE	1		181.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 4 - 6.7 liter			05145571AA	MODULE	1		286.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 4 - 6.7 liter			68391351AA	HOUSING	1		516.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 4 - 6.7 liter			68534793AB	TANK	1		908.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 4 - 6.7 liter			68479997AA	TUBE	1		181.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 4 - 6.7 liter			68479998AA	TUBE	1		131.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 4 - 6.7 liter			68479999AA	TUBE	1		181.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 4 - 6.7 liter			68480003AA	TUBE	1		181.00	[redacted]
A	[redacted]	[redacted] Fuel ; Cylinder 4 -			[redacted]	INJECTOR	6		9600.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 4 - 6.7 liter			[redacted]	MODULEKIT	1	X	2080.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 4 - 6.7 liter			68358393AA	FILTER	1		99.35	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 4 - 6.7 liter			68005465AA	GASKET	1		6.15	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 4 - 6.7 liter			[redacted]A	OIL	3		[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 5 [redacted] 6.7 liter			[redacted]	RAIL	1		1385.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 5 - 6.7 liter			[redacted]	CONNECTOR	[redacted]			[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 5 - 6.7 liter			68480000AA	TUBE	1		181.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 5 - 6.7 liter			05145571AA	MODULE	1		286.00	[redacted]
A	[redacted]	[redacted] Fuel ; Cylinder 5 -			68391351AA	HOUSING	1		516.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 5 - 6.7 liter			68534793AB	TANK	1		908.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 5 - 6.7 liter			68479997AA	TUBE	1		181.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 5 - 6.7 liter			68479998AA	TUBE	1		131.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 5 - 6.7 liter			68479999AA	TUBE	1		181.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 5 - 6.7 liter			68480003AA	TUBE	1		181.00	[redacted]
A	[redacted]	[redacted] Fuel ; Cylinder 5 -			[redacted]	INJECTOR	6		9600.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 5 - 6.7 liter			[redacted]	MODULEKIT	1	X	2080.00	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 5 - 6.7 liter			[redacted]	FILTER	1		99.35	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 5 - 6.7 liter			68005465AA	GASKET	1		6.15	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 5 - 6.7 liter			[redacted]A	OIL	3		[redacted]	
A	143020D6	[redacted] Fuel ; Cylinder 6 [redacted]			[redacted]	RAIL	1		1385.00	[redacted]
A	143020D6	Injector, Fuel ; Cylinder 6 - [redacted]			[redacted]	CONNECTOR	[redacted]			

A	[redacted]	Injector, Fuel ; Cylinder 6 - [redacted]			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 6 - [redacted]			[redacted]	MODULE	1		[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 6 - [redacted]			[redacted]	HOUSING	1		[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 6 - [redacted]			[redacted]	TANK	1		[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 6 - [redacted]			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 6 - [redacted]			68479998AA	TUBE	1		[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 6 - [redacted]			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 6 - [redacted]			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 6 - [redacted]			[redacted]	INJECTOR	[redacted]			
A	[redacted]	Injector, Fuel ; Cylinder 6 - [redacted]			[redacted]	MODULEKIT	1	X	[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 6 - [redacted]			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 6 - [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 6 - [redacted]			[redacted]	OIL	3		[redacted]	
A	[redacted]	Filter/regulator assembly, fuel ; [redacted], Fuel Filter - [redacted] diesel engine			[redacted]	RAIL	1		[redacted]	
A	[redacted]	Filter/regulator assembly, fuel ; [redacted], Fuel Filter - [redacted] diesel engine			[redacted]	CONNECTOR	[redacted]			
A	[redacted]	Filter/regulator assembly, fuel ; [redacted], Fuel Filter - [redacted] diesel engine			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Filter/regulator assembly, fuel ; [redacted], Fuel Filter - [redacted] diesel engine			[redacted]	MODULE	1		286.00	
A	[redacted]	Filter/regulator assembly, fuel ; [redacted], Fuel Filter - [redacted] diesel engine			[redacted]	HOUSING	1		[redacted]	
A	[redacted]	Filter/regulator assembly, fuel ; [redacted], Fuel Filter - [redacted] diesel engine			[redacted]	TANK	1		[redacted]	
A	[redacted]	Filter/regulator assembly, fuel ; [redacted], Fuel Filter - [redacted] diesel engine			[redacted]	TUBE	1		181.00	
A	[redacted]	Filter/regulator assembly, fuel ; [redacted], Fuel Filter - [redacted] diesel engine			[redacted]					
A	[redacted]	Filter/regulator assembly, fuel ; [redacted], Fuel Filter - [redacted] diesel engine			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Filter/regulator assembly, fuel ; [redacted], Fuel Filter - [redacted] diesel engine			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Filter/regulator assembly, fuel ; [redacted], Fuel Filter - [redacted] diesel engine			[redacted]	INJECTOR	6		[redacted]	
A	[redacted]	Filter/regulator assembly, fuel ; [redacted], Fuel Filter - [redacted] diesel engine			[redacted]	MODULEKIT	1	X	2080.00	
A	[redacted]	Filter/regulator assembly, fuel ; [redacted], Fuel Filter - [redacted] diesel engine			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Filter/regulator assembly, fuel ; [redacted], Fuel Filter - [redacted] diesel engine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Filter/regulator assembly, fuel ; [redacted], Fuel Filter - [redacted] diesel engine			[redacted]	OIL	3		96.90	

A	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	ROUGH [redacted]	[redacted]	RAIL	1		[redacted]	
A	[redacted]	Pump, diesel fuel high pressure ; 6.7 liter diesel engine	[redacted]	ROUGH [redacted]	[redacted]	CONNECTOR	6		720.00	[redacted]
A	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	ROUGH [redacted]	[redacted]	TUBE	1		[redacted]	
A	[redacted]	Pump, diesel fuel high pressure ; 6.7 liter diesel engine	[redacted]	ROUGH [redacted]	[redacted]	MODULE	1		[redacted]	
A	[redacted]	Pump, diesel fuel high pressure ; 6.7 liter diesel engine	[redacted]	ROUGH [redacted]	[redacted]	HOUSING	1		516.00	[redacted]
A	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	ROUGH [redacted]	[redacted]	TANK	1		[redacted]	
A	[redacted]	Pump, diesel fuel high pressure ; 6.7 liter diesel engine	[redacted]	ROUGH [redacted]	[redacted]	TUBE	1		[redacted]	
A	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	ROUGH [redacted]	[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Pump, diesel fuel high pressure ; 6.7 liter diesel engine	[redacted]	ROUGH [redacted]	[redacted]	TUBE	1		[redacted]	
A	[redacted]	Pump, diesel fuel high pressure ; 6.7 liter diesel engine	[redacted]	ROUGH [redacted]	[redacted]	TUBE	1		181.00	[redacted]
A	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	ROUGH [redacted]	[redacted]	INJECTOR	[redacted]			[redacted]
A	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	ROUGH [redacted]	[redacted]	MODULEKIT	1	X	[redacted]	
A	[redacted]	Pump, diesel fuel high pressure ; 6.7 liter diesel engine	[redacted]	ROUGH [redacted]	[redacted]	FILTER	1		99.35	[redacted]
A	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	ROUGH [redacted]	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	ROUGH [redacted]	[redacted]	OIL	3		[redacted]	
A	[redacted]	Tank, fuel ; [redacted] Pickup - [redacted] - Diesel			[redacted]	RAIL	1		[redacted]	
A	[redacted]	Tank, fuel ; [redacted] Pickup - [redacted] - Diesel			[redacted]	CONNECTOR	6		[redacted]	
A	[redacted]	Tank, fuel ; [redacted] Pickup - [redacted] - Diesel			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Tank, fuel ; [redacted] Pickup - [redacted] - Diesel			[redacted]	MODULE	1		[redacted]	
A	[redacted]	Tank, fuel ; [redacted] Pickup - [redacted] - Diesel			[redacted]	HOUSING	1		[redacted]	[redacted]
A	[redacted]	Tank, fuel ; [redacted] Pickup - [redacted] - Diesel			[redacted]	TANK	1		[redacted]	
A	[redacted]	Tank, fuel ; [redacted] Pickup - [redacted] - Diesel			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Tank, fuel ; [redacted] Pickup - [redacted] - Diesel			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Tank, fuel ; [redacted] Pickup - [redacted] - Diesel			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Tank, fuel ; [redacted] Pickup - [redacted] - Diesel			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Tank, fuel ; [redacted] Pickup - [redacted] - Diesel			[redacted]	INJECTOR	[redacted]			[redacted]
A	[redacted]	Tank, fuel ; [redacted] Pickup - [redacted] - Diesel			[redacted]	MODULEKIT	1	X	[redacted]	
A	[redacted]	Tank, fuel ; [redacted] Pickup - [redacted] - Diesel			[redacted]	FILTER	1		[redacted]	[redacted]

A	[redacted]	Tank, fuel ; Pickup - Mi[redacted] Diesel				GASKET	1		6.15	[redacted]
A	[redacted]	Tank, fuel ; [redacted] Pickup - Midship - Diesel			[redacted]	[redacted]	[redacted]		[redacted]	
A	[redacted]	Rail, fuel injector ; 6.7 liter diesel engine			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Rail, fuel injector ; [redacted] diesel engine			[redacted]	CONNECTOR	6		720.00	[redacted]
A	[redacted]	Rail, fuel injector ; 6.7 liter diesel engine			[redacted]	TUBE	1		181.00	[redacted]
A	[redacted]	Rail, fuel injector ; 6.7 liter diesel engine			[redacted]	MODULE	1		286.00	[redacted]
A	[redacted]	Rail, fuel injector ; 6.7 liter diesel engine			[redacted]	[redacted]	1		516.00	[redacted]
A	[redacted]	Rail, fuel injector ; [redacted] diesel engine			[redacted]	TANK	1		908.00	[redacted]
A	[redacted]	Rail, fuel injector ; 6.7 liter diesel engine			68479997AA	TUBE	1		181.00	[redacted]
A	[redacted]	Rail, fuel injector ; [redacted] diesel engine			68479998AA	TUBE	1		131.00	[redacted]
A	[redacted]	Rail, fuel injector ; 6.7 liter diesel engine			68479999AA	TUBE	1		181.00	[redacted]
A	[redacted]	Rail, fuel injector ; 6.7 liter diesel engine			68480003AA	TUBE	1		181.00	[redacted]
A	[redacted]	Rail, fuel injector ; 6.7 liter diesel engine			68568034AA	INJECTOR	6		9600.00	[redacted]
A	[redacted]	Rail, fuel injector ; [redacted] diesel engine			[redacted]	MODULEKIT	1	X	2080.00	[redacted]
A	[redacted]	Rail, fuel injector ; 6.7 liter diesel engine			[redacted]	FILTER	1		99.35	[redacted]
A	[redacted]	Rail, fuel injector ; [redacted] diesel engine			[redacted]	GASKET	1		6.15	[redacted]
A	[redacted]	Rail, fuel injector ; 6.7 liter diesel engine			[redacted]	OIL	3		[redacted]	

RO Narratives

(RO) Customer Concern:

*General Concern 1 [GUEST [redacted] THAT THE [redacted] IS MAKING AN ABNORMAL NOISE. MOST NOTICABLE INSIDE THE VEHICLE. NOISE IS CONSISTANT WITH [redacted] RPM. PLEASE CHECK AND ADVISE.] *General Concern 2 [GUEST [redacted] THAT ON HARD ACCELERATION THE VEHICLE IS ALMOST MAKING AN EXHAUSTBREAK NOISE. PLEASE CHECK AND ADVISE.] *General Concern 3 [REPAIR ORDER WAS ACCIDENTLY CLOSED BY THE WARRANTY ADMIN. ORIGINAL REPAIR ORDER IS [redacted]

(RO) Cause:

NA

(RO) Correction:

[redacted] INSPECTED FOR NOISE FOUND KNOCKINGNOISE COMING FROM [redacted] INSPECTED OIL ANDFOUND OKAY NO METAL FOUND CONTACTED STAR FORNOISE AND was advised to check fuel systemdisconnected line at filter housing andcollected fuel sample found fuel iscontaminated star tech recommended to havefuel tested see ro for test results alsoperformed fuel pump flow test found at [redacted] with in specs also was advised toperforme high pressure pump flow test foundat [redacted] @ [redacted] with in specs star adviserecommended remove fuel rail and remove andinspect fuel pressure regulator for any clogsfound okay removed injector and foundinjector tips contaminated star advised toinspect pistons for damage found combustionchamber okay using a camera recommend replacefuel system due to contamination and flushout lines and replace fuel filter housingsalso clean out tank with fresh fuel currentpart number [redacted] targeted partnumber [redacted] *General Concern 1 GUEST [redacted] [redacted] SEE LINE A FUEL SYSTEM DONE *General Concern 2 GUEST [redacted] *General Concern 3 FUEL GUEST [redacted] SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

*GENERAL CONCERN 1 [GUEST STATES THAT THE ENGINE IS MAKING AN ABNORMAL NOISE. MOST NOTICABLE INSIDE THE VEHICLE. NOISE IS CONSISTANT WITH ENGINE RPM. PLEA SE CHECK AND ADVISE.]

(Claim) Cause:

INSPECTED FOR NOISE FOUND KNOCKING NOISE COMING FROM ENGINE INSPECTED OIL AND FOUND OKAY NO METAL FOUND CONTACTED [redacted] FOR NOISE AND WAS ADVISED TO CHECK FUEL SYSTEM DISCONNECTED LINE AT FILTER HOUSING AND COLLECTED FUEL SAMPLE FO UND FUEL IS CONTAMINATED [redacted] TECH RECOMMENDED TO HAVE FUEL TESTED SEE RO FOR TEST RESULTS ALSO PERFORMED FUEL PUMP FLOW TEST FOUND AT [redacted] L IN [redacted] IN SPECS ALSO WAS ADVISED TO PERFORME HIGH PRESSURE PUMP FLOW TEST FOUND A T [redacted] WITH IN SPECS [redacted] ADVISER RECOMMENDED REMOVE FUEL RAIL AND REM OVE AND INSPECT FUEL PRESSURE REGULATOR FOR ANY CLOGS FOUND OKAY REMOVED INJ ECTOR AND FOUND INJECTOR TIPS CONTAMINATED [redacted] ADVISED TO INSPECT PISTONS FOR DAMAGE FOUND COMBUSTION CHAMBER OKAY USING A CAMERA RECOMMEND

(Claim) Correction:

REPLACE FUEL SYSTEM DUE TO CONTAMINATION AND FLUSH OUT LINES AND REPLACE FUEL FILTER HOUSINGS ALSO CLEAN OUT TANK WITH FRESH FUEL CURRENT PART NUMBE[redacted] TO TARGETED PART NUMBE[redacted].

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	AUTONATION CHRYSLER DODGE JEEP	**Zone**	[redacted]
Address	21027 NORTH FWY # IH-45 , SPRING, TX 77388				

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Axle / Differential, assembly, Rear ; [redacted] axle ([redacted] only)	YN	NOISY	[redacted]	AXLE	1	X	[redacted]	
A	[redacted]	Axle / Differential, assembly, Rear ; Dual rear wheels equipped			[redacted]	AXLE	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:

WHINE FROM REAR ON ACCEL

(Claim) Cause:

REAR DIFF IS MAKING NOISE- FAILED

(Claim) Correction:

UPON INSPECTION WENT TO TEST DRIVE TRUCK HAS LOUD WHINE ON ACEL AND DECEL MAD E IT THREE [redacted] PULLED IN SHOP TO CHECK FLUID COULD SEE FLUID B[redacted]NG AND HE AVY METAL IN [redacted] STARTED LOOKING OVER FOUND BLUEING

AROUND AXLE HUBS FLUID WA S BOILING HAD TO REMOVE AND REPLACE AXLE ASSEMBLY CHECKED ALL [redacted] AND TORQU E U [redacted] THEN VERIFIED FLUID LEVEL WAS OK TEST DROVE BROUGHT BACK IN AND RE CHECKED U [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]
Address	, ,		

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
A	[redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] pick up only								[redacted]
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	CC	SENDING UNITS/SENSORS						[redacted]
B	181905RT	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]
		[redacted] Quick Learn ; [redacted] Transmissions only								[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES HE HAD FUEL FILTERS REPLACED AND NOW IT IS REGEN MODE AND WON'T GO [redacted]. PLEASE ADVISE IT SAYS [redacted] ON DASH. CUSTOMER STATES WHEN STOPPED AT A HILL WHEN YOU START TO GO AGAIN IT SEEMS LIKE IT IS CONFUSED AS TO WHAT GEAR IT IS IN . STARTS JERKING. PLEASE ADVISE PERFORM MULTI-POINT INSPECTION. PERFORM FUEL FILTER REPLACEMENT SERVICE. PERFORM FUEL FILTER REPLACEMENT SERVICE.

(RO) Cause:

[redacted] MAINTENANCE MAINTENANCE

(RO) Correction:

FOUN[redacted] DIESEL PARTICULATE FILTER PERFORMANCE. FOUND SOOT MASS TO BE AT 8 g/L. PERFORMED SOFTWARE UPDATE AND STATIONARY DESOOT. TEST DROVE AND FOUND NO FURTHER ISSUES. 1[redacted] FOUND [redacted] THAT INCLUDED MULTIPLE TRANSMISSION SHIFT ENHANCEMENTS. PERFORMED UPDATE AND PERFORMED A TRANSMISSION QUICKLEARN. TEST DROVE AND FOUND NO FURTHER ISSUES. 21570140 .2 [redacted] REPLACED CHASSIS MOUNTED FUEL FILTER. [redacted] REPLACED ENGINE MOUNTED FUEL FILTER. [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

: CUSTOMER STATES WHEN STOPPED AT A HILL WHEN YOU START TO GO | | CUSTOMER STATES HE HAD FUEL FILTERS REPLACED AND NOW IT IS | | AGAIN IT SEEMS LIKE IT IS CONFUSED AS TO WHAT GEAR IT IS IN | | REGEN MODE AND WON'T GO [redacted]. PLEASE ADVISE | | . STARTS JERKING. PLEASE ADVISE | | IT SAYS [redacted] ON DASH. | | | | |

(Claim) Cause:

: [redacted] | | ORIG | | : [redacted] | | ORIG

(Claim) Correction:

FOUND [redacted] DIESEL PARTICULATE FILTER PERFORMANCE. FOUND | | SOOT MASS TO BE AT [redacted]. PERFORMED SOFTWARE UPDATE AND | | STATIONARY DESOOT. TEST DROVE AND FOUND NO FURTHER ISSUES. FOUN[redacted] THAT INCLUDED MULTIPLE TRANSMISSION | | SHIFT ENHANCEMENTS. PERFORMED UPDATE AND PERFORMED A | | TRANSMISSION QUICKLEARN. TEST DROVE AND FOUND NO FURTHER | | ISSUES.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A[redacted]	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	43.96	$23.47

RO Narratives

(RO) Customer Concern:

[redacted] Ram Heavy Duty Grid Heater Rel

(RO) Cause:

.

(RO) Correction:

[redacted] COMPLETED RECALL 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***	D23L92 - RAM 3500 TRADESMAN CREW CAB 4X2
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]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	43.96	$23.19 [redacted]

RO Narratives

(RO) Customer Concern:

PERFORM LUBE OIL AND FILTER CHANGE ON DIESEL ENGINE REPLACE FUEL FILTERS TIRE ROTATION FREE VISUAL INSPECTION OF VEHICLE COMPONENTS. PROVIDE A WRITTEN ESTIMATE OF ANY MAINTENANCE OR REPAIR SERVICES [redacted] Ram Heavy Duty Grid Heater Rel [redacted] February [redacted] CUSTOMER STATES LIGHT IS ON FOR ERG SYSTEM CHECK AND ADVISE.

(RO) Cause:

SCHEDULED MAINT . CONFIRMED OPEN RECALL EGR COOLER WAS LEAKING RECOMMENDS REPLACING EGR COOLER.

(RO) Correction:

Synthetic Oil & Filter Change [redacted] Ambient Temperature REPALCE FULE FILTERS COMPLETED TIRE ROTATION PERFORMED MULTI-POINT INSPECTION CUSTOMER PROVIDED WITH COST ESTIMATE FOR ANY REPAIRS OR MAINTENANCE SERVICES COMPLETED RECALL AS PER FACTORY GUIDELINES REPALCED EGR COOLER.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM [redacted] RECALL

(Claim) Cause:

FACTORY RECALL

(Claim) Correction:

REPLACED HEATER GRID RELAY

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	32 [redacted]
Address	2380 MILITARY RD , NIAGARA FALLS, NY 14304				

Condition Information

Condition [redacted]	Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
[redacted] 3	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] only	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]
[redacted]	Loaner Car ; High Line Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

cs vehicle enters automatic regen mode every time it's driven

(RO) Cause:

verified customer concern on road test found regen mode light on dash once highway speeds were reached. no codes found in system, no updates availabe at this time. tech performed stationary desoot of diesel system. road tested vehicle [redacted] after performing service and light did not return on dash.

(RO) Correction:

Filter, particulate - Regen Stationary Regeneration w/ Scan Tool, [redacted] only (2 - Skilled)

(RO) Technical Notes:

REGEN NOT CORRECTLY PERFORMING

GCS Narratives

(Claim) Customer Concern:

CS VEHICLE ENTERS AUTOMATIC REGEN MODE EVERY TIME IT'S DRIVEN

(Claim) Cause:

VERIFIED CUSTOMER CONCERN ON ROAD TEST FOUND REGEN MODE LIGHT ON DASH ONCE HIG HWAY SPEEDS WERE REACHED. NO CODES FOUND IN SYSTEM, NO UPDATES AVAILABE AT T HIS TIME. TECH PERFORMED STATIONARY DESOOT OF DIESEL SYSTEM. ROAD TESTED VEH ICLE [redacted] AFTER PERFORMING SERVICE AND LIGHT DID NOT RETURN ON DASH.

(Claim) Correction:

FILTER, PARTICULATE - REGEN STATIONARY REGENERATION W/ SCAN TOOL, [redacted] CHA SSIS ONLY (2 - SKILLED)

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**	[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**	$52.58	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

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

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[redacted]	[redacted]
Build Date	[redacted]	**Plant**	[redacted] 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]	**Name**	[redacted]	[redacted]
[redacted]	893 SCENIC DR # 61 , TWO HARBORS, MN 55616		

Condition Information

Condition [redacted]	[redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
[redacted]		Safety Recall 13A - Intake Air Grid Heater [redacted] Air Grid Heater Relay		UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	[redacted]
A	18ZD4182 [redacted]	Module, Diesel Emission Fluid System : Inspect and Reprogram DEF Control Unit (DCU)	UC	UNCODABLE (NARRATIVE REQUIRED)						$20.59 [redacted]

RO Narratives

(RO) Customer Concern:

VEHICLE DIAGNOSTIC PERFORM MULTI POINT INSPECTION *NOTE IF ANY WHEELS FIELD SERVICE ACTION/ RECALL FIELD SERVICE ACTION/ RECALL DIESEL OIL AND FILTER CHANGE

(RO) Cause:

NA

(RO) Correction:

Change diesel oil and filter. top off fluids

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

FSA: [redacted] DJ/D2/DD/DP [redacted] DIESEL EXHAUST FSA: [redacted] RAM HEAVY DUTY GRID HEATER RELAY CUSTOMER STATES CHECK ENGINE LIGHT IS ON. DOES NOT LIKE TO MOVE. S TUCK IN [redacted] R [redacted]. CHECK AND ADVISE.

(Claim) Cause:

[redacted] DJ/D2/DD/DP [redacted] DIESEL EXHAUST [redacted] RAM HEAVY DUTY GRID HEATER RELAY VERIFIED CUSTOMER CONCERN THE TRUCK DOES NOT ENGAGE DRIVE IN 1-4, UNLESS YOU H EAR A VERY LOUD AUDIBLE CLUNK, CEL IS ON. SCANNED [redacted], [redacted] FAULT S ARE ACTIVE. DIAGNOSE [redacted] [redacted] 1 FAULT ACTIVE. [redacted] 2 LINEAR SOLENOIDS 1,5 ,7 MEASURED [redacted], STATES 5-7 IS SPEC. [redacted] 3 NO CONNECTOR ISSUES. [redacted] [redacted] MEASURE 1.0 OHM OK. [redacted] 5 [redacted] NO SHORT TO GROUND. [redacted] 6 NO SHORT TO OTHER CIRCUITS. [redacted] 7 [redacted] 1.0 OHM OK.

(Claim) Correction:

PERFORMED OPEN RECALL ZD4 INSPECT AND UPDATE DCU SOFTWARE FROM [redacted] TO [redacted] OPEN RECALL [redacted], REMOVED AND REPLACED GRID HEATER RELAY PER RECALL D IRECTIONS. RENDERED OLD RELAY NON USEABLE. RECALL COMPLETE. RETURN VEHICLE [redacted] RECALL COMPLETE. [redacted] 18-[redacted] 0.2 TO THE CUSTOMER. [redacted] [redacted] 0.2 TO GROUND. [redacted] 8 NO SHORT TO GROUND [redacted] 9 [redacted] NO SHORT TO OTHER CIRCUITS. [redacted] 10 MEASURE 0.1 OHM OK. [redacted] 11 NO SHORT TO GROUND T813. [redacted] 12 NO SHOR T TO OTHER CIRCUITS. [redacted] 13 [redacted] MEASURE 0.0 OHM OK. [redacted] 14 [redacted] NO SHORT TO GROUND [redacted] 15 [redacted] NO SHORT TO OTHER CIRCUITS. [redacted] 16 [redacted] MEASURE 0.1 O HM OK. [redacted] 17 [redacted] NO SHORT TO GROUND. [redacted] 18 [redacted] NO SHORT TO OTHER CIRCU ITS. [redacted] 19 [redacted] MEASURE 0.0 OHM OK. [redacted] 20 [redacted] NO SHORT TO GROUND [redacted] 21 [redacted] NO SHORT TO OTHER CIRCUITS. [redacted] [redacted] MEASURES 0.1 OHM OK. [redacted] [redacted] NO SHORT TO GROUND [redacted] 24 [redacted] NO SHORT TO OTHER CIRCUITS. [redacted] 25 AL L MEASUREMENTS TESTED ON TCM SIDE OK NO SHORTS OR OPENS. ADVISE TO REMOVE TR ANSMISSION FOR FURTHER DIAGNOSIS TO DETERMINE IF TRANSMISSION REPLACEMENT REQU IRED. REMOVED TRANSMISSION AND PERFORMED TSB [redacted] INSPECTED AND FOUND K 1 [redacted] SNAP RING DISLODGED. REPLACED K1 [redacted] H KIT, FILTER, AND GASKET. PER FORMED QUICKLEARN. ROAD TEST REPAIR VERIFIED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	DP5L66 - 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]	***Part***	[redacted]	***Total Paid***	[redacted]

Dealer Information

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

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] Ram Heavy Duty Grid Heater Rel

(RO) Cause:

RECALL

(RO) Correction:

RECALL PERFORMED 08-1[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] - RAM 3500 LARAMIE 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**	7[redacted]
Address	893 SCENIC DR # 61 , TWO HARBORS, MN 55616				

Condition Information

Condition [redacted]	Failure	Failure	Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]			[redacted]	[redacted]			[redacted]	
[redacted]			[redacted]	[redacted]	4		[redacted]	
[redacted]			[redacted]	[redacted]	4		[redacted]	
[redacted]			[redacted]	FLUID AFT	9		155.25	$61.76
[redacted]			[redacted]	CLUTCHKIT	1	X	1489.58	$61.76
[redacted]			[redacted]	FILTER	1		159.00	$61.76
[redacted]			[redacted]	GASKET	1		64.23	$61.76
[redacted]			[redacted]	[redacted]	1		29.73	$61.76
[redacted]			[redacted]	SEAL	1		[redacted]	
[redacted]			[redacted]	[redacted]	1		37.14	$61.76
[redacted]			[redacted]	GASKET	1		45.36	$61.76
[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]	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	[redacted]	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	FLUID AFT	9		155.25	$123.53
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped	[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition -	[redacted]	FILTER	1		159.00	$123.53

		[redacted]C ; 4X4 equipped								
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]	BOOT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	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 ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	9		[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]	FILTER	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]	BOOT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68244638AA	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]	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 ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[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]	FILTER	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			68570766AA	BOOT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL	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] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		29.22	[redacted]
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]	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]	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]	FILTER	1		159.00	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		64.23	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOOT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68244636AA	SEAL	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	

RO Narratives

(RO) Customer Concern:

VEHICLE DIAGNOSTIC PERFORM MULTI POINT INSPECTION *NOTE IF ANY WHEELS FIELD SERVICE ACTION/ RECALL FIELD SERVICE ACTION/ RECALL DIESEL OIL AND FILTER CHANGE

(RO) Cause:

NA

(RO) Correction:

Change diesel oil and filter. top off fluids

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

FSA: [redacted] DJ/D2/DD/DP [redacted] DIESEL EXHAUST FSA: [redacted] RAM HEAVY DUTY GRID HEATER RELAY CUSTOMER STATES CHECK ENGINE LIGHT IS ON. DOES NOT LIKE TO MOVE. S TUCK IN [redacted] R [redacted]. CHECK AND ADVISE.

(Claim) Cause:

[redacted] DJ/D2/DD/DP [redacted] DIESEL EXHAUST [redacted] RAM HEAVY DUTY GRID HEATER RELAY VERIFIED CUSTOMER CONCERN THE TRUCK DOES NOT ENGAGE DRIVE IN 1-4, UNLESS YOU H EAR A VERY LOUD AUDIBLE CLUNK, CEL IS ON. SCANNED VEHICL[redacted], [redacted] FAULT S ARE ACTIVE. DIAGNOSE[redacted] [redacted] 1 FAULT ACTIVE. [redacted] 2 LINEAR SOLENOIDS 1,5 ,7 MEASURED [redacted], STATES 5-7 IS SPEC. [redacted] 3 NO CONNECTOR ISSUES. [redacted] [redacted] MEASUR[redacted] OHM OK. [redacted] 5 [redacted] NO SHORT TO GROUND. [redacted] 6 NO SHORT TO OTHER CIRCUITS. [redacted] 7 [redacted] [redacted] OHM OK.

(Claim) Correction:

PERFORMED OPEN RECALL [redacted] INSPECT AND UPDATE DCU SOFTWARE FROM [redacted] TO 5 PERFORMED OPEN RECALL [redacted]. REMOVED AND REPLACED GRID HEATER RELAY PER RECALL D IRECTIONS. RENDERED OLD RELAY NON USEABLE. RECALL COMPLETE. RETURN VEHICLE [redacted]. RECALL COMPLETE. LOP [redacted] [redacted] TO THE CUSTOMER. LOP [redacted] [redacted] TO GROUND. [redacted] 8 NO SHORT TO GROUND [redacted] 9 [redacted] NO SHORT TO OTHER CIRCUITS. [redacted] 10 MEASURE 0.1 OHM OK. [redacted] 11 NO SHORT TO GROUND [redacted]. [redacted] 12 NO SHOR T TO OTHER CIRCUITS. [redacted] 13 [redacted] MEASURE 0.0 OHM OK. [redacted] 14 [redacted] NO SHORT TO GROUND [redacted] 15 [redacted] NO SHORT TO OTHER CIRCUITS. [redacted] 16 [redacted] MEASURE 0.1 O HM OK. [redacted] 17 [redacted] NO SHORT TO GROUND. [redacted] 18 [redacted] NO SHORT TO OTHER CIRCU ITS. [redacted] 19 [redacted] MEASURE 0.0 OHM OK. [redacted] [redacted] NO SHORT TO GROUND [redacted] 21 [redacted] NO SHORT TO OTHER CIRCUITS. [redacted] [redacted] MEASURES 0.1 OHM OK. [redacted] [redacted] NO SHORT TO GROUND. [redacted] 24 [redacted] NO SHORT TO OTHER CIRCUITS. [redacted] 25 AL L MEASUREMENTS TESTED ON TCM SIDE OK NO SHORTS OR OPENS. ADVISE TO REMOVE TR ANSMISSION FOR FURTHER DIAGNOSIS TO DETERMINE IF TRANSMISSION REPLACEMENT REQU IRED. REMOVED TRANSMISSION AND PERFORMED TSB

[redacted] INSPECTED AND FOUND K 1 CLUTCH SNAP RING DISLODGED. REPLACED K1 CLUTCH KIT, FILTER, AND GASKET. PER FORMED QUICKLEARN. ROAD TEST REPAIR VERIFIED

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**	$1,637.83	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	63
Address	601 NORTH KEY AVE , LAMPASAS, TX 76550				

Condition Information

Condition		Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		129.16	$94.85
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted]4 pick-up only			[redacted]	[redacted]				
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GREASE	1		60.19	$94.85
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	8		114.81	$94.85
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	$94.85
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		129.16	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		60.19	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	8		114.81	[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]	FLUID AFT	[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	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	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 ; [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]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch /	[redacted]	SERVICE ACTION	[redacted]	BOLT	6		42.04	$727.17

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		60.19	[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]	FLUID AFT	8		114.81	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

General Concern #1 [VEHICLE WILL NOT ACCELERATE IN DRIVE OR REVERSE.TOW IN] General Concern #2 [HAD TO REMOVE DRIVE SHAFT TO TOW. SHAFT WAS UNDERPRESSURE. BOLTS ARE IN PASSENGER DOOR POCKET] *MULTIPOINT INSPECTION-TORQUE LUG NUTS TO SPEC --INITIAL___ Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **]

(RO) Cause:

R

(RO) Correction:

[redacted] replaced k1 clutch assembly as pertsb [redacted] TRANS TSB TRANS TSB TRANS TSB DEF EQIPPED TRANS TSB SEE LINE A SEE LINE [redacted] completed *MULTIPOINT INSPECTION-TORQUE LUG NUTS TO SPEC --INITIAL___ PERFORM [redacted] VEHICLE CHECKUP----PARKED_____LUGNUTS TORQUED INITIALED_____ NO PARTS AVAILABLE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE WILL NOT ACCELERATE IN DRIVE OR REVERSE-TOW IN

(Claim) Cause:

TEARDOWN VERIFY FOUND [redacted] CLUTCH FAILURE [redacted]

(Claim) Correction:

REMOVE AND REPLACE K1 CLUTCH KIT AS NEEDED. OK AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D23L92 - RAM 3500	[redacted]	CREW CAB 4X2
Build Date	[redacted]	***Plant***	[redacted]	ASSEMBLY PLANT	***Coverage***	[redacted]	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition	[redacted]		***Failure***	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Cooler, EGR ; 6.7 liter diesel engine [redacted] pickup truck		[redacted]		COOLER	1	X	[redacted]	
A	[redacted]	Cooler, EGR [redacted] 3500 only		[redacted]		COOLER	1	X	1274.00	$34.78

RO Narratives

(RO) Customer Concern:

PERFORM LUBE OIL AND FILTER CHANGE ON DIESEL ENGINE REPLACE FUEL FILTERS TIRE ROTATION FREE VISUAL INSPECTION OF VEHICLE COMPONENTS. PROVIDE A WRITTEN ESTIMATE OF ANY MAINTENANCE OR REPAIR SERVICES [redacted] Ram Heavy Duty Grid Heater RelCSTP13A1AAFebruary [redacted] CUSTOMER STATES LIGHT IS ON FOR ERG SYSTEM CHECK AND ADVISE.

(RO) Cause:

SCHEDULED MAINT . CONFIRMED OPEN RECALL EGR COOLER WAS LEAKING RECOMMENDS REPLACING EGR COOLER.

(RO) Correction:

Synthetic Oil & Filter Change [redacted] Ambient Temperature REPALCE FULE FILTERS COMPLETED TIRE ROTATION PERFORMED MULTI-POINT INSPECTION CUSTOMER PROVIDED WITH COST ESTIMATE FOR ANY REPAIRS OR MAINTENANCE SERVICES COMPLETED RECALL AS PER FACTORY GUIDELINES REPALCED EGR COOLER.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THAT THERE IS A STRONG AROMA OF COOLANT WHEN DRIVING THE VEHICLE

(Claim) Cause:

PERFORMED PRESSURE TEST AND FOUND THAT THE EGR COOLER HAS COLLAPSED AND LEAKIN G

(Claim) Correction:
REPLACED EGR COOLER

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**	$2,314.48	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	ED VOYLES CHRYSLER JEEP, INC	**Zone**	6[redacted] [redacted]
Address	[redacted]				

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/AS69RC ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C/AS69RC ; [redacted] equipped			[redacted]	[redacted]	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	GREASE	1		62.85	$192.04
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped				FLUID AFT	9		134.87	$192.04
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped				FLUID AFT	5		74.93	$192.04
[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			68253940AA	SEAL RING	1		12.61	$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]	[redacted]	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		62.85	$32.01
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		134.87	$32.01

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
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	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
B	[redacted]	Battery ; [redacted]	B4	BATTERY FAILED TEST	[redacted]	BATTERY	[redacted]		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES NO START. PLEASE CHECK AND ADVISE. [redacted] [redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP **]

(Claim) Cause:

[redacted] BATTERIES HAVE LOW CCA AND BELOW [redacted] [redacted] AND [redacted] GEAR ERROR RATION.

(Claim) Correction:

JUMP START. TEST BATTERIES SEPERATELY. [redacted] BATTERIES FAILED LOAD TEST WITH GR [redacted] AND [redacted] GEAR ERROR RATION. VEHICLE WIL NOT MOVE. PERFORM K1 CLUTCH ASS EMBLY INSTALLATION. TOP OFF FLUID. PERFORM RELEARN AND ROAD TEST. VEHICLE IS 8. REMOVE AND REPLACE BATTERIES. VHEICLE IS NOW STARTING ON ITS OWN. NOW SHIFTING LOP [redacted] ASSEMBLY LO[redacted] TW O PIECE SHAFT LOP [redacted] 4X4 EQUIPPED

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**	[redacted]
Address	100 WEST COLISEUM BLVD. , FORT WAYNE, IN 46805				

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		32.78	$88.93
A	[redacted]		Transmission ; DEF equipped [redacted] pick-up only	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]		Transmission ; DEF equipped [redacted] pick-up only	[redacted]	[redacted]			[redacted]	
A	[redacted]		Transmission, Replace - automatic ; [redacted]	CHECK [redacted] SERVICE SO	[redacted]	1		[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]
[redacted]	[redacted]		Transmission, Replace - automatic ; Skid plate equipped	[redacted]	[redacted]	1		[redacted]	
[redacted]	[redacted]		Transmission, Replace - automatic ; Skid plate equipped	[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	[redacted]		Transmission, Replace - automatic ; Skid plate equipped	[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]		Transmission, Replace - automatic ; Two piece propeller shaft equipped	[redacted]	[redacted]	1		[redacted]	
A	[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped	[redacted]	BOLT	6		27.85	$29.64
[redacted]	[redacted]		Transmission, Replace - automatic ; [redacted] AWD equipped	[redacted]	[redacted]	1		32.78	$88.93
[redacted]	[redacted]		Transmission, Replace - automatic ;	[redacted]	TRANSMISS	1	X	[redacted]	

		[redacted] equipped								
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BOLT	6		27.85	$88.93
A	[redacted]	Digital Imaging ; Process time			[redacted]	WIRING	1		[redacted]	[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]	Loaner Car ; High Line Vehicles			[redacted]	WIRING	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	

RO Narratives

(RO) Customer Concern:

General Concern #1 [VEHICLE TOWED IN---CUSTOMER STATES VEHICLE WILL GO INTO DRIVE PUT WILL NOT MOVE TOWMODE, CRUISE CONTROL, [redacted] INOPERABLE, DOES NOT MOVE FORWARD WILL MOVE IN REVERSE--ADVISE]

(RO) Cause:

FOUND INTERNAL FAILURE OF TRANSMISSION [redacted], [redacted]

(RO) Correction:

[redacted] FOUND THE TRANSMISSION HAS INTERNALISSUE, REMOVED AND REPLACED THE TRANSMISSIONPER POWERTRAIN CENTER, LOPS [redacted] AND [redacted] AND [redacted] AND [redacted] AND [redacted] TOTAL General Concern #1 [VEHICLE TOWED IN---CUSTOMER STATES VEHICLE WILL GO INTO DRIVE PUT WILL NOT MOVE TOW MODE, CRUISE CONTROL, [redacted] INOPERABLE, DOES NOT MOVE FORWARD WILL MOVE INREVERSE--ADVISE] RENTAL VEHICLE RENTAL CHARGES NOT COVERED GENERAL CONCERN SUBLET REPAIRS SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [VEHICLE TOWED IN---CUSTOMER STATES VEHICLE WILL GO INTO DR IVE PUT WILL NOT MOVE TOW MODE, CRUISE CONTROL, [redacted] INOPERABLE, DOES NOT M OVE FORWARD WILL MOVE IN REVERSE--ADVISE]

(Claim) Cause:

FOUND INTERNAL FAILURE OF TRANSMISSION [redacted], [redacted]. REPAIR APPROVED BY PA.

(Claim) Correction:

FOUND THE TRANSMISSION HAS INTERNAL ISSUE, REMOVED AND REPLACED THE TRANSMISSI ON PER POWERTRAIN CENTER, LOPS [redacted] AND [redacted] AND [redacted] AND [redacted] AND [redacted] TOTAL

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	3440 S PINE STREET , OCALA, FL 34471

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	1563.49	$97.01
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		30.67	$97.01
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		75.94	$97.01
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	8		70.72	$97.01
[redacted]		Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	BOLT	6		30.67	$194.03
[redacted]		Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	GREASE	1		75.94	$194.03
[redacted]		Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1563.49	$32.34
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		75.94	$32.34
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch /	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	

		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]		6		30.67	$711.44
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		75.94	$711.44
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	21002800	Transmission, Remove and install for repair - [redacted]			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	21002800	Transmission, Remove and install for repair - [redacted]			[redacted]		6		30.67	$323.38
A	21002800	Transmission, Remove and install for repair - [redacted]			[redacted]	GREASE	1		[redacted]	
A	21002800	Transmission, Remove and install for repair - [redacted]			[redacted]	BOLT	8		[redacted]	

RO Narratives

(RO) Customer Concern:

RRT [redacted] INSPECTION

(RO) Cause:

CUST REQ RECALL

(RO) Correction:

Transmission, Remove and install for recondition - [redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly ([redacted]nly Skilled) Transmission, Remove and install for recondition - [redacted] 4X4 equipped Transmission DEF equipped2500-3500 4x4 pick-up only Transmission, Remove and install for recondition - [redacted] propeller shaft equipped REMOVE AND REPLACE PTO Transmission, Remove and install for recondition - [redacted] Clutch /Input Shaft Assembly - Inspect and Replace Snap Ring ([redacted] AUTO/MANULE TRANS, VSR REPORT, DIGITAL IMAGING, DIAG SHEETS. CAMPAIGNS, VSR REPORT..... INSPECTION

(RO) Technical Notes:

REMOVEL AND REPLACED PTO

GCS Narratives

(Claim) Customer Concern:

REQUIRED RSU AND REMOVAL OF PTO

(Claim) Cause:

REQUIRED RSU AND REMOVAL OF PTO

(Claim) Correction:

REQUIRED RSU AND REMOVAL OF PTO

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]

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]	RACE	1		62.04	$103.38
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only				RACE	1		43.45	$103.38
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only				BEARING	1		51.66	$103.38
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	SNAP RING	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only				FLUID AFT	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only				FLUID AFT	1		20.52	$103.38
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	RACE	1		49.01	$103.38
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BEARING	1		52.63	$103.38
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only				RACE	1		59.02	$103.38
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; [redacted] equipped			[redacted]	RACE	1		62.04	$206.76

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	SNAP RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	1		20.52	$206.76
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	CLUTCHKIT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			68456960AA	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	RACE	1		[redacted]	[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]	BEARING	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]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly -	ZZ	SERVICE ACTION	[redacted]	RACE	1		62.04	$792.58

		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]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1	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]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1		[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 -	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]	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]	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]	Loaner Car ; High Line Vehicles			[redacted]	RACE	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	SNAP RING	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	RACE	1		[redacted]	
B	[redacted]	Lamp, courtesy/auxiliary (LED) ; Rear seat - Right	2T	TERMINAL(S) BROKEN/FRACTURED	[redacted]	LAMP	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

RSU [redacted] AISIN TRANSMISSION [redacted] INOP (RSU 1) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) (Multi-point inspection according to maintenance interval) customer states put the truck in drive and hear the noise. customer states he thinks the trans is going out rent 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 CUSTOMER STATES PASS SIDE BACK SEAT,UNDERNEATH LIGHT IS NOT WORKING. cUSTOMER STATES TO PLEASE ORDER PART

(RO) Cause:

. Recall [redacted] clutch snap ring dislodged from clutch hub. . Wiring for LED illumination underneath right rear passenger got absolutely crushed during initial assembly process.

(RO) Correction:

Repairs made on previous date and RO. Replaced Intake Heater Relay. COMPLETED MULTI POINT INSPECTION. TOPPED OFF ALL FLUIDS (DEF FLUID TOP OFF ADDITIONAL) Contacted Star Center for assistance. Star recommended to perform [redacted]. Removed transmission (4x4, skid plate, DEF, [redacted] driveshaft). Inspect and found [redacted] clutch snap ring dislodged. Replaced K1 sub-assembly. Reassemble and reinstall. Topped off transmission fluid. Performed quick learn procedure. . Replaced right rear seat LED/wiring underneath seat. Retest checks ok.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES PASS SIDE BACK SEAT,UNDERNEATH LIGHT IS NOT WORKING. C CUSTOMER STATES PUT THE TRUCK IN DRIVE AND HEAR THE NOISE. CUSTOMER STATES HE THINKS THE TRANS IS GOING OUT

(Claim) Cause:

WIRING FOR LED ILLUMINATION UNDERNEATH RIGHT REAR PASSENGER GOT ABSOLUTELY CR K1 CLUTCH SNAP RING DISLODGED FROM CLUTCH HUB. USHED DURING INITIAL ASSEMBLY PROCESS.

(Claim) Correction:

CONTACTED [redacted] CENTER FOR ASSISTANCE. [redacted] RECOMMENDED TO PERFORM TSB [redacted]- REPLACED RIGHT REAR SEAT LED/WIRING UNDERNEATH SEAT. RETEST CHECKS OK. 23. REMOVED TRANSMISSION (4X4, SKID PLATE, DEF, TWO-PIECE DRIVESHAFT). INSPEC T AND FOUND [redacted] CLUTCH SNAP RING DISLODGED. REPLACED [redacted] SUB-ASSEMBLY. REASSEM BLE AND REINSTALL. TOPPED OFF TRANSMISSION FLUID. PERFORMED QUICK LEARN PROCE DURE.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Module, power side step	DE	I/M TEST FAILURE	[redacted]	MODULE	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Moved to: [redacted] Line: A Moved to: [redacted] Line: B Moved to: [redacted] Line: C Moved to: [redacted] Line: D CUSTOMER STATES THE ELECTRICAL STEPS ARE NOT PROPERLY DEPLYOING CAMPAIGNS - RECALLS Moved to: [redacted] Line: E Moved to: [redacted] Line: F Moved to: [redacted] Line: G Moved to: [redacted] Line: H Moved to: [redacted] Line: I Moved to: [redacted] Line: J Moved to: [redacted] Line: K Moved to: [redacted] Line: L Moved to: [redacted] Line: M Moved to: [redacted] Line: N

(RO) Cause:

.

(RO) Correction:

Moved to: [redacted] Line: A ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: B ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: C ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: D ***MOVED LINE - SPLIT RO*** [redacted] PASSENGER SIDE STEP IS DEPLOYED ANDWILL NOT GO BACK TO "STOW POSITION" 200DIAGNOSE ELECTRICAL CIRCUIT FOR POWER SIDESTEPS MODULE. NO CODES FOUND IN ECU. MODULENOT GIVING A SIGNAL TO THE MOTOR ON THEPASSENGER SIDE ONLY. REPLACED POWER SIDE STEPMODULE (PSSM) CONFIRMED FIX. Module, power side step -Test and Replace (2 - Skilled) [redacted] 20 REPLACED RELAY RECALL [redacted] Moved to: [redacted] Line: E ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: F ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: G ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: H ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: I ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: J ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: K ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: L ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: M ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: N ***MOVED LINE - SPLIT RO***

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS THE POWER STEPS ARE NOT DEPLOYING

(Claim) Cause:

VERIFIED, PASS SIDE STEP IS DEPLOYED AND WONT GO BACK TO STOW POSITION, NO COD ES FOUND, FOUND MODULE NOT GIVING A SIGNAL TO THE MOTOR ON PASS SIDE ONLLY

(Claim) Correction:

REPLACED POWER SIDE STEP MODULE

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***	$57.21	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

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

RO Narratives

(RO) Customer Concern:

Moved to: [redacted] Line: A Moved to: [redacted] Line: B Moved to: [redacted] Line: C Moved to: [redacted] Line: D CUSTOMER STATES THE ELECTRICAL STEPS ARE NOT PROPERLY DEPLYOING CAMPAIGNS - RECALLS Moved to: [redacted] Line: E Moved to: [redacted] Line: F Moved to: [redacted] Line: G Moved to: [redacted] Line: H Moved to: [redacted] Line: I Moved to: [redacted] Line: J Moved to: [redacted] Line: K Moved to: [redacted] Line: L Moved to: [redacted] Line: M Moved to: [redacted] Line: N

(RO) Cause:

.

(RO) Correction:

Moved to: [redacted] Line: A ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: B ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: C ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: D ***MOVED LINE - SPLIT RO*** [redacted] PASSENGER SIDE STEP IS DEPLOYED ANDWILL NOT GO BACK TO "STOW POSITION" 200DIAGNOSE ELECTRICAL CIRCUIT FOR POWER SIDESTEPS MODULE. NO CODES FOUND IN ECU. MODULENOT GIVING A SIGNAL TO THE MOTOR ON THEPASSENGER SIDE ONLY. REPLACED POWER SIDE STEPMODULE (PSSM) CONFIRMED FIX. Module, power side step -Test and Replace (2 - Skilled) [redacted] 20 REPLACED RELAY RECALL [redacted] Moved to: [redacted] Line: E ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: F ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: G ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: H ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: I ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: J ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: K ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: L ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: M ***MOVED LINE - SPLIT RO*** Moved to: [redacted] Line: N ***MOVED LINE - SPLIT RO***

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS THE POWER STEPS ARE NOT DEPLOYING

(Claim) Cause:

VERIFIED, PASS SIDE STEP IS DEPLOYED AND WONT GO BACK TO STOW POSITION, NO COD ES FOUND, FOUND MODULE NOT GIVING A SIGNAL TO THE MOTOR ON PASS SIDE ONLLY

(Claim) Correction:

REPLACED POWER SIDE STEP MODULE

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	2[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	F - Service Contract	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	[redacted]

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Address	961 E US HWY 74 , ROCKINGHAM, NC 28379						

Condition Information

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

Change diesel engine oil and filter(synthetic oil may be required based on geographic location) [redacted] Multi-point inspection (according to maintenance interval)

(RO) Cause:

SERVICE

(RO) Correction:

Change diesel engine oil and filter (synthetic oilmay be required based on geographic location) [redacted] PARTS NOT COVERED [redacted] DIESEL ENGINE OIL AND FILTER SERVICE. REPLACEOIL AND OIL FILTER. TOP OFF FLUIDS. SET TIRE PSI.PERFORM MULTIPOINT INSPECTION ENTER REPAIR DESCRIPTION Multi-point inspection (according to maintenanceinterval) PERFORM VEHICLE CHECK UP... NOTIFY OWNER OF ANY NEEDED MAINTENANCE / REPAIRS

(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	[redacted] Expense	[redacted] Expense
[redacted]	[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	$83.35
[redacted]	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	4		27.46	$83.35
[redacted]	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	5		70.30	$83.35
[redacted]	[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	FLUID AFT	5		70.30	$83.35
[redacted]	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		52.35	$83.35
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	5		70.30	$166.69
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	5		70.30	$166.69
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	[redacted] 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 Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[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 Snap Ring								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	05189966AD	FLUID AFT	5		70.30	[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]	GASKET	1		52.35	[redacted]

RO Narratives

(RO) Customer Concern:

-General Repair [CUSTOMER STATES TRUCK HAS NO FORWARD [redacted]] INSTALL CLUTCH KIT [redacted] GRID RELAY RECALL

(RO) Cause:

. . .

(RO) Correction:

[redacted] VERIFIED THE CUSTOMER'S CONCERN OF NOFORWARD [redacted]. CHECKED SERVICE LIBRARY FORTECHNICAL SERVICE BULLETINS, STAR CASES,RAPID RESPONSE TRANSMITTALS, RAPID SERVICEUPDATES AND RECALLS AND FOUND APPLICABLE [redacted] A WHICH IS RELATED TO THEVEHICLE'S CONCERN. ACCESSED THE DIAGNOSTICPORT AND PERFORMED A SCAN TO FIND ACTIVECODE [redacted] AND TO FIND NO STORED RELEVANTCODES WHICH IS RELATED TO GEAR 1 SHIFTINCORRECT RATIO. RESEARCHED AND ANALYZEDTECHNICAL SERVICE BULLETINS, SERVICEBULLETINS, STAR CASES, RAPID RESPONSETRANSMITTALS, RAPID SERVICE UPDATES RECALLSFOR THIS SYSTEM. FOUND DOCUMENT [redacted]. A WHICH IS RELATED TO THE VEHICLE'SCONCERN. CHECKED FOR ANY SOFTWARE UPDATES TOFIND NO RELEVANT SOFTWARE UPDATES DUE.CHECKED TRANSMISSION FLUID LEVEL ANDCONDITION TO FIND [redacted] FLUIDLEVEL IS FULL AND CLEAN. FOUND [redacted] [redacted] SNAP RING IS THE POINTOF CONCERN. FURTHER EXAMINATION FOUND [redacted] FILTER THE [redacted] SNAP RINGDISLODGED. -General Repair CUSTOMER REQUESTS DIAGNOSIS - [redacted] CUSTOMER REQUESTED CAMPAIGN NUMBER[redacted] BE PERFORMED. PERFORMED A COMPLETEVEHICLE IDENTIFICATION NUMBER STATUS INQUIRYTO FIND AND VERIFY AN OPEN CAMPAIGN. THISVEHICLE MAY EXHIBIT A MALFUNCTION INDICATORLAMP ILLUMINATION WITH DIAGNOSTIC TROUBLECODE P0731 SET. IN ADDITION, [redacted]MAY NOT SHIFT INTO OR OUT OF [redacted] - [redacted] GEARDUE TO THE [redacted] SNAP RING BECOMINGDISLODGED. ACCESSED, INSPECTED AND REPLACEDTHE [redacted] / INPUT SHAFT SNAP RING AS PERRAPID SERVICE UPDATE [redacted] REMOVED [redacted] OIL PAN AND REPLACED [redacted] FILTER DUE TO [redacted] OF SEALFROM THE [redacted]. ACCESSED, INSPECTED ANDREPLACED THE [redacted] / INPUT SHAFT ASSEMBLYAS PER RAPID SERVICE UPDATE [redacted]. PERFORMED A TRANSMISSION QUICKLEARN ROUTINE. THE SYSTEM IS NOW OPERATING ASDESIGNED. ROAD TESTED THE VEHICLE [redacted] TOVERIFY REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

-GENERAL REPAIR [CUSTOMER STATES TRUCK HAS NO FORWARD [redacted]]

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF NO FORWARD [redacted]. CHECKED SERVICE LIBRARY F OR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, RAP ID SERVICE UPDATES AND RECALLS AND FOUND APPLICABLE [redacted] A WHI CH IS RELATED TO THE VEHICLE'S CONCERN. ACCESSED THE DIAGNOSTIC PORT AND PER FORMED A SCAN TO FIND ACTIVE CODE [redacted] AND TO FIND NO STORED RELEVANT CO DES WHICH IS RELATED TO GEAR [redacted] INCORRECT RATIO. RESEARCHED AND ANALYZE D TECHNICAL SERVICE BULLETINS, SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, RAPID SERVICE UPDATES RECALLS FOR THIS SYSTEM. FOUND DOCUMEN [redacted]. A WHICH IS RELATED TO THE VEHICLE'S CONCERN. CHECKED FOR ANY SOFTWARE UPDATES TO FIND NO RELEVANT SOFTWARE UPDATES DUE. CHECKED TRANSMIS SION FLUID LEVEL AND CONDITION TO FIND [redacted] FLUID LEVEL IS FULL AND CLEAN. FOUND [redacted] [redacted] SNAP RING IS THE POINT OF CONCERN. FURTHER EXAMINATION FOUND [redacted] FILTER THE [redacted] SNAP RING D ISLODGED.

(Claim) Correction:

ACCESSED, INSPECTED AND REPLACED THE K1 CLUTCH / INPUT SHAFT SNAP RING AS PER RAPID SERVICE UPDATE [redacted] INSTRUCTIONS. REMOVED THE TRANSMISSION OIL PAN A ND REPLACED THE TRANSMISSION FILTER DUE TO BITS OF SEAL FROM THE [redacted] CLUTCH. ACCESSED, INSPECTED AND REPLACED THE [redacted] CLUTCH / INPUT SHAFT ASSEMBLY AS PER RAPID SERVICE UPDATE [redacted] INSTRUCTIONS. PERFORMED A TRANSMISSION QUICK LE ARN ROUTINE. THE SYSTEM IS NOW OPERATING AS DESIGNED. ROAD TESTED THE VEHICL E [redacted] TO VERIFY REPAIRS.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition					Part 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]	[redacted]			[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	$89.23
[redacted]	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	[redacted]			26.31	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]				
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1	X	[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]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted]	4		[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped				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	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68637534AA	CLUTCHKIT	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CEL CAM ON AND TRANS WILL NOT MOVE FORWARD AND CLUNKS IN REVERSE CHECK ACCESSORY DRIVE BELTS,CHECK RADIATOR HOSES,CHECK COOLANT PROTECTION, GOOD TO....., INSPECT BATT TERMINALS FOR CORROSION, No forward movement.

(RO) Cause:

Inspection of concern verified vehicle works in reverse, eventually slams into [redacted] (limp in). And found code [redacted] shift incorrect ratio. These conditions combined suggest K1 snap ring dislodged per [redacted]. Rec replace K1 clutch assembly, snap ring, seals, and bolts per TSB. INSPECT AND RECORD TIRE TREAD DEPTH,SET TIRE PRESSURE TO VEHICLE MANUFACTURERS RECOMMENDATIONS,CHECK OPERATION OF [redacted], [redacted] clutch assembly and snap ring

(RO) Correction:

replace [redacted] clutch assembly, snap ring, seals, and bolts per TSB. LIGHTS, WIPERS, AND HORN, CHECK AND TOP OFF UNDER HOOD FLUID LEVELS AS NEEDED. COOLANT PROTECTION GOOD TO .....DEG.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CEL CAM ON AND TRANS WILL NOT MOVE FORWARD AND CLUNKS IN REVE RSE

(Claim) Cause:

INSPECTION OF CONCERN VERIFIED VEHICLE WORKS IN REVERSE, EVENTUALLY SLAMS INT O [redacted] (LIMP IN). AND FOUND COD[redacted] GEAR [redacted] INCORRECT RATIO. THESE CO NDITIONS COMBINED SUGGEST [redacted] DISLODGED PER [redacted]. REC REP LACE K1 CLUTCH ASSEMBLY, SNAP RING, SEALS, AND BOLTS PER TSB.

(Claim) Correction:
REPLACE K1 CLUTCH ASSEMBLY, SNAP RING, SEALS, AND BOLTS PER TSB.

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

Expense

Labor	[redacted]	**Sublet**	$45.32	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition	[redacted]	Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
A	[redacted]	Transmission, Remove and install for repair - [redacted] ;			[redacted]	SEAL	4	X	[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; 4x4 equipped			[redacted]	SEAL	4	X	[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] ; [redacted] propeller shaft equipped			[redacted]	SEAL	4	X	[redacted]	
A	[redacted]	Seal, front pump housing ; (3 - Highly Skilled)	74	OIL LEAK	[redacted]	SEAL	4	X	[redacted]	
A	[redacted]	A/C Performance Test, recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair			[redacted]	SEAL	4	X	[redacted]	

RO Narratives

(RO) Customer Concern:

trans seems to be leaking from the front. transmission put in on [redacted] r.o. [redacted]

(RO) Cause:

Vehicle has delayed engagement. Found faulty input shaft seal. service part warranty

(RO) Correction:

Replaced faulty input shaft seal.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANS SEEMS TO BE LEAKING FROM THE FRONT. TRANSMISSION PUT IN ON [redacted]

(Claim) Cause:

VEHICLE HAS DELAYED ENGAGEMENT. FOUND FAULTY INPUT SHAFT SEAL. SERVICE PART WARRANTY

(Claim) Correction:

REPLACED FAULTY INPUT SHAFT SEAL.

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]
Address	, ,		

Condition Information

Condition [redacted]			Failure [redacted]	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	[redacted] Expense
A	[redacted]	Driveline/PTU/Transfer Case Mechanical, Trouble Not Found ; Driveshaft	[redacted]							

RO Narratives

(RO) Customer Concern:

MULTI POINT INSPECTION/EMAIL ADDRESS[redacted]) TRANNY ISSUES SHAKING REALLY BAD[redacted]) ******PICK UP # BADGER STATE KEY IN OFFICE*** ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANNY ISSUES- SHAKING REALLY BAD Q

(Claim) Cause:

REAR DRIVE SHAFT MOVES OFF CENTER

(Claim) Correction:

RE PHASE[redacted] SHAFT - NOW RUNS SMOOTH

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP0L93 - 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	, ,		

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)	[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

[redacted] AISIN TRANSMISSION [redacted] ([redacted]) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) (Multi-point inspection according to maintenance interval) customer states put the truck in drive and hear the noise. customer states he thinks the trans is going out rent 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 CUSTOMER STATES PASS SIDE BACK SEAT,UNDERNEATH LIGHT IS NOT WORKING. cUSTOMER STATES TO PLEASE ORDER PART

(RO) Cause:

. Recall [redacted] clutch snap ring dislodged from clutch hub. . Wiring for LED illumination underneath right rear passenger got absolutely crushed during initial assembly process.

(RO) Correction:

Repairs made on previous date and RO. Replaced Intake Heater Relay. COMPLETED MULTI POINT INSPECTION. TOPPED OFF ALL FLUIDS (DEF FLUID TOP OFF ADDITIONAL) Contacted [redacted] Center for assistance. [redacted] recommended to perform [redacted]. Removed transmission (4x4, skid plate, DEF, [redacted] driveshaft). Inspect and found [redacted] clutch snap ring dislodged. Replaced K1 sub-assembly. Reassemble and reinstall. Topped off transmission fluid. Performed quick learn procedure. . Replaced right rear seat LED/wiring underneath seat. Retest checks ok.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES PASS SIDE BACK SEAT,UNDERNEATH LIGHT IS NOT WORKING. C CUSTOMER STATES PUT THE TRUCK IN DRIVE AND HEAR THE NOISE. CUSTOMER STATES HE THINKS THE TRANS IS GOING OUT

(Claim) Cause:

WIRING FOR LED ILLUMINATION UNDERNEATH RIGHT REAR PASSENGER GOT ABSOLUTELY CR [redacted] SNAP RING DISLODGED FROM CLUTCH HUB. USHED DURING INITIAL ASSEMBLY PROCESS.

(Claim) Correction:

CONTACTED STAR CENTER FOR ASSISTANCE. STAR RECOMMENDED TO PERFORM TSB [redacted]- REPLACED RIGHT REAR SEAT LED/WIRING UNDERNEATH SEAT. RETEST CHECKS OK. 23. REMOVED TRANSMISSION (4X4, SKID PLATE, DEF, TWO-PIECE DRIVESHAFT). INSPEC T AND FOUND [redacted] SNAP RING DISLODGED. REPLACED K1 SUB-ASSEMBLY. REASSEM BLE AND REINSTALL. TOPPED OFF TRANSMISSION FLUID. PERFORMED QUICK LEARN PROCE DURE.

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**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$6,422.34	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] DODGE INC	**Zone**	[redacted]
Address	1497 N STATE ROUTE 50 , BOURBONNAIS, IL 60914				

Condition Information

Condition	[redacted]	Desc	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Injector, Fuel ; [redacted] primary labor operation			[redacted]	INJECTOR	2	X	[redacted]	[redacted]
A	[redacted]	Injector, Fuel ; [redacted] primary labor operation			[redacted]	CONNECTOR	[redacted]			
A	[redacted]	Injector, Fuel ; [redacted] primary labor operation			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Injector, Fuel ; [redacted] primary labor operation			[redacted]	[redacted]				
A	[redacted]	Injector, Fuel ; Cylinder 3 - [redacted]	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	INJECTOR	2	X	[redacted]	$93.77
A	[redacted]	Injector, Fuel ; Cylinder 3 - [redacted]	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	CONNECTOR	2		397.99	$93.77
A	[redacted]	Injector, Fuel ; Cylinder 3 - 6.7 liter	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]				
A	[redacted]	Injector, Fuel ; Cylinder 3 - [redacted]	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	GASKET	1		29.60	$93.77
[redacted]	[redacted]	Injector, Fuel ; Cylinder 4 - [redacted]			[redacted]	INJECTOR	2	X	[redacted]	
[redacted]	[redacted]	Injector, Fuel ; Cylinder 4 - [redacted]			[redacted]	CONNECTOR	2		397.99	$93.77
[redacted]	[redacted]	Injector, Fuel ; Cylinder 4 - 6.7 liter			[redacted]	GASKET	1		688.19	$93.77
[redacted]	[redacted]	Injector, Fuel ; Cylinder 4 - [redacted]			[redacted]	GASKET	1		29.60	$93.77
A	[redacted]	State Labor Allowance			[redacted]	INJECTOR	2	X	[redacted]	
A	[redacted]	[redacted]			[redacted]	CONNECTOR	2		397.99	[redacted]
A	[redacted]	State Labor Allowance			[redacted]	GASKET	1		688.19	[redacted]
A	[redacted]	State Labor Allowance			[redacted]	GASKET	1		29.60	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction			[redacted]	INJECTOR	2	X	[redacted]	[redacted]

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

RO Narratives

(RO) Customer Concern:

VEHICLE WILL NOT START HAS CRANK FEELS AS IF IT IS NOT GETTING ANY FUEL [redacted] Ram Heavy Duty Grid Heater Rel MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

FUEL INJECTORS STUCKOPEN

(RO) Correction:

[redacted] FUEL INJECTORS STUCK OPEN FOUNDVEHICLE CRANKS, DOESNT START. SCANNED FORCODES [redacted] MISFIRES. [redacted] AND [redacted] FUEL GETTING TO HP PUMP. FUEL RAILPRESSURE NOT EXCEDIN [redacted]. LEAK ING DOWNQUICKLY. FOUND WHEN BLOCKING OFF INJECTORS [redacted], FUEL RAIL WOULD BUILD [redacted]. [redacted]. UPONREMOVAL VALVE COVER, GASKET WAS STUCK TOVALVE COVER, DELAMINATED UPON REMOVAL. THISWILL NEED REPLACED. REPLACED [redacted]. REPLACED VALVE COVER HARNESS ANDCCF GASKET. CLEARED CODES. RESET INJECTORCOMPENSATOR VALUES FOR [redacted] LEVEL, OIL LEVEL FULL AND CLEAN.STARTED ENGINE, NO LEAKS. TEST DROVE, ALLSYSTEMS OPERATING AS DESIGNED. DIAGNOSTICS Injector, Fuel - Test andReplace 6.7 liter primarylabor operation (2 - Skilled) Injector, Fuel Cylinder 3Injector, Fuel Cylinder 4STATE LABOR ALLOWANCE[DIAGNOSTICS INJECTOR, FUEL-Replace (A) STATE LABOR ALLOWANCE[PARTS NOT AVAILABLE FOR RECALL MISCELLANEOUS ADJUSTMENTS MOPAR EXPRESS LANE INSPECTION TOWED TO SHOP FROM BRAIDWOOD SUBLET REPAIRS

(RO) Technical Notes:

INJECTORS ARE STUCK OPEN

GCS Narratives

(Claim) Customer Concern:

CHECK VEHICLE FEELS LIKE IT IS NOT GETTING ANY FUEL

(Claim) Cause:

INJECTORS STICK OPEN

(Claim) Correction:

REPLACED INJECTORS

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	***In Service Date***	[redacted]
Claim Type	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]

Condition Information

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

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) CUSTOMER STATES THAT THE VEHICLE WAS JERK[redacted] AND THEN HAD NO POWER TRANS OVER TEMP LIGHT HAD CAME ON NO INDICATION ANYTH [redacted] WAS GO[redacted] ON JUST ALL OF A SUDDEN HAPPENED (Automatic Tr ansmission Concern) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) CUSTOMER IS BE[redacted] PROVIDED WITH A HIGHLINE LOANER VEHICLE AS A COURTESY GOODWILL ALTERNATIVE TRANSPORTAION WHILE IN FOR SERVICE.

(RO) Cause:

COMPLIMENTARY INSPECTION OF AREAS OUTLINED ON SEPERATE INSPECTION FORM PROVIDED BY YOUR SERVICE ADVISOR. CONFIRMED CUSTOMER CONCERN. DTC [redacted] PRESENT. REFERENCED SERVICE LIBRARY AND DETERMINED THAT [redacted] APPLIED TO CUSTOMER CONCERN. FOLLOW AND COMPLETE RECALL REPAIRS AS SPECIFIED BY VEHICLE MANUFACTURER.

(RO) Correction:

REMOVED TRANSMISION ASSEMBLY AND REPLACED K1 INPUT SHAFT SUB ASSEMBLY PER TSB INSTRUCTIONS AND FILLED WITH FLUID. TEST DROVE VEHICLE FO [redacted]. VEHICLE HAD LOUD NOISE DUR[redacted] SHIFT[redacted]. CONTACTED STAR CENTER. STAR ADVISED R&R TRANMISSION ASSEMBLY. ORDERED NEW TRANSMISSION. COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THAT THE VEHICLE WAS JERK[redacted] AND THEN HAD NO POWER. TRANS OVER TEMP LIGHT HAD CAME ON NO INDICATION ANYTH[redacted] WAS GO[redacted] ON JUST ALL OF A SUDDEN HAPPENE D

(Claim) Cause:

CONFIRMED CUSTOMER [redacted] PRESENT. REFERENCED SERVICE LIBRARY AND DETERMINED THAT TSB [redacted] APPLIED TO CUSTOMER [redacted].

(Claim) Correction:

REMOVED TRANSMISION ASSEMBLY AND REPLACED K1 INPUT SHAFT SUB ASSEMBLY PER TSB INSTRUCTIONS AND FILLED WITH FLUID. TEST DROVE VEHICLE FO [redacted]. VEHICLE MAKING LOUD NOISE DURING SHIFTING. CONTACTED [redacted] CENTER. [redacted] ADVISED R&R T RANSMISSION ASSEMBLY. ORDERED NEW TRANSMISSION.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	$331.06	***Sublet***	[redacted]	***Part***	[redacted]	***Total Paid***	[redacted]

Dealer Information

[redacted]	[redacted]	***Name***	STEVE WHITE MOTORS INC	[redacted]	[redacted]
Address	3470 US HIGHWAY 70 EAST , HICKORY, NC 28602				

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure*** [redacted]	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Module, Telematics Box (TBM) Backup Flash ; Module, Telematics Box (TBM2) - Reprogram	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

RECALL [redacted] RAM HEAVY DUTYGRID HEATER CUSTOMER STATED THE SERVICE CONNECTMESSAGE IS UP

(RO) Cause:

NA

(RO) Correction:

NO WORK DONE HAVE NO PARTS NO WORK DONE [redacted] TECH PERFORMED A FLASH TO THE TBMPER TSB #[redacted] LOP [redacted] UPDATEDFROM [redacted] TO [redacted] GENERAL CONCERN # 2

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES SERVICE UCONNECT BOX MESSAGE IS DISPLAYED

(Claim) Cause:

RAN WITECH DIAG TESTS, FOUND NO CODES. FOUND TSB [redacted] PER CONCERN

(Claim) Correction:

FLASHED TBM PER TSB AND CUSTOMER CONCERN

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	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] NEW YORK
Address	EXIT 107 RTE 17E , MONTICELLO, NY 12701				

Condition Information

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

RO Narratives

(RO) Customer Concern:

[redacted], [redacted], RGTD FLAPS, FLARES, FIREEXT, [redacted], FILL DEF CODE [redacted] BAR [redacted] WORK LMAPS 2 48 [redacted], SS DOORS SUPPLY [redacted] SWAP IN EXPENSE PERFORM RECALL [redacted] HEATER PERFORM RRT FOR HARD SHIFT

(RO) Cause:

RRT

(RO) Correction:

[redacted] [redacted] NEW VEHICLE PREP [redacted] INSPECTION #[redacted] INSTALL FRONT LICENSE PLATE CHECKUNDER VEHICLE FILL WITH GAS [redacted] SALE [redacted] DONE BY TECH [redacted].. NEW VEHICLE PREP W/[redacted]; W/FUEL ADD GASOLINE OR DIESEL DEF Fluid Top Off VehicleDelivery Fill - Cab Chassis Models Only - SeeLOP note for vehicle specific allowances. PARTS ONLY/NO LABOR NEW VEHICLE PREP W/[redacted]; W/FUEL ADD GASOLINE OR DIESEL FILL DEF TANK PARTS ONLY/NO LABOR COD[redacted] BAR OO WORK LAMPS OO INSTALL TOOL BOX PARTS ONLY/NO LABOR SWAP IN EXPENSE [redacted] RECALL REPLACED GRID HEATER REALY REPLACE RELAY. INTAKE AIRHEATER FLOOR PLAN REIMBURSEMENT REPLACE RELAY. INTAKE AIRHEATER RECALL [redacted] FOR FLOOR PLANALLOWANCE([redacted] MAX)SEE CHART [redacted] UPDATED PCM AS PER RRTGUIDELINES. [redacted] PROGRAM

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	ROBERT [redacted] DODGE JEEP	**Zone**	[redacted] NEW YORK
Address	EXIT 107 RTE 17E , MONTICELLO, NY 12701				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						[redacted]
A	8590005R	Road Ready ; Road Test								[redacted]
[redacted]		Road Ready ; 6.7 liter diesel equipped								[redacted]

RO Narratives

(RO) Customer Concern:

[redacted], [redacted], [redacted] FLAPS, FLARES [redacted], [redacted], FILL DEF CODE [redacted] BAR [redacted] LMAPS 2 48 [redacted], SS DOORS SUPPLY [redacted] SWAP IN EXPENSE PERFORM RECALL [redacted] PERFORM RRT FOR HARD SHIFT

(RO) Cause:

RRT

(RO) Correction:

[redacted] NEW VEHICLE PREP [redacted] INSPECTION [redacted] INSTALL FRONT LICENSE PLATE CHECKUNDER VEHICLE FILL WITH GAS [redacted] GALLONSFUEL SALE [redacted] DONE BY TECH #[redacted].. NEW VEHICLE PREP W/[redacted]; W/FUEL ADD GASOLINE OR DIESEL DEF Fluid Top Off VehicleDelivery Fill - Cab Chassis Models Only - SeeLOP note for vehicle specific allowances. PARTS ONLY/NO LABOR NEW VEHICLE PREP W/[redacted]; W/FUEL ADD GASOLINE OR DIESEL FILL DEF TANK PARTS ONLY/NO LABOR COD[redacted] BAR OO WORK LAMPS OO INSTALL TOOL BOX PARTS ONLY/NO LABOR SWAP IN EXPENSE [redacted] RECALL REPLACED GRID HEATER REALY REPLACE RELAY. INTAKE AIRHEATER FLOOR PLAN REIMBURSEMENT REPLACE RELAY. INTAKE AIRHEATER RECALL [redacted] FOR FLOOR PLANALLOWANCE([redacted] MAX)SEE CHART [redacted] [redacted] UPDATED PCM AS PER RRTGUIDELINES. TCM PROGRAM

(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]	**Zone**	[redacted] NEW YORK
Address	EXIT 107 RTE 17E , MONTICELLO, NY 12701				

Condition Information

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

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
TOPPED OFF FLUID

(Claim) Cause:
TOPPED OFF FLUID

(Claim) Correction:
TOPPED OFF FLUID

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	Year	[redacted]	Body	D28M91 - 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]

Condition Information

Condition [redacted]		[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]	BOLT	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		29.62	$75.77
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		36.17	$75.77
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		11.57	$75.77
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		123.82	$75.77
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	5		68.79	$75.77
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		11.57	[redacted]
A	21000A60	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	9		123.82	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	5		68.79	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	BOLT	[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	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-R[redacted]	1		29.62	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		36.17	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL R[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	O-R[redacted]	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	SEAL R[redacted]	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	5		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) CUSTOMER STATES THAT THE VEHICLE WAS JERK[redacted] AND THEN HAD NO POWER TRANS OVER TEMP LIGHT HAD CAME ON NO INDICATION ANYTH [redacted] WAS GO[redacted] ON JUST ALL OF A SUDDEN HAPPENED (Automatic Tr ansmission Concern) Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) CUSTOMER IS BE[redacted] PROVIDED WITH A HIGHLINE LOANER VEHICLE AS A COURTESY GOODWILL ALTERNATIVE TRANSPORTAION WHILE IN FOR SERVICE.

(RO) Cause:

COMPLIMENTARY INSPECTION OF AREAS OUTLINED ON SEPERATE INSPECTION FORM PROVIDED BY YOUR SERVICE ADVISOR. CONFIRMED CUSTOMER CONCERN. DTC [redacted] PRESENT. REFERENCED SERVICE LIBRARY AND DETERMINED THAT [redacted] APPLIED TO CUSTOMER CONCERN. FOLLOW AND COMPLETE RECALL REPAIRS AS SPECIFIED BY VEHICLE MANUFACTURER.

(RO) Correction:

REMOVED TRANSMISION ASSEMBLY AND REPLACED K1 INPUT SHAFT SUB ASSEMBLY PER [redacted] INSTRUCTIONS AND FILLED WITH FLUID. TEST DROVE VEHICLE FO [redacted]. VEHICLE HAD LOUD NOISE DUR[redacted] SHIFT[redacted]. CONTACTED STAR CENTER. STAR ADVISED R&R TRANMISSION ASSEMBLY. ORDERED NEW TRANSMISSION. COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THAT THE VEHICLE WAS JERKING AND THEN HAD NO POWER. TRANS OVER TEMP LIGHT HAD CAME ON NO INDICATION ANYTHING WAS GOING ON JUST ALL OF A SUDDEN HAPPENE D

(Claim) Cause:

CONFIRMED CUSTOMER CONCERN [redacted] PRESENT. REFERENCED SERVICE LIBRARY AND DETERMINED THAT TSB [redacted] APPLIED TO CUSTOMER CONCERN.

(Claim) Correction:

REMOVED TRANSMISION ASSEMBLY AND REPLACED K1 INPUT SHAFT SUB ASSEMBLY PER TSB INSTRUCTIONS AND FILLED WITH FLUID. TEST DROVE VEHICLE FO [redacted]. VEHICLE MAKING LOUD NOISE DURING SHIFTING. CONTACTED [redacted] CENTER. [redacted] ADVISED R&R T RANSMISSION ASSEMBLY. ORDERED NEW TRANSMISSION.

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	15859 STATE ROAD 50 , CLERMONT, FL 34711		

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	9128.96	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	COOLER	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	[redacted]	1		201.54	[redacted]
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]B	TRANSMISS	1	X	9128.96	$31.23
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		28.73	$31.23
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	COOLER	1		245.43	$31.23
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		201.54	$31.23
[redacted]		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	[redacted]			
[redacted]		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BOLT	[redacted]			
[redacted]		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	COOLER	1		245.43	$93.70
[redacted]		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]	[redacted]			
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler ([redacted] [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]				COOLER	1		[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted]				TOC ASSY	1		[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	6		[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 2 [Customer Satisfaction Notification ZD4 - Diesel Exhaust Fluid **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] General Concern #1 [Cs vehicle los[redacted] gear] lost [redacted] gear

(RO) Cause:

internal transmission problem gear tdc po731 active incorrect ration

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) MULTI POINT INSPECTION [redacted] INSPECTION MISC. SHOP CHARGES Recall / Customer Satisfaction Notification2 Recall / Customer Satisfaction Notification1 General Concern #1 GENERAL CONCERN customer concern truck as n[redacted] gearcheck and found dtc [redacted] remove transmissionand remove torque converter to remove frontpump and inspected and remove front gearassembly to inspected and found broken snaping and damage housing and request totransmission to be replaces and performancequick learn and tcm modle up date [redacted] transmission replace General Repair Request - Used for [redacted] Service

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES LOST [redacted]

(Claim) Cause:

DTC [redacted] REMOVE TRANS AND TORQUE CONVERTER TO REMOVE FRONT PUMP AND INSPECT. FOUND BROKEN SNAP RING. DAMAGE TO HOUSING. AUTH BY POWERTRAIN TO REPLACE TRA NS. .

(Claim) Correction:

REPLACE TRANS AND PERFORM QUICK LEARN AND TCM MODULE UPDATE.

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

Dealer Information

Code	[redacted]	**Name**	MOUNTAIN VIEW CHRYSLER DODGE JEEP	**Zone**	[redacted]
Address	7154 NASHVILLE STREET , RINGGOLD, GA 30736				

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 [redacted] Heater Relay ; Replace Intake Air [redacted] Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	60.04	[redacted]

RO Narratives

(RO) Customer Concern:

MANUFACTURER SAFETY RECALL ISSUED NHTSA [redacted] RECALL [redacted] RAM HEAVY DUTY GRID HEATER RELAY STATUS: REMEDY NOT YETAVAILABLE CUSTOMER STATES PULLS TO LEFT, STEERING WHEEL OFF CENTER TO THE RIGHT CUSTOMER STATES TIRE VIBRATION PRESENT IN [redacted] CUSTOMER STATES SURROUND VIEW DOES NOT SHOW REAR OF TRUCK *Multi-Point Inspection

(RO) Cause:

. . .

(RO) Correction:

[redacted] REPLACED GRID HEATER RELAY PER RECAL [redacted] A Safety Recall [redacted] - Intake Air [redacted] Heater Relay - Replace Replace Intake Air [redacted] Heater Relay ([redacted] PERFORMED ALIGNMENT, VEHICLE STILLSLIGHTLY PULLS DUE TO TIRE VIBRATION. Wheel alignment - Alignment Front wheel alignment 4500-5500 (1 - [redacted]) [redacted] DROVE VEHICLE AND FELT HEAVYVIBRATION AT [redacted]. PERFORMED ROADFORCEBALANCE AND [redacted] HAD EXCESSIVE ROADFORCE OF 55-82 CAUSING VIBRATION. WAS UNABLETO FORCE MATCH DUE TO EXCESSIVE HIGH ROADFORCE. BALANCE [redacted] AND TEST DROVEVEHICLE AGAIN, STILL VIBRATION PRESENT ATAROUND 65. MUST REPLACE [redacted] AND RETEST.ADVISOR SUBMITTED TO AREA MANAGER FORAPPROVAL. RETURNED VEHICLE TO CUSTOMER UNTILAPPROVAL ON TIRES IS COMPLETED. Wheels, Trouble Not Found- No Repair/Trouble Not Found Wheels ([redacted] FOR CAB CHASSIS MISCELLANEOUS REPAIR MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES PULLS TO LEFT, STEERING WHEEL OFF CENTER TO THE RIGHT

(Claim) Cause:

PERFORMED ALIGNMENT, VEHICLE STILL SLIGHTLY PULLS DUE TO TIRE VIBRATION.

(Claim) Correction:

PERFORMED ALIGNMENT, VEHICLE STILL SLIGHTLY PULLS DUE TO TIRE VIBRATION.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - 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	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	7154 NASHVILLE STREET , RINGGOLD, GA 30736		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	Wheel alignment - Front wheel alignment [redacted]	LL	LEADS LEFT						[redacted]

RO Narratives

(RO) Customer Concern:

MANUFACTURER SAFETY RECALL ISSUED [redacted] RECALL [redacted] RAM HEAVY DUTY GRID HEATER RELAY STATUS: REMEDY NOT YETAVAILABLE CUSTOMER STATES PULLS TO LEFT, STEERING WHEEL OFF CENTER TO THE RIGHT CUSTOMER STATES TIRE VIBRATION PRESENT IN [redacted] CUSTOMER STATES SURROUND VIEW DOES NOT SHOW REAR OF TRUCK *Multi-Point Inspection

(RO) Cause:

. . .

(RO) Correction:

[redacted] REPLACED GRID HEATER RELAY PER RECAL[redacted]A Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay ([redacted] Skilled) [redacted] PERFORMED ALIGNMENT, VEHICLE STILLSLIGHTLY PULLS DUE TO TIRE VIBRATION. Wheel alignment - Alignment Front wheel alignment [redacted] (1 - Semi-Skilled) [redacted] TEST DROVE VEHICLE AND FELT HEAVYVIBRATION AT [redacted]. PERFORMED ROADFORCEBALANCE AND [redacted] HAD EXCESSIVE ROADFORCE OF 55-82 CAUSING VIBRATION. WAS UNABLETO [redacted] DUE TO EXCESSIVE HIGH ROADFORCE. BALANCE [redacted] AND TEST DROVEVEHICLE AGAIN, STILL VIBRATION PRESENT ATAROUND 65. MUST REPLACE [redacted] AND RETEST.ADVISOR SUBMITTED TO AREA MANAGER FORAPPROVAL. RETURNED VEHICLE TO CUSTOMER UNTILAPPROVAL O[redacted] IS COMPLETED. Wheels, Trouble Not Found- No Repair/Trouble Not Found Wheels ([redacted] Skilled) [redacted] FOR CAB CHASSIS MISCELLANEOUS REPAIR MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES PULLS TO LEFT, STEERING WHEEL OFF CENTER TO THE RIGHT

(Claim) Cause:

PERFORMED ALIGNMENT, VEHICLE STILL SLIGHTLY PULLS DUE TO TIRE VIBRATION.

(Claim) Correction:

PERFORMED ALIGNMENT, VEHICLE STILL SLIGHTLY PULLS DUE TO TIRE VIBRATION.

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**	MOUNTAIN VIEW CHRYSLER DODGE JEEP	**Zone**	[redacted]
Address	7154 NASHVILLE STREET , RINGGOLD, GA 30736				

Condition Information

Condition Code	[redacted]	[redacted] Desc	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	[redacted], Trouble Not Found ; [redacted]	OD							[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

TEST DROVE AND PERFORMED ROADFORCE BALANCE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TIRE VIBRATION PRESENT IN [redacted]

(Claim) Cause:

TEST DROVE VEHICLE AND FELT HEAVY VIBRATION AT [redacted]. PERFORMED ROADFORC E BALANCE AN[redacted] HAD EXCESSIVE ROAD FORCE OF 55-82 CAUSING VIBRATION. WAS UNABLE TO FORCE MATCH DUE TO EXCESSIVE HIGH ROAD FORCE. BALANCE [redacted] AND TEST DROVE VEHICLE AGAIN, STILL VIBRATION PRESENT AT AROUND 65. MUST RE PLACE [redacted] AND RETEST. ADVISOR SUBMITTED TO AREA MANAGER FOR APPROVAL. R ETURNED VEHICLE TO CUSTOMER UNTIL APPROVAL ON TIRES IS COMPLETED.

(Claim) Correction:

TEST DROVE VEHICLE AND FELT HEAVY VIBRATION AT [redacted]. PERFORMED ROADFORC E BALANCE AN[redacted] HAD EXCESSIVE ROAD FORCE OF 55-82 CAUSING VIBRATION. WAS UNABLE TO FORCE MATCH DUE TO EXCESSIVE HIGH ROAD FORCE. BALANCE [redacted] AND TEST DROVE VEHICLE AGAIN, STILL VIBRATION PRESENT AT AROUND 65. MUST

RE PLACE ALL TIRES AND RETEST. ADVISOR SUBMITTED TO AREA MANAGER FOR APPROVAL. R ETURNED VEHICLE TO CUSTOMER UNTIL APPROVAL ON TIRES IS COMPLETED.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Co[redacted] C	[redacted]	[redacted] Desc	[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	51.94	$27.78 [redacted]

RO Narratives

(RO) Customer Concern:

PERFORM [redacted] GRID RELAY RECALL

(RO) Cause:

.

(RO) Correction:

[redacted] CUSTOMER REQUESTED CAMPAIGN NUMBER [redacted] BE PERFORMED. PERFORMED A COMPLETEVEHICLE IDENTIFICATION NUMBER STATUS INQUIRYTO FIND AND VERIFY AN OPEN CAMPAIGN. THISVEHICLE CAN EXPERIENCE AN ENGINE COMPARTMENTFIRE ORIGINATING FROM THE GENERATION 1 SOLIDSTATE INTAKE AIR GRID HEATER RELAY. ACCESSED,REMOVED AND INSTALLED A NEW INTAKE AIR HEATERRELAY AS PER SAFETY RECALL [redacted] INSTRUCTIONS.THE SYSTEM IS NOW OPERATING AS 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:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	2[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	F - Service Contract	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	[redacted]

Expense

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

Dealer Information

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

Condition Information

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

(Change diesel engine oil and filter synthetic oil may be re quired based on geographic location [redacted]) (Multi-point inspection according to maintenance interval) (Replace [redacted]) (Rotate tires) (Front Differential Service) (Rear Differential Service) (Transfer Case Service)

(RO) Cause:

PERFORM MULTIPOINT INSPECTION REPLACED FUEL FILTER. ROTATED TIRES.

(RO) Correction:

COMPLETED . .

(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] 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] ELSINORE CHRYSLER DODGE JEEP	**Zone**	[redacted]
Address	31400 AUTO CENTER DRIVE , [redacted] ELSINORE, CA 92530				

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Wheel ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TIRE	2	X	[redacted]	
A	[redacted]	Sublet processing allowance			[redacted]	TIRE	2	X	[redacted]	
A	[redacted]	Sublet Repair			[redacted]	TIRE	2	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

(Multi-point inspection) (Check Tire Pressure) [redacted] (Mount balance 2 tires) GOODWILL PER ADAM, DM NOTES IN

(RO) Cause:

NA

(RO) Correction:

COMPLETED COURTESY MULTIPOINT INSPECTION. SEE ATTACHED COPY OF THE MULTIPOINT INSPECTION FORM. ADJUSTED TO FACTORY SPEC TIRE REPLACE AND BALANCE SERVICE COMPLETED.

(RO) Technical Notes:

LOP USED FOR TIRE REPLACEMENT AS NO LOPS FOR TIRES UNDER WARRANTY D, THE TIRES WERE WARN FROM OUT OF ALIGNMENT CUSTOMER TOOK IT TO GET ALIGNED ELSEWHERE AS THE VEHICLE WAS TOO BIG FOR OUR ALIGNER, TO GET IT CORRECTED , THANK YOU.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE FRONT [redacted] HAVE EXCESSIVE OUTER TIRE WEAR FOR THE [redacted] OF THE VEHICLE

(Claim) Cause:

VERIFIED CUSTOMER CONCERN, FOUND THE FRONT [redacted] WILL NEED TO BE REPLACED AND BALANCED. PN#: [redacted]

(Claim) Correction:
TIRE REPLACE AND BALANCE SERVICE COMPLETED.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition			*Failure*	*Failure Desc*	*Part Number*	[redacted] *Name*	*Quantity*	*Failed*	*Expense*	*Expense*
[redacted]	[redacted]	Safety Recall [redacted] Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	65.53	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE VEHICLE IS HEREFOR THE [redacted] HEATER RELAY RECALL TO BE PERFORMED

(RO) Cause:

.

(RO) Correction:

[redacted] SAFETY Replace the heater grid relay REPLACE RELAY, INTAKE AIRHEATER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

COMPLETE RECALL

(Claim) Cause:

COMPLETE RECALL

(Claim) Correction:

COMPLETE RECALL

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted] **Name** [redacted]
Address	5202 [redacted] DAVIS HWY , FREDERICKSBURG, VA 22408

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	1450.75	[redacted]
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		28.46	[redacted]
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		[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]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	$201.26
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1	X	1450.75	[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	9		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1	X	1450.75	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	[redacted]	1	X	[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	9		151.20	$[redacted]

RO Narratives

(RO) Customer Concern:

CS WAS DRIVING PULLING [redacted] WHEN WARNING MESSAGE CAME U P ON DASH AND THEN IMMEDIATELY WENT AWAY AT WHICH POINT HE H AD NO FORWARD GEARS ONLY [redacted] 2 INCORRECT RATI O (Automatic Transmission Concern) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) CUSTOMER REQUEST ALTERNATE TRANSPORTATION. PROVIDED CUSTOMER WITH SAFFORD RENTAL VEHICLE. C/S HEARS RUBBING NOISE INSIDE STEERING WHEEL WHEN TURNING

(RO) Cause:

[redacted] SNAP RING DISLODGED. PROVIDED CUSTOMER COURTESY RENTAL PER MANUFACTURER ALTERNATE TRANSPORTATION ALLOWANCE. LABOR OPS STANDARD RENTAL - [redacted] CLOCK SPRING MAKING NOISE WHEN TURNING WHEEL.

(RO) Correction:

REPLACED K1 CLUTCH ASSEMBLY AND UPDATED TCM SOFTWARE PER TS[redacted] CUSTOMER WILL HAVE COMPLETED BACK HOME REPLACED CLOCK SPRING, VERY MILD SOUND COMING FROM BAND INTERNAL TO CLOCK SPRING, BUT THAT IS THE DESIGN OF THE PART

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT HE WAS DRIVING AND FELT WHILE PULLING WITH THE [redacted] A WARNING MESSAGE COME UP ON THE DASH AND THEN IMMEDIATELY WENT AWAY AT WHIC H POINT HE HAD NO FORWAR GEARS ONLY REVERSE AND CODE SET [redacted] GEAR 2 INCORR ECT RATIO

(Claim) Cause:

SNAP RING DISLODGED

(Claim) Correction:

REPLACED K1 CLUTCH ASSEMBLY AND UPDATED TCM SOFTWARE PER TSB [redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Module, steering column control ; SCCM, includes turn signal switch, clock spring, steering angle sensor where applicable	68	NOISY	[redacted]	CLOCKSPRI	1	X	[redacted]	[redacted]
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	CLOCKSPRI	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:

DEALER TECH HEARING RUBBING NOISE INSIDE STEERING WHEEL WHEN TURNING

(Claim) Cause:

FOUND CLOCK SPRING MAKING NOISE WHEN TURNING WHEEL

(Claim) Correction:

REPLACED CLOCK SPRING, VERY MILE SOUND COMING FROM BAND INTERNAL TO CLOCK SPRI NG, DESIGNED IS AS [redacted] ONLY

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	***Desc***	***Failure*** [redacted]	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]	Module, steering column control ; [redacted] includes turn signal switch, clock spring, steering angle sensor where applicable	[redacted]	NOISY						[redacted]
[redacted]	Loaner Car ; High Line Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RENTAL FO[redacted]

(Claim) Cause:

RENTAL FO[redacted]

(Claim) Correction:

RENTAL FO[redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	53 HOLLZ PARKWAY , NEWNAN, 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	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[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]	[redacted]	O-RING	[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]	GASKET	[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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	[redacted]	[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]	SEAL RING	[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]	FLUID AFT	[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]	LUBRICANT	[redacted]			

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES AFTER TRANSMISSION REPAIR VEHICLE WILL SHIFT INTO REVERSE [redacted] ACCELERATE IN DRIVE SEE [redacted]

(RO) Cause:

FOUND [redacted]. REMOVED TRANSMISSION FROM TRUCK. REMOVED TRANS PUMP AND K1 CLUTCH ASSEMBLY. FOUND SNAP RING FOR K1 CLUTCH ASSEMBLY DISLODGED.

(RO) Correction:

REPLACED K1 CLUTCH ASSEMBLY AND ALL APPLICABLE SEALS REQUIRED FO[redacted] TO BE COMPLETED. REINSTALLED TRANS AND PERFORMED QUICK LEARN. TEST DROVE VEHICLE. PERFORMS AS DESIGNED AT THIS TIME. [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES AFTER TRANSMISSION REPAIR VEHICLE WILL SHIFT INTO REVERSE [redacted] ACCELERATE IN DRIVE SEE [redacted]

(Claim) Cause:

FOUND [redacted]. REMOVED TRANSMISSION FROM TRUCK. REMOVED TRANS PUMP AND K1 CLUTCH ASSEMBLY. FOUND SNAP RING FOR K1 CLUTCH ASSEMBLY DISLODGED.

(Claim) Correction:

REPLACED K1 CLUTCH ASSEMBLY AND ALL APPLICABLE SEALS REQUIRED FO[redacted] TO BE COMPLETED. REINSTALLED TRANS AND PERFORMED QUICK LEARN. TEST DROVE V EHICLE. PERFORMS AS DESIGNED AT THIS TIME. [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	$1,465.06	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		324.83	[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]	[redacted]	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	1		324.83	$723.26
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		200.05	$37.09
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		204.71	$37.09
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	[redacted]			
[redacted]6		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]6		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission, Replace - automatic ; 4x4/AWD			[redacted]	FLUID AFT	3		204.71	[redacted]

		equipped								
A	[redacted]	Transmission, Replace - automatic ; [redacted] AWD equipped			[redacted]	COOLER	[redacted]			
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])				TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])				TOC ASSY	[redacted]			
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])				FLUID AFT	[redacted]			
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])				COOLER	1		324.83	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		200.05	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

*General Concern #1 [CUSTOMER STATES VEHICLE ONLY HAS REVERSE, NOFORWARD GEARS.] Moved to: [redacted]: A Moved to: [redacted]: B Moved to: [redacted]: C

(RO) Cause:

TRANSMISSOM

(RO) Correction:

[redacted] INTERNAL SNAP RING FAILURE VERIFIEDCUSTOMER CONCERN OF NO FORWARD GEAR. SCANNEDAND FOUND [redacted] RATIO ERROR IN [redacted] AND [redacted] RATIO ERROR IN [redacted]. DROPPED PAN ANDINSPECTED FOR METAL DEBRIS. FOUND DEBRIS INPAN AND SUBMITTED [redacted] REQUEST. REMOVEDAND REPLACED TRANSMISSION, TRANSMISSIONCOOLER AND TRANSMISSION COOLER BYPASS VALVE.CLEARED CODE AND PERFORMED QUICK LEARN. TESTDROVE VEHICLE, NO CODES RETURNED AND VEHICLEIS OPERATING AS DESIGNED. Transmission, Replace - automatic - Replace AS68RC/AS69RC Transmission DEF equipped2500-3500 [redacted] pick-up only [redacted] Equipped [redacted] Propeller ShaftOil cooler, external auxiliary Digital Imaging Moved to: [redacted]: A STANDARD Moved to: [redacted]: B STANDARD Moved to: [redacted]: C STANDARD

(RO) Technical Notes:

VEHICLE ONLY HAS REVERSE INTERNAL FAILURE ITION [redacted] SERVICE REQUIRES REVIEW AND AUTHORIZATION CONDITION-[redacted] ASSEMBLY REPLACEMENT REQUIRE PRE-AUTHORIZATION BY THE [redacted] SERVICE CENTER CONDITION-[redacted] SERVICE REQUIRES REVIEW ANDAUTHORIZATION CONDITION-[redacted] SERVICE REQUIRES REVIEW AND AUTHORIZATION CONDITION-[redacted] SERVICE REQUIRES REVIEW AND AUTHORIZATION CONDITION-[redacted] ASSEMBLY REPLACEMENT REQUIRE PRE-AUTHORIZATION BY THE [redacted] SERVICE CENTER ** ATTACHED REPAIR ORDER WITH TECH NOTES/PUNCH TIMES/TRANS DIAG WORK SHEET/VSR/REPAIR VS REPLACE WORKSHEET/[redacted] PA NOTES/EMAIL FROM AREA REP STATING THAT HE ENTERED DM NOTES MANAGER SIGNATURE FOR [redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE ONLY HAS REVERSE, NO FORWARD GEARS.

(Claim) Cause:

INTERNAL SNAP RING FAILURE VERIFIED CUSTOMER CONCERN OF NO FORWARD GEAR. SCANN ED AND FOUN[redacted] RATIO ERROR IN [redacted] AND [redacted] RATIO ERROR IN [redacted]. DROP PED PAN AND INSPECTED FOR METAL DEBRIS. FOUND DEBRIS IN PAN AND SUBMITTED [redacted] REQUEST

(Claim) Correction:

REMOVED AND REPLACED TRANSMISSION, TRANSMISSION COOLER AND TRANSMISSION COOLE R BYPASS VALVE. CLEARED CODE AND PERFORMED QUICK LEARN. TEST DROVE VEHICLE, N O CODES RETURNED AND VEHICLE IS OPERATING AS DESIGNED.

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	EXIT 107 RTE 17E , MONTICELLO, NY 12701				

Condition Information

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

RO Narratives

(RO) Customer Concern:

[redacted], [redacted], RGTD FLAPS, FLARES, FIREEXT, [redacted], FILL [redacted] CODE [redacted] BAR [redacted] WORK LMAPS 2 48 [redacted], SS DOORS SUPPLY [redacted] SWAP IN EXPENSE PERFORM RECALL [redacted] PERFORM RRT FOR HARD SHIFT

(RO) Cause:

RRT

(RO) Correction:

[redacted] NEW VEHICLE PREP [redacted] INSPECTION #[redacted] INSTALL FRONT LICENSE PLATE CHECKUNDER VEHICLE FILL WITH GAS [redacted] GALLONSFUEL SALE [redacted] DONE BY TECH #[redacted]... NEW VEHICLE PREP W/[redacted]; W/FUEL ADD GASOLINE OR DIESEL [redacted] Fluid Top Off VehicleDelivery Fill - Cab Chassis Models Only - SeeLOP note for vehicle specific allowances. PARTS ONLY/NO LABOR NEW VEHICLE PREP W/[redacted]; W/FUEL ADD GASOLINE OR DIESEL FILL [redacted] TANK PARTS ONLY/NO LABOR CODE [redacted] BAR OO WORK LAMPS OO INSTALL TOOL BOX PARTS ONLY/NO LABOR SWAP IN EXPENSE [redacted] RECALL REPLACED GRID HEATER REALY REPLACE RELAY. INTAKE AIRHEATER FLOOR PLAN REIMBURSEMENT REPLACE RELAY. INTAKE AIRHEATER RECALL V06 FOR FLOOR PLANALLOWANCE([redacted] MAX)SEE CHART [redacted] [redacted] UPDATED PCM AS PER RRTGUIDELINES. TCM PROGRAM

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]		Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	43.96	$22.11 [redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WILL NOT GO INTO DRIVE CUSTOMER REQUESTS: RECAL [redacted] Heavy Duty Grid Heater Rel

(RO) Cause:

INSPECTION FOUND AND CONFIRMED NO FORWARD GEARS. REPLACED GRID HEATER RELAY, RECALL [redacted]

(RO) Correction:

R&R TRANSMISSION, TEAR DOWN TRANSMISSION, FOUND [redacted] CLUTCH CAME APART. INSTALL NEW K1 KIT. REINSTALL TRANSMISSION, PERFORM QUICK LEARN. VERIFIED PROPER TRANSMISSION OPERATION PERFORMED RECALL AS REQUESTED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REQUESTS: RECALL [redacted] Heavy Duty Grid Heater Rel

(Claim) Cause:

REPLACED GRID HEATER RELAY, RECALL [redacted]

(Claim) Correction:

PERFORMED RECALL AS REQUESTED

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	*LOP*	*LOP Desc*	*Failure Code*	*Failure Desc*	*Part Number*	[redacted] *Name*	*Quantity*	*Failed*	*Part Expense*	*LOP 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	[redacted]		
[redacted]		Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	[redacted]	
[redacted]		Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		[redacted]	[redacted]
[redacted]		Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]3AA	[redacted]	2		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

COMPLETED COMPLETED

(RO) Correction:

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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

INSTALLED SENSOR AND UPDATED PCM SOFTWARE PER BULLETIN REPLACED GRID HEATER RELAY PER BULLETIN

(Claim) Cause:

RECALL..... RECALL.....

(Claim) Correction:

RECALL..... RECALL.....

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	[redacted]		

Condition Information

Condition			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission, [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, [redacted] equipped pick-up only			[redacted]	[redacted]			34.27	$94.76
[redacted]		Transmission, [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, [redacted] equipped pick-up only			[redacted]	[redacted]T	1	X	1515.34	$94.76
[redacted]		Transmission, [redacted] equipped pick-up only			[redacted]	SEAL RING	1		14.76	$94.76
[redacted]		Transmission, [redacted] equipped pick-up only			[redacted]	[redacted]	1		8.46	$94.76
[redacted]		Transmission, [redacted] equipped pick-up only			[redacted]	[redacted]	1		37.78	$94.76
[redacted]		Transmission, [redacted] equipped pick-up only			[redacted]	GASKET	1		46.14	$94.76
[redacted]		Transmission, [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, [redacted] equipped pick-up only			00000NPN	[redacted]			[redacted]	
[redacted]		Transmission, [redacted] equipped pick-up only			[redacted]	[redacted]T	1		58.63	$94.76
[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]	[redacted]T	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		14.76	$189.52
[redacted]0		Transmission, Remove and install for recondition -			[redacted]	[redacted]	1		[redacted]	

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			00000NPN	ATF	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	LUBRICANT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	[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			00000NPN	ATF	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	LUBRICANT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			00000NPN	[redacted]	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	LUBRICANT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	ZZ	SERVICE ACTION	[redacted]	BOLT	6		29.73	$694.89
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	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 [redacted]	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 [redacted]	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		8.46	$694.89
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace [redacted]	ZZ	SERVICE ACTION	[redacted]	O-RING	1		37.78	$694.89

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		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	00000NPN	ATF	[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]	LUBRICANT	1		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION WILL ONLY GO INTO REVERSE WILL NOT GO INTO DRIVE

(RO) Cause:

E

(RO) Correction:

[redacted] Checked and found the vehicle has noforward gears onloy has reverse checked forcodes and found [redacted] [redacted] and [redacted] [redacted] gear incorrect ratio.referred to [redacted] A and drainedtransfer case and removed transfer case andremoved transmission and inspected snap ringfor the K1 clutch and found the snap ring isdisloged. replaced K1 clutch and reinstalledtransmission. reinstalled transfer case andfilled transfer case with fluid. filledtransmission and started vehicle andperformed quick learn. test drove and vehicledrives good now. REPLACE SNAP RING [redacted] PROP SKID PLATE EQUIPPED TRANSMISSION [redacted] EQUIPPED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE TRANS WON'T GO INTO DRIVE ONLY REVERSE

(Claim) Cause:

VERIFIED VEHICLE HAS NO FORWARD GEARS. FOUND [redacted] AND [redacted]. REMOVED TR ANS AND INSPECTED SNAP RING. FOUND CLUTCH 1 SNAP RING DISLODGED

(Claim) Correction:

REPLACED KL CLUTCH AS PE[redacted]. FILLED TRANS, PERFORMED QUICK LEARN A ND TEST DROVE. FOUND OK AT THIS TIME.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

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

RO Narratives

(RO) Customer Concern:

LUBE OIL AND FILTER CUSTOMER STATESWANT BRAKE PADS CHECKED AND FLUIDS , STATES HE ALSO WANT COOLANT LEVEL CHECKED RECALL Y43 DIESEL PM SENSO[redacted]T 23-065 [redacted]

(RO) Cause:

. .

(RO) Correction:

[redacted] LOF REPLACE OIL AND FILTER LUBE OIL AND FILTER [redacted] PCM flashed ECU from old part number52421232AG to current part number [redacted] Successfully flashed ECU from old partnumber [redacted] to current part number68541283AB. PERFORM QUICK LEARN [redacted] NO REPAIR ERFORMED [redacted] [redacted] PERFORM TRANS SOFTWARE UP DATE** [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[redacted]	[redacted]
Build Date	[redacted]	**Plant**	[redacted] 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	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted] Particulate Matter Sensor ; Particulate Matter Sensor Present, Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

LUBE OIL AND FILTER CUSTOMER STATESWANT BRAKE PADS CHECKED AND FLUIDS , STATES HE ALSO WANT COOLANT LEVEL CHECKED RECALL [redacted] DIESEL PM SENSOR RRT 23-065 RRT [redacted]

(RO) Cause:

. .

(RO) Correction:

[redacted] LOF REPLACE OIL AND FILTER LUBE OIL AND FILTER [redacted] M flashed ECU from old part number52421232AG to current part number [redacted] Successfully flashed ECU from old partnumber [redacted] to current part number68541283AB. PERFORM QUICK LEARN [redacted] NO REPAIR ERFORMED [redacted] PERFORM TRANS SOFTWARE UP DATE** [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	***Name***		***Zone***	63 DALLAS
Address	, ,				

Condition Information

Condition Code	[redacted]	[redacted]	***Failure***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	SENSOR	1	X	89.98	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]				[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

Engine Mechanical Concern [CUSTOMERSTATES CHECK ENGINE LIGHT IS ON ANDVEHICLE IS REGINING FREQUENTLY. CHECK AND ADVISE] Multi-point inspection (according to maintenance interval) RECALL [redacted]

(RO) Cause:

1 1

(RO) Correction:

FOUND [redacted] REDUCTANT LEVEL LOW. ALLTESTS PASS. FOUND PCM UPDATE. UPDATED PCM ANDTEST DROVE FOR REGEN ISSUE. SOOT LEVEL DROPBY 1 GRAM DURING [redacted] TEST DROVE. NOPROBLEMS FOUND AT THIS TIME. MODULE,ENGINE CONTROL(ECM) Multi-point inspection (according to maintenanceinterval) PERFORM [redacted] VEHICLE INSPECTION INSPECTED AND INSTALLED PM SENSOR.FLASHED PCM AND PERFORMED QUICK LEARN PERRECALL [redacted] EMISSIONS RECALL [redacted]-PARTICULATE MATTER SENSOR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CEL ON

(Claim) Cause:

FOUND [redacted] [redacted] RELUCTANT [redacted] LOW. ALL TESTS PASS. FOUND PCM UPDATE FOR COD E

(Claim) Correction:

UPDATED PCM

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**		**Zone**	63
Address	, ,				

Condition Information

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

RO Narratives

(RO) Customer Concern:

Engine Mechanical Concern [CUSTOMERSTATES CHECK ENGINE LIGHT IS ON ANDVEHICLE IS REGINING FREQUENTLY. CHECK AND ADVISE] Multi-point inspection (according to maintenance interval) RECALL [redacted]

(RO) Cause:

1 1

(RO) Correction:

FOUND [redacted] REDUCTANT LEVEL LOW. ALLTESTS PASS. FOUND PCM UPDATE. UPDATED PCM ANDTEST DROVE FOR REGEN ISSUE. SOOT LEVEL DROPBY 1 GRAM DURING [redacted] DROVE. NOPROBLEMS FOUND AT THIS TIME. MODULE,ENGINE CONTROL(ECM) Multi-point inspection (according to maintenanceinterval) PERFORM MOPAR 25 POINT VEHICLE INSPECTION INSPECTED AND INSTALLED PM SENSOR.FLASHED PCM AND PERFORMED QUICK LEARN PERRECALL [redacted] EMISSIONS RECALL [redacted]-PARTICULATE MATTER SENSOR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CEL ON

(Claim) Cause:

FOUND [redacted] RELUCTANT LEVEL LOW. ALL TESTS PASS. FOUND PCM UPDATE FOR COD E

(Claim) Correction:

UPDATED PCM

Warranty Claim Report

Vehicle Information

[redacted]	[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	$1,202.67	[redacted]	$0.00	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	Zone	63	[redacted]
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]		Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	GREASE	1		49.91	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				GREASE	1		49.91	$132.66
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[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]			20.16	$132.66
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	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]	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]	
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]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	4		23.24	$22.11
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	4		23.24	$22.11
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	6		20.16	$22.11
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	21000A91	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	GREASE	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	FLUID AFT	1		48.23	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]		4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	FLUID	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	1		48.23	$0.00
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]		4		23.24	$0.00
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	4		23.24	$0.00
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]		6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	CLUTCHKIT	1	X	1027.60	$0.00

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WILL NOT GO INTO DRIVE CUSTOMER REQUESTS: RECAL[redacted] 2021-2023 Ram Heavy Duty Grid Heater Rel

(RO) Cause:

INSPECTION FOUND AND CONFIRMED NO FORWARD GEARS. REPLACED GRID HEATER RELAY, RECALL [redacted] COMPLETE

(RO) Correction:

R&R TRANSMISSION, TEAR DOWN TRANSMISSION, FOUND [redacted] CAME APART. INSTALL NEW K1 KIT. REINSTALL TRANSMISSION, PERFORM QUICK LEARN. VERIFIED PROPER TRANSMISSION OPERATION PERFORMED RECALL AS REQUESTED

(RO) Technical Notes:

BULLETIN FOR REPLACING [redacted] BULLETIN ON REPLACING [redacted] BULLETIN FOR REPLACING [redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WILL NOT GO INTO DRIVE CUSTOMER STATES WILL NOT GO INTO DRIVE CUSTOMER STATES WILL NOT GO INTO DRIVE CUSTOMER STATES WILL NOT GO INTO DRIVE

(Claim) Cause:

INSPECTION FOUND AND CONFIRMED NO FORWARD GEARS. INSPECTION FOUND AND CONFIRMED NO FORWARD GEARS. INSPECTION FOUND AND CONFIRMED NO FORWARD GEARS. INSPECTION FOUND AND CONFIRMED NO FORWARD GEARS.

(Claim) Correction:

R&R TRANSMISSION, TEAR DOWN TRANSMISSION, FOUND [redacted] CAME APART. INSTALL R&R TRANSMISSION, TEAR DOWN TRANSMISSION, FOUND [redacted] CAME APART. INSTALL R&R TRANSMISSION, TEAR DOWN TRANSMISSION, FOUND [redacted] CAME APART. INSTALL R&R TRANSMISSION, TEAR DOWN TRANSMISSION, FOUND [redacted] CAME APART. INSTALL

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	2120 CHAPMAN RD , CHATTANOOGA, TN 37421				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	[redacted]	1	X	[redacted]	
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	GASKET	1		56.87	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	FILTER	1		140.77	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	FLUID AFT	[redacted]			[redacted]
[redacted]	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	[redacted] ASSY	1	X	2560.30	[redacted]
[redacted]	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		56.87	[redacted]
[redacted]	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FILTER	1		140.77	[redacted]
[redacted]	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			05189966AD	FLUID AFT	8		122.18	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	[redacted] ASSY	1	X	2560.30	$91.50
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	GASKET	1		56.87	$91.50
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FILTER	1		140.77	$91.50
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	[redacted]		[redacted]	$91.50
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted] ASSY	1	X	2560.30	$117.64
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		56.87	$117.64
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FILTER	1		140.77	$117.64

A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			05189966AD	FLUID AFT	8		122.18	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 GENERAL CONCERN PERFORM COMPLIMENTARY CROWN MULTI POINT INSPECTION.

(RO) Cause:

NA

(RO) Correction:

CHECK ENGINE LIGHT IS ON R&R trans valvebody per star reccomendation

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANS SHIFTING HARD, CHECK ENGINE LIGHT ON

(Claim) Cause:

CEL ON FOR GEARSHIFRT 1 INCORRECT RATIO AND TRANS FLUID PRESSURE LOW BOTH WERE STORED AND NEVER CAME ACTIVE DURING TEST DRIVE..VALVE BODY REPLACEMENT PER STAR RECCOMENDATION..INTSALLED NEW VALVE BODY AND FILTERS TEST DROVE VEHICLE TRANSMISSION STILL SHIFTING HARD PERFORMED [redacted] QUICK LEARNS AND TEST DRI VES AND IT NEVER GOT ANY BETTER REMOVED TRANSMISSION AND [redacted] AGAIN FOUND EVI DENSE OF [redacted]

(Claim) Correction:

CEL ON FOR GEARSHIFRT 1 INCORRECT RATIO AND TRANS FLUID PRESSURE LOW BOTH WERE STORED AND NEVER CAME ACTIVE DURING TEST DRIVE..VALVE BODY REPLACEMENT PER STAR RECCOMENDATION..INTSALLED NEW VALVE BODY AND FILTERS TEST DROVE VEHICLE TRANSMISSION STILL SHIFTING HARD PERFORMED [redacted] QUICK LEARNS AND TEST DRI VES AND IT NEVER GOT ANY BETTER REMOVED TRANSMISSION AND [redacted] AGAIN FOUND EVI DENSE OF [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	Year	[redacted]	Body	DD8L93 - RAM 3500 CREW CAB CHASSIS
Build Date	[redacted]	Plant	[redacted]	TRUCK ASSEMBLY PLANT	Coverage Code

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	Name	FURY MOTORS INC	[redacted]	[redacted]
[redacted]	1000 CONCORD ST S , SOUTH ST PAUL, MN 55075				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission, 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 ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	6		97.98	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOOT	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	TRANSMISS	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]	BOLT	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	4		[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]		4		31.89	$33.97
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]		4		31.89	$33.97
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	GREASE	1		68.49	$33.97
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	FLUID AFT	6		97.98	$33.97
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	BOOT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	BOLT	6		27.66	$33.97
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]		4		31.89	$33.97
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]		4		31.89	$33.97
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]		4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]		4		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	GREASE	1		68.49	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[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			[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			[redacted]	BOOT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] 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 ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]		6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]		6		27.66	$662.49
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]		4		31.89	$662.49
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]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	CLUTCHKIT	1		[redacted]	$662.49
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOOT	1		28.14	$662.49
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	

A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	4		31.89	$662.49
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	4		31.89	$662.49
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		27.66	$101.92
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	CLUTCHKIT	1		1410.09	$101.92
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOOT	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	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	4		31.89	$101.92
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	CLUTCHKIT	1		1410.09	$135.90
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOOT	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	4		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

TRANSMISSION DIAGNOSIS SERVICE CONTRACT INFORMATION SERVICE ELECTRICAL REPAIR

(RO) Cause:

VERIFIED CONCERN, SES IS ON. WILL NOT MOVE

(RO) Correction:

[redacted] - [redacted]; [redacted] - [redacted]; 21000A60 - 21000A60; [redacted] - [redacted]; [redacted] - [redacted]; [redacted] - [redacted]; [redacted] - [redacted] - [redacted]

(RO) Technical Notes:

TRANSMISSION WENT OUT LACE THE TRANSMISSION. ALL TOGETHER HAS [redacted]. SHOULD BE TRANSMISSIO[redacted]T. I HAVE ATTACHED THE EMAILS BACK AND FOURTH. THANKS [redacted]

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION WENT OUT STUCK IN [redacted] OR 5 THE [redacted] ONLY

(Claim) Cause:

VERIFIED CONCERN SES IS ON WILL NOT MOVE FORWARED HAS REVERS[redacted] [redacted] A [redacted] BEED BEW J1 CLUTCH ASSEMBLY

(Claim) Correction:

CRR TRANS, REPLACED K1 CLUTCH ASSSEMBLY, VERIFIED END PLAAY , CLEARED CODES CO DES SET RELATED TO [redacted]. NEEDS NEW REMALE CONNECTOR END. STILLS HAS NO FORWARD GREAR. OPENED STAR CASE [redacted] STAR RECOMMENDED REPLACED K1 AGAIN THEY CHANGED THEIR MIND AND SAID TO REPLACED TRANSMISSION SUBMIT PR E AUTH REPLACED TRANSMISSION QUICKLEARN, ROAD TEST TRANS OPERATED NORMAL.

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**	FURY MOTORS INC	[redacted]	D[redacted]
[redacted]	1000 CONCORD ST S , SOUTH ST PAUL, MN 55075				

Condition Information

Condition Code			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission Wiring	[redacted]	[redacted] BURNED/DAMAGED	6[redacted]	WIRING	1	X	395.75	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

THE FEMALE ENDOF THE CONNECTOR WILL NOT STAY SEATED WIRE DISLODGED FROM CONNEC TOR

(Claim) Cause:

REPLACED BORKEN CONNECTOR AND [redacted]

(Claim) Correction:

ALL GOOD NOW.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	2920 N ASPEN AVE , BROKEN ARROW, OK 74012		

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]	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:

* Recall / Customer Satisfaction Notification 1 * Recall Customer Satisfaction Notification 1 ** [redacted] Ram Heavy Duty Grid Heater Relay customer states ETC light is on has active code 23 [redacted] INSPECTION CABIN FILTER INCLUDES FILTER

(RO) Cause:

recall dtc [redacted] dirty

(RO) Correction:

Replace Relay, Intake Air Heater [redacted] performed diag and flashed pcm no other sensor issues @ this time PLEASE TAKE A [redacted] FILL OUT THE SURVEY YOU WILL BE RECEIVING VIA EMAIL, WE VALUE YOUR BUSINESS! replaced cabin 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] - RAM 5500 [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]	00	**Total Paid**

Dealer Information

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

Condition Information

[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 **] NOPARTS CUSTOMER STATES VEHICLE TOWED IN. WILL NOT GO INTO DRIVE AND CHECK ENGINE LIGHT IS ON. PLEASE CHECK AND ADVISE PERFORM MULTI-POINT VEHICLE INSPECTION - SEE ATTACHED COPY FOR DETAILS CUSTOMER STATESVEHICLE HAS EXTENDEDCRANK UPON INITIAL START

(RO) Cause:

RECALL BROKEN SNAP RING SPREAD TERMINALS

(RO) Correction:

[redacted] CHECKED SERVICE LIBRARY FOR TECHNICALSERVICE BULLETINS, STAR CASES, RAPID RESPONSETRANSMITTALS, RAPID SERVICE UPDATES ANDRECALLS AND FOUND APPLICABLE RECALL [redacted] RELATED TO THE VEHICLE'S CONCERN.PERFORMED A COMPLETE VEHICLE IDENTIFICATIONNUMBER STATUS INQUIRY TO FIND AND VERIFY ANOPEN CAMPAIGN. THIS VEHICLE CAN EXPERIENCE ANENGINE COMPARTMENT FIRE ORIGINATING FROM THEGENERATION 1 SOLID STATE INTAKE AIR GRIDHEATER RELAY. ACCESSED, REMOVED AND INSTALLEDA NEW INTAKE AIR HEATER RELAY AS PER SAFETYRECALL [redacted]. THE SYSTEM IS NOWOPERATING AS DESIGNED. REPLACE RELAY,INTAKE AIR HEATER [redacted] VERIFIED THE CUSTOMER'S CONCERN OF [redacted]. VEHICLE TOWED IN. CHECKED SERVICELIBRARY FOR TECHNICAL SERVICE BULLETINS, STARCASES, RAPID RESPONSE TRANSMITTALS, RAPIDSERVICE UPDATES AND RECALLS AND FOUNDAPPLICABLE TSB [redacted] WHICH IS RELATED TOTHE VEHICLE'S CONCERN. PERFORMED A COMPLETEVEHICLE IDENTIFICATION NUMBER STATUS INQUIRYTO FIND AND VERIFY AN OPEN CAMPAIGN. THISVEHICLE MAY EXHIBIT A MALFUNCTION INDICATORLAMP ILLUMINATION WITH DIAGNOSTIC TROUBLECODE P0731 SET. IN ADDITION, THE TRANSMISSIONMAY NOT SHIFT INTO OR OUT OF [redacted] TO THE K1 CLUTCH SNAP RING BECOMINGDISLODGED. ACCESSED, INSPECTED AND REPLACEDTHE K1 CLUTCH / INPUT SHAFT ASSEMBLY AS PERRAPID SERVICE UPDATE [redacted] INSTRUCTIONS.REPLACE KI HUB REPLACE REPLACE TORQUECONVERTER BOLTS USED MOPAR LOCK SEAL REPLACEFRONT AND REAR DRIVE SHAFT BOLTS FILL UP [redacted] ASRC ATF FLASH TCM AND QUICK LEARN. [redacted] PROPELLER SHAT EQUIPPED. SKIP PLATEEQUIPPED. [redacted] EQUIPPED. THE SYSTEM IS NO

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE TOWED IN. WILL NOT GO INTO DRIVE AND CHECK ENGINE LIG CUSTOMER STATESVEHICLE HAS EXTENDED CRANK UPON INITIAL START HT IS ON. PLEASE CHECK AND ADVISE

(Claim) Cause:

SPREAD TERMINALS BROKEN SNAP RING

(Claim) Correction:

VERIFIED THE CUSTOMER'S CONCERN OF LONG CRANK. PERFORMED A VISUAL INSPECTION BY REMOVING THE PDC COVER TO VERIFIED BATTERY VOLT AND FOUND FOUND SPREAD TER VERIFIED THE CUSTOMER'S CONCERN OF NO LOWER [redacted] INCORR ECT RADIO. VEHICLE TOWED IN. CHECKED SERVICE LIBRARY FOR TECHNICAL SERVICE BU MINAL AT [redacted] CONNECTOR PIN #5CIRCUIT [redacted]. PERFORMED A VISUAL FUEL SAMPLE TEST WITH NOTHING ABNORMAL. REMOVE AND REPAIRED SPREAD TERMINAL USING SHOPS LLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, RAPID SERVICE UPDATES AND R ECALLS AND FOUND APPLICABLE [redacted] WHICH IS RELATED TO THE VEHICLE'S C SUPPLIED TERMINAL. FURTHER EXAMINATION FOUND THE DIAGNOSTIC SCAN INSPECTION A ND DIAGNOSTICS FOUND NO FAILED OR DEFECTIVE COMPONENTS. CHECK FUEL FOR CONTA ONCERN. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE MAY EXHIBIT A MALFUNCTION IND MINATION- FUEL TEST GOOD . CLEARED ALL DIAGNOSTIC [redacted] CODES FOUND IN HIST ICATOR LAMP ILLUMINATION WITH DIAGNOSTIC [redacted] SET. IN addition, ORY. THE TRANSMISSION MAY NOT SHIFT INTO OR OUT OF [redacted] DUE TO THE K1 C LUTCH SNAP RING BECOMING DISLODGED. ACCESSED, INSPECTED AND REPLACED THE K1 C LUTCH / INPUT SHAFT ASSEMBLY AS PER RAPID SERVICE UPDATE 21-002-23 INSTRUCTIO NS. REPLACE [redacted] REPLACE REPLACE TORQUE CONVERTER BOLTS USED MOPAR LOCK SEA L REPLACE FRONT AND REAR DRIVE SHAFT BOLTS FILL UP [redacted] OF ASRC ATF FLASH TCM AND QUICK LEARN. [redacted] SHAT EQUIPPED. SKIP PLATE EQUIPPED. [redacted] EQUIPPED. THE SYSTEM IS NOW OPERATING AS DESIGNED. ROAD TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS DOCUMENTED THE VEHICLE IN MILEAGE AS [redacted] AND THE VEHICLE OUT MILEAGE AS [redacted]. FLASH [redacted] CURRENT #[redacted] AND QUICK LEARN.

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

Dealer Information

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

Condition Information

Condition Code	[redacted] ***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	[redacted] Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	52.85	[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:

Safety Recall [redacted] Air Grid Heater Relay

(Claim) Correction:

Replace Relay, Intake Air Heater

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP0L64 - 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	[redacted]		

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	1610.18	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	FLUID AFT	2		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	HUB	1		228.14	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	ADHESIVE	1		14.81	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	6		[redacted]	
A	21000A61	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]			54.62	$49.68
[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]	BOLT	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]	FLUID AFT	[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]	ADHESIVE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	6		31.59	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	6		54.62	[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]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	ADHESIVE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[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 ; [redacted] Assembly - Inspect and Replace Sub-Assembly		SERVICE ACTION	06509166AA	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	05189977AD	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Assembly - Inspect and Replace Sub-Assembly		SERVICE ACTION	68456960AA	[redacted]				[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Assembly - Inspect and Replace Sub-Assembly		SERVICE ACTION	[redacted]	ADHESIVE	1		[redacted]	
B	[redacted]	Fuse Link/Power Distribution Center (Relays & Fuses)	[redacted]	TERMINAL(S) NOT PROPERLY CRIMP						[redacted]
B	[redacted]	Fuse Link/Power Distribution Center (Relays & Fuses)								[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] NOPARTS CUSTOMER STATES VEHICLE TOWED IN. WILL NOT GO INTO DRIVE AND CHECK ENGINE LIGHT IS ON. PLEASE CHECK AND ADVISE PERFORM MULTI-POINT VEHICLE INSPECTION - SEE ATTACHED COPY FOR DETAILS CUSTOMER STATESVEHICLE HAS EXTENDEDCRANK UPON INITIAL START

(RO) Cause:

RECALL BROKEN SNAP RING SPREAD TERMINALS

(RO) Correction:

[redacted] CHECKED SERVICE LIBRARY FOR TECHNICALSERVICE BULLETINS, STAR CASES, RAPID RESPONSETRANSMITTALS, RAPID SERVICE UPDATES ANDRECALLS AND FOUND APPLICABLE RECALL [redacted] RELATED TO THE VEHICLE'S CONCERN.PERFORMED A COMPLETE VEHICLE IDENTIFICATIONNUMBER STATUS INQUIRY TO FIND AND VERIFY ANOPEN CAMPAIGN. THIS VEHICLE CAN EXPERIENCE ANENGINE COMPARTMENT FIRE ORIGINATING FROM THEGENERATION 1 SOLID STATE INTAKE AIR GRIDHEATER RELAY. ACCESSED, REMOVED AND INSTALLEDA NEW INTAKE AIR HEATER RELAY AS PER SAFETYRECALL [redacted]. THE SYSTEM IS NOWOPERATING AS DESIGNED. REPLACE RELAY,INTAKE AIR HEATER [redacted] VERIFIED THE CUSTOMER'S CONCERN OF [redacted]. VEHICLE TOWED IN. CHECKED SERVICELIBRARY FOR TECHNICAL SERVICE BULLETINS, STARCASES, RAPID RESPONSE TRANSMITTALS, RAPIDSERVICE UPDATES AND RECALLS AND FOUNDAPPLICABLE TSB [redacted] WHICH IS RELATED TOTHE VEHICLE'S CONCERN. PERFORMED A COMPLETEVEHICLE IDENTIFICATION NUMBER STATUS INQUIRYTO FIND AND VERIFY AN OPEN CAMPAIGN. THISVEHICLE MAY EXHIBIT A MALFUNCTION INDICATORLAMP ILLUMINATION WITH DIAGNOSTIC TROUBLECODE P0731 SET. IN ADDITION, THE TRANSMISSIONMAY NOT SHIFT INTO OR OUT OF [redacted] - [redacted] TO THE K1 CLUTCH SNAP RING BECOMINGDISLODGED. ACCESSED, INSPECTED AND REPLACEDTHE K1 CLUTCH / INPUT SHAFT

ASSEMBLY AS PERRAPID SERVICE [redacted] INSTRUCTIONS.REPLACE KI HUB REPLACE REPLACE TORQUECONVERTER BOLTS USED MOPAR LOCK SEAL REPLACEFRONT AND REAR DRIVE SHAFT BOLTS FILL UP [redacted] ASRC ATF FLASH TCM AND QUICK LEARN. [redacted] SHAT EQUIPPED. SKIP PLATEEQUIPPED. [redacted] EQUIPPED. THE SYSTEM IS NO

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE TOWED IN. WILL NOT GO INTO DRIVE AND CHECK ENGINE LIG CUSTOMER STATESVEHICLE HAS EXTENDED CRANK UPON INITIAL START HT IS ON. PLEASE CHECK AND ADVISE

(Claim) Cause:

SPREAD TERMINALS BROKEN SNAP RING

(Claim) Correction:

VERIFIED THE CUSTOMER'S CONCERN OF LONG CRANK. PERFORMED A VISUAL INSP[redacted]ON BY REMOVING THE PDC COVER TO VERIFIED BATTERY VOLT AND FOUND FOUND SPREAD TER VERIFIED THE CUSTOMER'S CONCERN OF NO LOWER [redacted] INCORR [redacted] RADIO. VEHICLE TOWED IN. CHECKED SERVICE LIBRARY FOR TECHNICAL SERVICE BU MINAL AT PDC C3 CONN[redacted]TOR PIN #5CIRCUIT [redacted]. PERFORMED A VISUAL FUEL SAMPLE TEST WITH NOTHING ABNORMAL. REMOVE AND REPAIRED SPREAD TERMINAL USING SHOPS LLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, RAPID SERVICE UPDATES AND R ECALLS AND FOUND APPLICABLE [redacted] WHICH IS RELATED TO THE VEHICLE'S C SUPPLIED TERMINAL. FURTHER EXAMINATION FOUND THE DIAGNOSTIC SCAN INSP[redacted]ON A ND DIAGNOSTICS FOUND NO FAILED OR DEF[redacted]VE COMPONENTS. CHECK FUEL FOR CONTA ONCERN. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE MAY EXHIBIT A MALFUNCTION IND MINATION- FUEL TEST GOOD . CLEARED ALL DIAGNOSTIC [redacted] FOUND IN HIST ICATOR LAMP ILLUMINATION WITH DIAGNOSTIC TROUBLE [redacted] SET. [redacted], ORY. THE TRANSMISSION MAY NOT [redacted] INTO OR OUT OF [redacted] - [redacted] DUE TO THE K1 C LUTCH SNAP RING BECOMING DISLODGED. ACCESSED, INSP[redacted]ED AND REPLACED THE K1 C LUTCH / INPUT SHAFT ASSEMBLY AS PER RAPID SERVICE [redacted] INSTRUCTIO NS. REPLACE KI HUB REPLACE REPLACE TORQUE CONVERTER BOLTS USED MOPAR LOCK SEA L REPLACE FRONT AND REAR DRIVE SHAFT BOLTS FILL UP [redacted] ASRC ATF FLASH TCM AND QUICK LEARN. [redacted] SHAT EQUIPPED. SKIP PLATE EQUIPPED. [redacted] EQUIPPED. THE SYSTEM IS NOW OPERATING AS DESIGNED. ROAD TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS DOCUMENTED THE VEHICLE IN MILEAGE AS [redacted] AND THE VEHICLE OUT MILEAGE AS [redacted]. FLASH TCM [redacted] CURRENT #[redacted] AND QUICK LEARN.

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	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP 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] ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] 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] C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1235.40	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	[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]
[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]
[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	1235.40	[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 TOWED IN DUE TO A TRANSMISSION FAILURE. TRANSMISSION W CUSTOMER STATES VEHICLE TOWED IN DUE TO A TRANSMISSION FAILURE. TRANSMISSION W

(Claim) Cause:

referred to TSB: [redacted] A k1 clutch replace, tech confirm the transmiss referred to TSB: [redacted] A k1 clutch replace, tech confirm the transmiss

(Claim) Correction:

K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly(3 - Highly K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly(3 - Highly

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**	REEDMAN TOLL AUTO WORLD	**Zone**	3[redacted]
Address	1700 E LINCOLN HWY , LANGHORNE, PA 19047				

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]	Radio ; Radio, Check Software Level and Perform Update - [redacted] ONLY	RF							[redacted]
A	[redacted]	FOTA Backup Flash - Radio ; Create USB Jump Drive from Uconnect Website ([redacted] Only)								[redacted]

RO Narratives

(RO) Customer Concern:

REAR LIGHT OUT [redacted] 1 [[redacted] [redacted] RADIO [redacted] USB SOFTWARE U **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] General Concern 1 [WARNING FOR DEF SEE DEALER LIGHT ON.] Multi-point inspection (according to maintenance interval)

(RO) Cause:

OPEN RECAL[redacted]EN RECALL

(RO) Correction:

[redacted] TECH REPLACED REAR BULB. (RIGHT REARMARKER LIGHT) Perform DTC Inspection CHECK ENGINE LIGHT - EMAIL VSR OPEN RECALL [redacted] [redacted] RADIO UPDATECOMPLETED [redacted]U 1 [[redacted] [redacted] RADIO [redacted] SOFTWARE U **] PERFORM [redacted] PARTS ORDERED FOR OPEN RECALL,CUSTOMER TO RECEIVE A PHONE CALL WHEN PARTSARRIVE Recall / Customer Satisfaction Notification1 [Safety Recall [redacted] - Intake Air Grid Heater Relay **] RECALL1 [redacted] NO ACTIVE DTC FOR DEF, CHECKED ALLCONNECTIONS AND WIRING FROM DEF TANK,PERFORMED TEST DRIVE AND IDLE WITH NOWARNING, TECH STATED WARNING LIGHT FOR LOWDEF WARNING MAY SHOW HOWEVER IN ALMOST EMPTYINSTANCES THE DEF SEE DEALER LIGHT MAY COMEON. ALL SYSTEMS FUNCTIONS NORMALLY. General Concern 1 [WARNING FOR DEF SEE DEALER LIGHT ON.] GENERAL CONCERN Multi-point inspection (according to maintenanceinterval) 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]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

Labor	$1,502.52	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	POAGE CHRYSLER DODGE JEEP, INC	**Zone**	[redacted]
[redacted]	900 CLINIC RD , HANNIBAL, MO 63401				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	2		96.46	[redacted]
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		6.12	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	FLUID AFT	2		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	[redacted]	1		6.12	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	CLUTCH [redacted]	[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	CLUTCH [redacted]	[redacted]	FLUID AFT	2		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	CLUTCH [redacted]	[redacted]	[redacted]	1		6.12	[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		96.46	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]	1		6.12	[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	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			00000NPN	CLAMP	1		[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	[redacted]			
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			00000NPN	CLAMP	1		[redacted]	

RO Narratives

(RO) Customer Concern:

VEHICLE STALLED WHILE DRIVING ON HIGHWAY PULLING CAMPER. CUSTOMER STATES PRESSED ACCELERATOR AND ENGINE REVED, BUT WOULD NOT MOVE FORWARD DTC'S [redacted] [redacted] REMOVED TRANS AND FRONT PUM. REMOVED SUB ASSEMBLY AND FOUND CLUTCHES DISLODGED DUE TO SNAP RING. REPLACED SUB ASSEMBLY AND REASSEMBLED. REINSTALLED TRANSMISSION, FILLED WITH FLUID AND PERFORMED QUICK-LEARN. TEST DROVE [redacted]. VEHICLE OPERATING AS DESIGNED AT THIS TIME. ([redacted]- ERIC-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE STALLED WHILE DRIVING. WHEN PRESSED ACCELERATOR, ENGINE WOULD REV BUT WOULD NOT MOVE FORWARD.

(Claim) Cause:

CHECKED FOR [redacted]. REMOVED AND DISASSEMBLED TRANSMISSION. FOUND CLUTCHES DISLODGED. RING.

(Claim) Correction:

REPLACED CLUTCH SUBASSEMBLY. FLUSHED TRANSMISSION. REASSEMBLED AND REINSTALLED . PERFORMED QUICK LEARN. DROVE TO VERIFY REPAIR.

Warranty Claim Report

Vehicle Information

VIN	[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]
Address	435 E PASS RD , GULFPORT, MS 39507		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]T	1	X	1171.54	$78.95
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	1		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]ASSY	1		161.21	$78.95
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	2		27.13	$78.95
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]T	1	X	1171.54	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	BOLT	1		3.83	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]ASSY	1		161.21	[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]	FLUID AFT	2		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted]T	1	X	1171.54	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]ASSY	1		161.21	[redacted]
[redacted]		Transmission, Remove and install for recondition -			[redacted]	FLUID AFT	[redacted]			

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	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	1		[redacted]	
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		[redacted]	
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		109.97	[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]	FLUID AFT	2		27.13	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	1		3.83	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	TOC ASSY	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	2		109.97	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	2		[redacted]	

RO Narratives

(RO) Customer Concern:

Customer States vehicle will not go in drive revs up like it is trying will go in reverse but not drive * I AGREE TO PAY THE DIAGNOSTIC FEE OF [redacted] PLUS TAX IN THE EVENT ANY ITEM NOT COVERED UNDER ANY WARRANTY OR I DECLINE ANY REPAIRS. ELECTRICAL DIAGNOSIS STARTS AT [redacted] PLUS TAX AND DIESEL DIAGNOSIS STARTS AT [redacted] PLUS TAX._X_____ [redacted] 1 [redacted] [redacted] [redacted] AISIN TRANSMISSION GEARS 1-4 INOP **

(RO) Cause:

[redacted] Clutch / Input ShaftAssembly - Inspect andReplace Sub-Assembly(3 - Highly Skilled)2 - Transmission andTransfer Case [redacted]-62Two Piece Propeller Shaft Equipped(3 - Highly Skilled)2 - Transmissionand Transfer Case [redacted] 61Skid Plate Equipped(3 - Highly Skilled)2 - Transmissionand Transfer Case [redacted] [redacted]69DEF Equipment [redacted] pick-up only(3 - Highly Skilled)2 - Transmissionand Transfer Case0.6 [redacted] Equipped(3 - Highly Skilled)2 - Transmissionand Transfer Case [redacted] Transmission only had res gear, would not pull foward, removed transmission from truck and found seal blown on [redacted] clutch pack Replaced with new parts from [redacted]U list and installed back in truck Replaced transmission fluid lost and topped off, undate the TCM and perform quicklearn Test drove to woolmarket exit and back. Truck is driving and shifting as it should .

(RO) Correction:

See [redacted] for repair Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled)

(RO) Technical Notes:

[redacted] SPECIAL/VOR SSION FROM TRUCK AND FOUND SEAL BLOWN ON [redacted] CLUTCH PACK REPLACED WITH NEW PARTS FROM [redacted] LIST AND INSTALLED BACK IN TRUCK

GCS Narratives

(Claim) Customer Concern:

[redacted] 1 [[redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP **

(Claim) Cause:

[redacted] CLUTCH / INPUT SHAFTASSEMBLY - INSPECT ANDREPLACE SUB-ASSEMBLY([redacted]HLY SKILLED)2 - TRANSMISSION ANDTRANSFER CASE [redacted] PROPELLER SHAFT EQUIPPED([redacted]HLY SKILLED)2 - TRANSMISSIO NAND TRANSFER CASE 0.2 [redacted].21-00-0A-61SKID PLATE EQUIPPED([redacted] HLY SKILLED)2 - TRANSMISSIONAND TRANSFER CASE 0.3 [redacted] EQUIPMENT [redacted] 4X4 PICK-UP ONLY([redacted]HLY SKILLED)2 - TRANSMIS SIONAND TRANSFER CASE0.6 [redacted] EQUIPPED([redacted]HLY SKILLED)2 - TRANSMISSIONAND TRANSFER CASE 1.2 [redacted]. TRANSMISSION ONLY HAD RES GEAR , WOULD NOT PULL FOWARD, REMOVED TRANSMISSION FROM TRUCK AND FOUND SEAL BLOW N ON [redacted] CLUTCH PACK REPLACED WITH NEW PARTS FROM [redacted] LIST AND INSTALLED BACK IN TRUCK REPLACED TRANSMISSION FLUID LOST AND TOPPED OFF, UNDATE THE TCM AND PERFORM QUICKLEARN TEST DROVE TO WOOLMARKET EXIT AND BACK. TRUCK IS DRIVI NG AND SHIFTING AS IT SHOULD .

(Claim) Correction:

TRANSMISSION, REMOVE AND INSTALL FOR RECONDITION - [redacted] CLUTCH / I NPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBLY[redacted]HLY SKILLED)

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
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, Remove and install for recondition - [redacted]C/AS69RC ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
[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	3		[redacted]	[redacted]
A	[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] 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]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; [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]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	6		45.94	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	6		45.94	[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		65.78	[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	[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]	CLUTCHKIT	1	X	[redacted]	
B	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) General Concern [Customer States CHECK ENGINE LIGHT IS ON] General Concern #1 [Customer StatesVEH IS WILL NOT GO IN GEAR ALL THE TIMR] ***Thank You for being a [redacted] Ram VIP Rewards Beneficiary Earning You 3% Loyalty Cash On Paidservices !!!!!!!!!!*** PERFORM THE MULTI-POINT INSPECTION WITH THE OWNERS APPROVAL [redacted] [redacted] [redacted] AISIN TRANSMISSION GEARS 1-4 INOP **] RSU 1 [redacted] [redacted] AISINTRANSMISSION ROUGH SHIFT **]

(RO) Cause:

. . . .

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) PERFORM MULTI-POINT INSPECTION 3360 see line c General Concern [CustomerStates CHECK ENGINE LIGHTIS ON] ENTER GENERAL LINE OR CONCERN 3360 TRANS INTERNAL SEE [redacted]3- [redacted] [redacted] INSTALL TRANS PARTS KITTEST DRIVE TRANS SHIFTS AS DESIGNED AT THISTIME General Concern #1 [Customer States VEH IS WILL NOT GO IN GEAR ALL THE TIMR] ENTER GENERAL LINE OR CONCERN ***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 !!!!!!!!!!*** ***Thank You for being a University Dodge Ram VIP Rewards Beneficiary Earning You 3% Loyalty Cash On Paid services. For service questions or to book your next appointment, you may reach us at servicesupport@universitydodge.com !!!!!!!!!!*** ***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 !!!!!!!!!!*** 3360 RSU23-065 COMPLETED INSTALLED TRANSPARTS AS PER 23- 065 REPLACED INPUT DRUM ASSYTEST DRIVE TRANS SHIFTS AS DESIGNED21-00-0A[redacted] Clutch / Input ShaftAssembly -Inspect andReplace Sub-Assembly(3 - Highly

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RSU 1 [DDDPD2 AISIN TRANSMISSION ROUGH SHIFT **] [AISIN TRANSMISSION GEARS 1-4 INOP **]

(Claim) Cause:

SNAP RING

(Claim) Correction:

COMPLETED FLASH TCM COMPLETED INSTALLED TRANS PARTS AS PE REPLACED INPUT DRUM ASSY TEST D RIVE TRANS SHIFTS AS DESIGNED CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB- ASSEMBLY(3 - HIGHLY SKILLED)2 - TRANSMISSION AND TRA NSFER CASE SHAFT EQUIPPED(3 - HIGHLY SKILLED)2 - TRANSMISSION AND TRANSFER CASE 0.2 EQUIPPED(3 - HIGHLY SKILLED)2 - TRANSMISSION AND TRANSFER

Warranty Claim Report

Vehicle Information

VIN	[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**	LARRY H MILLER [redacted]	**Zone**	[redacted]
Address	10101 W PAPAGO FREEWAY , [redacted], AZ 85323				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1347.26	$94.86
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		126.47	$94.86
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	1347.26	$189.72
[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		126.47	$189.72
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] 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	[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] ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		126.47	$31.62
[redacted]		Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [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]	SERVICE ACTION	[redacted]	BOLT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

MULTI POINT INSPECTION AUTO.LIVE [redacted] ORDER CUSTOMER STATES WHILE DRIVING THE VEHICLE LOST POWER WAS ABLE TO COAST OFF THE ROAD. CUSTOMER FOUND VEHICLE WOULD STRUGGLE TO GO IN TO VEHICLE DOES HAVE REVERSE CHECK ANDADVISE

(RO) Cause:

F

(RO) Correction:

MULTI POINT INSPECTION AUTO.LIVE [redacted] ORDER [redacted] SNAP RING [redacted] Inspect andverified customer concern. Scanned vehicleand found [redacted]&4 Error.Checked for related RRT/TSB and found [redacted] Clutch Snap RingRepair. Removed transmission and disassembledfor inspection. Found the K1 clutch snap ringdislodged, resulting in loss of torquetransfer for lower gears 1, 2, 3 and 4.Replaced the [redacted] input shaft drum sub-assemblydue to over extended piston and torn seals.Filled transmission with required ATF. Filledto proper level. Performed quick learn viaW[redacted]. Road test to verify operation. [redacted] Clutch / Input ShaftAssembly - Inspect and Replace Sub-Assembly([redacted]) - [redacted] Shaft Equipped ([redacted]) - [redacted] - DEF Equipment [redacted]) - [redacted] - [redacted] Equipped ([redacted]) 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] [redacted] propeller shaft equipped Transmission, Remove and install for recondition - [redacted] 4X4 equipped Transmission DEF equipped2500-3500 [redacted] pick-up only

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE DRIVING THE VEHICLE LOST POWER WAS ABLE TO COAST OFF TH E ROAD. CUSTOMER FOUND VEHICLE WOULD STRUGGLE TO GO IN TO VEHICLE DOES HAVE R EVERSE CHECK AND ADVISE

(Claim) Cause:

[redacted] SNAP RING [redacted] [redacted] INSPECT AND VERIFIED CUSTOMER CONCERN. SCANNED VEHIC LE AND FOUND [redacted] GEAR RATIO 1&4 ERROR. CHECKED FOR RELATED RRT/TSB AND FOUN[redacted] CLUTCH SNAP RING [redacted]. REMOVED TRANSMIS SION AND DISASSEMBLED FOR INSPECTION. FOUND THE K1 CLUTCH SNAP RING DISLODGED , RESULTING IN LOSS OF TORQUE TRANSFER FOR LOWER GEARS 1, 2, 3 AND 4. REPLACE D THE K1 INPUT SHAFT DRUM SUB-ASSEMBLY DUE TO OVER EXTENDED PISTON AND TORN S EALS. FILLED TRANSMISSION WITH REQUIRED ATF. FILLED TO PROPER LEVEL. PERFORME D QUICK LEARN VIA WI[redacted]. ROAD TEST TO VERIFY OPERATION. [redacted] CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBLY[redacted]) - [redacted] PROPELLER SHAFT EQUIPPED[redacted]) - [redacted] - DEF EQUIPMENT[redacted]) - [redacted] EQUIPPED ([redacted])

(Claim) Correction:

[redacted] SNAP RING [redacted] [redacted] INSPECT AND VERIFIED CUSTOMER CONCERN. SCANNED VEHIC LE AND FOUN[redacted] GEAR RATIO 1&4 ERROR. CHECKED FOR RELATED RRT/TSB AND FOUN[redacted] CLUTCH SNAP RING

REPAIR. REMOVED TRANSMIS SION AND DISASSEMBLED FOR INSPECTION. FOUND THE K1 CLUTCH SNAP RING DISLODGED , RESULTING IN LOSS OF TORQUE TRANSFER FOR LOWER GEARS 1, 2, 3 AND 4. REPLACE D THE K1 INPUT SHAFT DRUM SUB-ASSEMBLY DUE TO OVER EXTENDED PISTON AND TORN S EALS. FILLED TRANSMISSION WITH REQUIRED ATF. FILLED TO PROPER LEVEL. PERFORME D QUICK LEARN VIA WI-TECH. ROAD TEST TO VERIFY OPERATION. LOP [redacted] CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBLY[redacted]) - LOP [redacted] PROPELLER SHAFT EQUIPPED[redacted]S) - LOP [redacted] - DEF EQUIPMENT[redacted]) - LOP [redacted] EQUIPPED ([redacted])

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	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**	63 [redacted]
Address	, ,				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		2.94	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	[redacted]	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]3AA	NUT	1		1.47	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT CHECK ENGINE IS ON

(RO) Cause:

PERFORMED RECAL[redacted], INSTALLED PM SENSOR, REPROGRAMMED PCM W/NEW SOFTWARE FROM OLD PART # TO NEW PART [redacted], INSTALLED AUTHORIZED MOD LABEL

(RO) Correction:

PERFORMED RECAL[redacted]

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT CHECK ENGINE IS ON

(Claim) Cause:

PERFORMED RECALL Y43, INSTALLED PM SENSOR, REPROGRAMMED PCM W/NEW SOFTWARE FRO

(Claim) Correction:

PERFORMED RECALL Y43

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] DODGE INC		**Zone**	51	[redacted]
Address	1497 N STATE ROUTE 50 , BOURBONNAIS, IL 60914						

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Injector, Fuel ; [redacted] primary labor operation			[redacted]	INJECTOR	1	X	[redacted]	
A	[redacted]	Injector, Fuel ; [redacted] primary labor operation			[redacted]	CONNECTOR	1		199.00	$156.28
A	[redacted]	Injector, Fuel ; Cylinder 2 - 6.7 liter	ML	CHECK E[redacted] SERVICE [redacted] SO	[redacted]	INJECTOR	1	X	2653.28	$93.77
A	[redacted]	Injector, Fuel ; Cylinder 2 - 6.7 liter	ML	CHECK [redacted] SERVICE SO	[redacted]	CONNECTOR	1		199.00	$93.77
A	851STATE	State Labor Allowance			[redacted]	INJECTOR	1	X	[redacted]	
A	[redacted] E	State Labor Allowance			[redacted]	CONNECTOR	1		199.00	$125.02

RO Narratives

(RO) Customer Concern:

TRUCK SHAKES HORRIBLE AT IDLE HAS PENDING CODE FOR [redacted] MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

INJECTOR STUCK OPEN

(RO) Correction:

[redacted] INJECTOR STUCK OPEN FOUND [redacted] RUNNING ROUGH. CEL CODE [redacted] .TOOK FUEL SAMPLE. FUEL CLEAN. VERIFIEDVOLTAGE SIGNAL TO FUEL INJECTOR. FAULTYINJECTOR STUCK OPEN. . REPLACED CYL [redacted] . RESET INJECTOR COMPENSATOR VALUE.CLEARED CODES. TEST DROVE 15 [redacted] . OIL LEVELFULL AND NOT CONTAMINATED. ALL SYSTEMSOPERATING AS DESIGNED Injector, Fuel - Test andReplac[redacted] primarylabor operation (2 - Skilled) Injector, Fuel Cylinder 2STATE LABOR ALLOWANCE[DIAGNOSTICS INJECTOR, FUEL-Replace (A) STATE LABOR ALLOWANCE[DIAGNOSTICS MOPAR EXPRESS LANE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE SHAKES AT IDLE

(Claim) Cause:

FUEL INJECTOR FAILURE

(Claim) Correction:

REPLACED FUEL INJECTOR

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] LIMITED CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	**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**	$1,[redacted]46	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Safety Recall [redacted]7 - Powertrain Control Module ; Replace Powertrain Control Module (PCM) Includes Software Reprogram (Aisin Transmission Equipped)	UC	UNCODABLE (NARRATIVE REQUIRED)	CSANZ871AA	MODULE	1	X	1[redacted].46	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] Particulate [redacted]**] Recall / Customer Satisfaction Notification 2 [Safety Recall [redacted] Powertrain Control Module **] Multi-point inspection (according to maintenance interval)

(RO) Cause:

RECALL

(RO) Correction:

[redacted] NO PARTS RECALL NOT AVAILABLE [redacted] RECALL: [redacted] REPLACE ANDPROGRAM PCM [redacted] [redacted] [redacted] FACTORY RECALL Multi-point inspection (according to maintenanceinterval) MULTI-POINT INSPECTION (according to maintenanceinterval)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28P92 - 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**	THE [redacted]	[redacted]	[redacted]
Address	2900 N MAIN ST , LOGAN, UT 84341				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	9		146.33	$85.43
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]T	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	9		146.33	$170.87
[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]T	1	X	[redacted]	$170.87
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	9		146.33	[redacted]
[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]	[redacted]T	1	X	[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 ; Two piece propeller shaft equipped			[redacted]	[redacted]				
[redacted]		Transmission, Remove and install for recondition -			[redacted]	[redacted]T	1	X	[redacted]	

		[redacted] ; [redacted] [redacted] shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SEALER	1		12.24	[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]	
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	7		[redacted]	[redacted]
B	[redacted]	Valve Body ; Valve body - Replace - [redacted] AS66RC/[redacted] (3 - Highly Skilled)	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	BODY ASSY	1	X	[redacted]	
B	[redacted]	Valve Body ; Valve body - Replace - [redacted] AS66RC/[redacted] (3 - Highly Skilled)	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	FLUID AFT	7		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE HAS A REALLY HARD HIT GOING INTO DRIVE

(Claim) Cause:

CODE [redacted] ENGAGE INTO DRIVE. FOLLOW FLOW CHART, THE CODE IS ACTIVE. NEXT CHECK THE RESISTANCE OF 1, 5, AND [redacted] FROM THE [redacted] ECTOR ALL WERE [redacted] WHICH IS GOOD. NEXT CHECK WIRE [redacted], AND [redacted]. SHORT TO GROUND OR ANOTHER CIRCUIT, OPEN. ALL WIRES WERE BELOW [redacted] FROM [redacted] TO TRANS. ALL AREN'T SHORTED TO GROUND OR ANOTHER CIR CUIT BETWEEN [redacted]

(Claim) Correction:

REPLACED VALVE BODY AND RETESTED, TEST FAILED UPON INSPECTION OF VEHICLE SCANN ED FOR DTCS AND FOUND THAT CODE [redacted] WAS ACTIVE STARTED A STAR CASE FOR HARSH DRIVE ENGADGMENT FOLLOWING SERVICE

DOCUMENTATION REMOVED TRANSMISION MOVED TO WORKBENCH REMOVED TOURQ CONVERTER AND REMOVED BELL HOUSING REMOVED PUMP ASSYMBLY REMOVED INPUT SHAFT K1 AND K2 CLUTCH ASSYMBLYES APON REMOVAL FOUND THAT THE BOTTOM SEALING RING WAS PARTIALY MISSING CAUSING A LEAK IN THE FLUID PASSAGES WITH TRANSMISSION REMOVED DRAINED TRANSMISSION AND INSTA LLED NEW K2 CLUTCH HUB AND K1 CLUTCH ASSEMBLY AFTER LETTING SOAK IN CLEAN TRANSMISSION FLUID INSTALLED COMPONENTS IN REVERSE ORDER OF REMOVAL FOLLOWI NG TSB TORQUED PUMP TO [redacted] CHECKED END PLAY AND FOUND IT TO BE WITHIN SPEC INSTALLED BELL HOUSING AND TORQUED TO [redacted] RE INSTALLED TRANSMISSION AND INSTALLED NEW TORQUE CONVERTER BOLTS INSTALLED TRANSFER CASE AND TRANSM ISSION MOUNT AND INSTALLED CROSSMEMBER INSTALLED FRONT AND REAR DRIVELINES A ND INSTALLED NEW HARDWARE LOWERED VEHICLE AND FILLED WITH FLUID FOLLOWING FLUID LEVEL CHECK PROCEDURE VERIFIED LEVEL AND LET TRUCK IDLE AND REACH OPE RATING TEMP PREFORMED QUICK LEARN AND TEST DROVE VERIFIED FLUID LEVEL VEHICL E IS READY FOR GUEST

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	***Name***	[redacted] OF	***Zone***	71 [redacted]
Address	2340 NATIONAL CITY BLVD , NATIONAL CITY, CA 91950				

Condition Information

C[redacted]	[redacted]	[redacted] Desc	F[redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Safety Recall 13A - Intake Air Grid Heater [redacted]; Replace Intake [redacted]d Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	53.38	$35.38 [redacted]

RO Narratives

(RO) Customer Concern:

RECALL/ [redacted]1 EXPRESS LUBE MULTIPOINT INSPECTION EXTERIOR CONCERN CHECK TIRE PRESURE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

G[redacted]Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted] RAM	**Zone**	3[redacted]

[redacted] 400 ROUTE [redacted], EAST BRUNSWICK, NJ 08816

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]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GREASE	1		62.73	$219.72
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		62.73	$36.62
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]	CLUTCHKIT	1	X	[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		95.19	[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]	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		29.21	[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]	GREASE	1		62.73	[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]	BOLT	4		29.21	[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]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
B	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Inspect Software Level	RF							[redacted]

RO Narratives

(RO) Customer Concern:

RAPID RESPONSE RAPID RESPONSE ELECTRICAL STATUS UPDATE

(RO) Cause:

NA

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

[redacted]

(Claim) Correction:

RSU COMPLETE. FOUND THE [redacted] SNAP RING BECAME DISLODGED. REPLACED K1 ASSEMBLY.

Warranty Claim Report

Vehicle Information

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

Dealer Information

[redacted]		[redacted]		**Name**	[redacted]	[redacted]	[redacted]
Address	3152 VIRGINIA BEACH BLVD , VIRGINIA BEACH, VA 23452						

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	SENSOR	1	X	103.52	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	LABEL	1		3.74	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	NUT	1		1.87	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

LAMP NOT WORKING BULB BURNT NOT WORKING BULB BURNT

GCS Narratives

(Claim) Customer Concern:

C/S THAT DRIVERS SEAT BOTTOM IS COMING APART C/S THAT FENDER LIGHT IS OUT C/S THAT TPMS LIGHT IS ON

(Claim) Cause:

FENDER LIGHT IS OUT L/F SEAT FOAM COLLAPSED R/R INNER TPMS OPEN INTERNALLY

(Claim) Correction:

REMOVED AND REPLACED R/R INNER TPMS. VERIFIED REPAIR REPLACED L/R MARKER BULB VERIFIED THE CUSTOMER'S CONCERN OF SEAT FOAM COLLAPSED. PERFORMED A VISUAL I NSPECTION. PERFORMED A SEAT BOTTOM CUSHION EXAMINATION AND DIAGNOSTIC. FOUND T HE LEFT FRONT SEAT BOTTOM CUSHION IS THE POINT OF CONCERN. FURTHER EXAMINATI ON FOUND THE LEFT FRONT SEAT BOTTOM CUSHION IS WORN PREMATURELY AND IS DISTO RTED. ACCESSED, REMOVED AND REPLACED THE LEFT FRONT SEAT BOTTOM CUSHION AND TRANSFERRED ALL REUSEABLE HARDWARE TO THE NEW COMPONENT AND REINSTALLED ALL [redacted] REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL. DUE TO CONSE QUENTIAL DAMAGE, ALSO ACCESSED, REMOVED AND REPLACED SEAT BOTTOM COVER. THE SYSTEM IS NOW OPERATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted]	[redacted]	CREW CAB 4X4
Build Date	[redacted]	***Plant***	[redacted]	***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	3152 VIRGINIA BEACH BLVD , VIRGINIA BEACH, VA 23452		

Condition Information

Condition	[redacted]	[redacted]	***Failure***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Lamp, side marker ; Front or rear - Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LAMP	1	X	[redacted]	
B	[redacted]	Lamp, side marker ; Front or rear - Right or left	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LAMP	1	X	[redacted]	
C	22140102	Sensor, low tire pressure ; One	[redacted]	GROUNDED OR SHORTED	[redacted]	SENSOR	1	X	[redacted]	
D	[redacted]	Foam, seat back ; Foam-Right or left	20	COLLAPSED	[redacted]	FOAM	1	X	337.04	[redacted]
D	[redacted]	[redacted] seat back ; [redacted]-Right or left	[redacted]	COLLAPSED	[redacted]	COVER	1		308.51	[redacted]
D	[redacted]	Cover, front seat cushion ; 40/20/40 Split back manual seat-Right or left			[redacted]	FOAM	1	X	337.04	$94.11
D	[redacted]	Cover, front seat cushion ; 40/20/40 Split back manual seat-Right or left			[redacted]	COVER	1		[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

LAMP NOT WORKING BULB BURNT NOT WORKING BULB BURNT

GCS Narratives

(Claim) Customer Concern:

C/S THAT DRIVERS SEAT BOTTOM IS COMING APART C/S THAT FENDER LIGHT IS OUT C/S THAT TPMS LIGHT IS ON

(Claim) Cause:

FENDER LIGHT IS OUT L/F SEAT FOAM COLLAPSED R/R INNER TPMS OPEN INTERNALLY

(Claim) Correction:

REMOVED AND REPLACED R/R INNER TPMS. VERIFIED REPAIR REPLACED L/R MARKER BULB VERIFIED THE CUSTOMER'S CONCERN OF SEAT FOAM COLLAPSED. PERFORMED A VISUAL I NSPECTION. PERFORMED A SEAT BOTTOM CUSHION EXAMINATION AND DIAGNOSTIC. FOUND T HE LEFT FRONT SEAT BOTTOM CUSHION IS THE POINT OF CONCERN. FURTHER EXAMINATI ON FOUND THE LEFT FRONT SEAT BOTTOM CUSHION IS WORN PREMATURELY AND IS DISTO RTED. ACCESSED, REMOVED AND REPLACED THE LEFT FRONT SEAT BOTTOM CUSHION AND TRANSFERRED ALL REUSEABLE HARDWARE TO THE NEW COMPONENT AND REINSTALLED ALL [redacted] REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL. DUE TO CONSE QUENTIAL DAMAGE, ALSO ACCESSED, REMOVED AND REPLACED SEAT BOTTOM COVER. THE SYSTEM IS NOW OPERATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	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]

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	[redacted]	[redacted]	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

TRUCK TOWED IN - HAS VERY LITTLE POWER PULLING IN DRIVE, SEEMS STRONG IN REV. RRT Flash: Transmission Control Module (TCM) Updates RRT [redacted] AISIN TRANSMISSION GEARS 1-4 [redacted] DIESEL PM SENSOR

(RO) Cause:

. rsu [redacted] rsu [redacted] RECALL [redacted]

(RO) Correction:

[redacted] repaired on line c AUTO TRANSMISSION rental AUTO TRANSMISSION SUBLET REPAIRS [redacted] performed rsu 23-86reprogrammed tcm [redacted]rt 0.4 RECALLS AND CAMPAIGNS PERFORME[redacted] test dove vehicle foundtransmission only had reverse and checkengine light on ran eec test founddtcsp0731-00 gear 1 shift incorrect ratio andp0732-00 gear 2 shift incorrect ratioperformed rsu [redacted] removed transmissionfrom vehicle replaced k1 clutch /input shaftassembly reinstalled transmission filled withfluid ran quick learn test drove normaloperation after repair RECALLS AND CAMPAIGNS PERFORME[redacted] RECAL[redacted] PERFORMED RECALL [redacted]NSTALLED PM SENSOR AND REPROGRAMMED PCM25-[redacted] 0.6 RECALLS AND CAMPAIGNS PERFORMED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORMED [redacted] REPROGRAMMED TCM [redacted] AISIN TRANSMISSION GEARS 1-4 [redacted]

(Claim) Cause:

PERFORMED [redacted] REPROGRAMME[redacted]

(Claim) Correction:

PERFORMED [redacted] REPROGRAMME[redacted] TEST DOVE VEHICLE FOUND TRANSMISSION ONLY HAD REVERSE AND CHECK ENGINE LIGHT O N RAN EEC TEST FOUND [redacted] GEAR [redacted] INCORRECT RATIO AND [redacted] GEAR [redacted] INCORRECT RATIO PERFORMED [redacted] REMOVED TRANSMISSION FROM VEHICLE REPLACED K1 CLUTCH /INPUT SHAFT ASSEMBLY REINSTALLED TRANSMISSION FILL ED WITH FLUID RAN QUICK LEARN TEST DROVE NORMAL OPERATION AFTER REPAIR

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	BERTHOD MOTORS INC	[redacted]	[redacted]
Address	2914 GRAND AVE , GLENWOOD SPGS, CO 81601				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			68408739AB	CLAMP	1		70.33	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]T	1	X	[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			68089195AA	LUBRICANT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[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]	CLAMP	1		70.33	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]T	1	X	1266.88	[redacted]

B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	3		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	LUBRICANT	2		[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]	GASKET	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOOT	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLAMP	1		[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]	BOLT	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	3		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	LUBRICANT	2		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	BOOT	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	CLAMP	1		70.33	$29.47
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1266.88	$29.47
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted]			[redacted]	BOLT	1		[redacted]	

		[redacted] propeller shaft equipped								
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two [redacted] propeller shaft equipped			[redacted]	LUBRICANT	2		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOOT	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	CLAMP	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	LUBRICANT	2		[redacted]	[redacted]
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Inspect Software Level	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

CHECK ENGINE LIGHT IS ON [CUSTOMER STATES WHILE DRIVING ON HWY CHECK ENGINE LIGHT CAME ON AND FELT UNSAFE TO DRIVE ALSO SAID VEHICLE MADE CLUNK NOISE WHILE TRYING TO SHIFT TO GEAR] [redacted] [redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] CHECK ENGINE LIGHT IS ON, CUSTOMER STATE SHILE DRIVING ON HWY CHECK ENGINE LIGHT CAM EON AND FELT UNSAFE TO DRIVE ALSO SAID VEHICLE MADE A CLUNK NOISE. CONTINUATION OFLINE A

(RO) Cause:

[redacted] SOFTWARE OUT OF DATE, INTERNAL MECHANICAL FAILURE WITHINTHE TRANSMISSION RESCHEDULE RESCHEDULE REMOVE AND REINSTALLTHE TRANSMISSION

(RO) Correction:

[redacted] SOFTWARE OUT OF DATE, INTERNALMECHANICAL FAILURE WITHIN THE TRANSMISSIONFOUND CEL ILLUMINATED, FOUND VEHICLE WILLMOVE IN REVERSE BUT NOT IN DRIVE, FOUNDACTIVE [redacted] INCORRECT,FOUND THIS [redacted] WILL NOT CLEAR, FOUND NOVISIBLE ISSUES, FOUND [redacted] RELATEDTO SHIFTING ISSUES, FOUN[redacted] SOFTWAREOUT-OF-DATE, FLASHE[redacted] TO CURRENT SOFTWARELEVEL AND CLEARED [redacted]S, FOUND VEHICLE STILLWILL NOT MOVE FORWARD, FOUND INTERNAL FAILUREWITHIN TRANSMISSION THAT MAY BE RELATED [redacted], WILL NEED TO REMOVE TRANSMISSIONAND COMPLETE THE [redacted] THEN RE-TEST. CORRECTIVEACTION MOVED TO LINE D. CHECK ENGINE LIGHT IS ON [CUSTOMER STATES WHILE DRIVING ON HWY CHECK ENGINE LIGHT CAME ON AND FELT UNSAFE TO DRIVE ALSOSAID VEHICLE MADE CLUNK NOISE WHILE TRYING TO SHIFT TO GEAR] ENGINE LIGHT ON [redacted] INTERNAL FAILURE IN TRANSMISSIONINTERNAL FAILURE OF TRANSMISSION. SEE LINE D. NO WORK PERFORMED [redacted] INTERNAL FAILURE IN TRANSMISSIONINTERNAL FAILURE IN TRANS. SEE LINE D. NO WORK PERFORME[redacted] REMOVE AND REINSTALL THE TRANSMISSIONDISCONNECTED THE NEGATIVE BATTERY TERMINALS,LIFTED VEHICLE ON HOIST, DRAINED THE FLUIDFROM THE TRANSMISSION, DRAINED FLUID FROM THETRANSFER CASE, REMOVED THE TRANSFER CASE SKIDPLATE, REMOVED THE DEF TANK FROM THE VEHICLE,DISCONNECTED THE HOSES FROM THE TANK, REMOVEDTHE ELECTRICAL CONNECTORS, REMOVED THE REA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT IS ON [CUSTOMER STATES WHILE DRIVING ON HWY CHECK ENGINE LI CHECK ENGINE LIGHT IS ON, CUSTOMER STATE SHILE DRIVING ON HWY CHECK ENGINE LIG GHT CAME ON AND FELT UNSAFE TO DRIVE ALSO SAID VEHICLE MADE CLUNK NOISE WHIL HT CAM EON AND FELT UNSAFE TO DRIVE ALSO SAID VEHICLE MADE A CLUNK NOISE. CO E TRYING TO SHIFT TO GEAR] NTINUATION OF LINE A

(Claim) Cause:

REMOVE AND REINSTALL THE TRANSMISSION [redacted] SOFTWARE OUT OF DATE, INTERNAL MECHANICAL FAILURE WITHIN THE TRANSMISSION

(Claim) Correction:

DISCONNECTED THE NEGATIVE BATTERY TERMINALS, LIFTED VEHICLE ON HOIST, DRAINED FOUND CEL ILLUMINATED, FOUND VEHICLE WILL MOVE IN REVERSE BUT NOT IN DRIVE, FO THE FLUID FROM THE TRANSMISSION, DRAINED FLUID FROM THE TRANSFER CASE, REMOV UND ACTIVE [redacted] RATIO 1 INCORRECT, FOUND THIS [redacted] WILL NOT CLEAR, ED THE TRANSFER CASE SKID PLATE, REMOVED THE DEF TANK FROM THE VEHICLE, DISC FOUND NO VISIBLE ISSUES, FOUND [redacted] RELATED TO SHIFTING ISSUES, FO ONNECTED THE HOSES FROM THE TANK, REMOVED THE ELECTRICAL CONNECTORS, REMOVED UN[redacted] SOFTWARE OUT-OF- DATE, FLASHE[redacted] TO CURRENT SOFTWARE LEVEL AND CLEA THE REAR DRIVESHAFT FROM THE VEHICLE, REMOVED THE FRONT DRIVESHAFT FROM THE RED [redacted]S, FOUND VEHICLE STILL WILL NOT MOVE FORWARD, FOUND INTERNAL FAILURE VEHICLE, REMOVED THE MOUNTING NUTS ON THE TRANSFER CASE, DISCONNECTED THE T WITHIN TRANSMISSION THAT MAY BE RELATED [redacted], WILL NEED TO REMOVE T RANSMISSION AND COMPLETE THE [redacted] THEN RE- TEST. CORRECTIVE ACTION MOVED TO LI WO ELECTRICAL CONNECTORS, REMOVED THE MANUAL SHIFT LEVER, REMOVED THE TRANSF ER CASE FROM THE VEHICLE, REMOVED THE NUTS ON THE TRANSMISSION MOUNT, LIFTED NE D. TRANSMISSION AND ENGINE OFF THE CROSS MEMBER, REMOVED THE CROSS MEMBER, REM OVED ALL THE ELECTRICAL CONNECTORS ON THE TRANSMISSION, REMOVED THE INSPECTI ON COVER, REMOVED ALL [redacted] CONVERTER BOLTS, REMOVED THE CATALYTIC CONV ERTER FROM VEHICLE, REMOVED THE BELL HOUSING BOLTS, LOWERED THE TRANSMISSION WITH A JACK, AFTER TRANSMISSION WAS REPAIRED, PLACED THE TRANSMISSION ON A JACK, LIFTED TRANSMISSION INTO VEHICLE, INSTALLED THE BELL HOUSING BOLTS, TO RQUED TO SPEC, INSTALLED [redacted] CONVERTER BOLTS, TORQUED TO SPEC, IN STALLED ALL THE ELECTRICAL CONNECTORS ON CORRESPONDING CONNECTOR, INSTALLED THE TRANSFER CASE ON VEHICLE, INSTALLED THE CATALYTIC CONVERTER, INSTALLED N EW GASKET AND EXHAUST CLAMP, INSTALLED THE CROSS MEMBER, LOWERED THE ENGINE AND TRANSMISSION ON THE CROSS MEMBER, TORQUED THE NUTS TO SPEC, INSTALLED TH E REAR DRIVESHAFT, INSTALLED THE FRONT DRIVESHAFT, INSTALLED THE DEF TANK ON VEHICLE, INSTALLED THE HOSES AND ELECTRICAL SENSORS TO VEHICLE, FILLED THE TRANSFER CASE WITH NEW FLUID, INSTALLED THE NEGATIVE BATTERY TERMINALS, LOWERE D THE VEHICLE FILLED THE TRANSMISSION WITH FLUID, PERFORMED THE QUICK LEARN ON THE TRANSMISSION,

TEST DROVE VEHICLE AFTER REPAIRS, VEHICLE IS OPERATING AS DESIGNED, NO CONCERNS AT THIS TIME. VEHICLE RETURNED TO CUSTOMER.

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***	[redacted]

Claim Information

Claim #	[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]		

Condition Information

Condition [redacted]			***Failure*** [redacted]	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
[redacted]		Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	
B	25[redacted]185	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Particulate Matter Sensor Present, Reprograming ECM and Replace [redacted] Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Change synthetic diesel engine oil and filter Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Recall / Customer Satisfaction Notification 2 [Emissions Recall [redacted]- Particulate Matter Sensor **] Check Tire Pressure

(RO) Cause:

NA

(RO) Correction:

[redacted] PERFORMED INSPECTION Multi-point inspection (according to maintenanceinterval) PERFORM MULTI-POINT VEHICLE INSPECTION [redacted] PERFORMED LOF Change synthetic diesel engine oil and filter CUSTOMER REQUEST PERFORM DIESEL OIL AND FILTER CHANGE [redacted] CUSTOMER REQUESTED CAMPAIGN NUMBER[redacted] BE PERFORMED. PERFORMED A COMPLETEVEHICLE IDENTIFICATION NUMBER STATUS INQUIRYTO FIND AND VERIFY AN OPEN CAMPAIGN. THISVEHICLE CAN EXPERIENCE AN ENGINE COMPARTMENTFIRE ORIGINATING FROM THE GENERATION 1 [redacted] INTAKE AIR GRID HEATER RELAY. ACCESSED,REMOVED AND INSTALLED A NEW INTAKE AIR HEATERRELAY AS PER SAFETY [redacted] INSTRUCTIONS.THE SYSTEM IS NOW OPERATING AS DESIGNED. Recall / Customer Satisfaction Notification1 WIADVISOR [redacted] CUSTOMER REQUESTED CAMPAIGN NUMBER[redacted] BE PERFORMED. PERFORMED A COMPLETEVEHICLE IDENTIFICATION NUMBER STATUS INQUIRYTO FIND AND VERIFY AN OPEN CAMPAIGN. THEPARTICULATE MATTER SENSOR MAY NOT HAVE BEENINSTALLED DURING THE MANUFACTURING PROCESS.INSPECTED AND PASSED THE PARTICULATE MATTERSENSOR FINDING IT IS PRESENT, NO FURTHERACTION IS REQUIRED AS PER EMISSIONS [redacted] INSTRUCTIONS. THE SYSTEM IS NOW OPERATINGAS DESIGNED. Recall / Customer Satisfaction Notification2 WIADVISOR [redacted] Check Tire Pressure CHECK TIRE PRESURES, SET TIRES TO FACTORY SPECIFICATION, SET TIRES TO RF_____ LF_____RR_____LR_____

(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]
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	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
B	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1225.78	$76.91
B	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GREASE	1		59.54	$76.91
B	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	6		24.05	$76.91
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	LABEL	1		[redacted]	
B	[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	3		[redacted]	
B	21000A60	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
B	21000A60	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
B	21000A60	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			27.72	$153.82
B	21000A60	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		[redacted]	
B	21000A60	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	6		[redacted]	
B	21000A60	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	LABEL	1		3.51	$153.82
[redacted]	[redacted]0	Transmission, Remove and install for recondition -			[redacted]	[redacted]			[redacted]	

		[redacted]C ; 4X4 equipped								
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEALER	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	3		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	LABEL	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	NUT	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEALER	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		27.72	$589.63
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch	ZZ	SERVICE ACTION	[redacted]	BOLT	6		24.05	$589.63

		/ Input Shaft Assembly - Inspect and Replace Sub-Assembly								
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	LABEL	1		3.51	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	CERNY433AA	[redacted]	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	SEALER	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	05189977AD	FLUID AFT	[redacted]			
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	RF							[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

TRUCK TOWED IN - HAS VERY LITTLE POWER PULLING IN DRIVE, SEEMS STRONG IN REV. RRT Flash: Transmission Control Module (TCM) Updates [redacted] AISIN TRANSMISSION GEARS 1-4 INOP [redacted] DIESEL PM SENSOR

(RO) Cause:

. rsu [redacted] RECALL Y43

(RO) Correction:

[redacted] repaired on line c AUTO TRANSMISSION rental AUTO TRANSMISSION SUBLET REPAIRS [redacted] performed [redacted] 23-86reprogrammed tcm [redacted]rt 0.4 RECALLS AND CAMPAIGNS PERFORME[redacted] test dove vehicle foundtransmission only had reverse and checkengine light on ran eec test founddtcsp0731-00 gear 1 shift incorrect ratio andp0732-00 gear 2 shift incorrect ratioperformed [redacted] removed transmissionfrom vehicle replaced k1 clutch /input shaftassembly reinstalled transmission filled withfluid ran quick learn test drove normaloperation after repair RECALLS AND CAMPAIGNS PERFORME[redacted] RECALL Y43 PERFORMED RECALL Y43INSTALLED PM SENSOR AND REPROGRAMMED PCM25[redacted] RECALLS AND CAMPAIGNS PERFORMED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORMED [redacted] REPROGRAMME[redacted] AISIN TRANSMISSION GEARS 1-4 INOP

(Claim) Cause:

PERFORMED [redacted] REPROGRAMME[redacted] [redacted]

(Claim) Correction:

PERFORMED [redacted] REPROGRAMME[redacted] TEST DOVE VEHICLE FOUND TRANSMISSION ONLY HAD REVERSE AND CHECK ENGINE LIGHT O N RAN EEC TEST FOUND [redacted] GEAR 1 [redacted] INCORRECT RATIO AND [redacted] GEAR [redacted] INCORRECT RATIO PERFORMED [redacted] REMOVED TRANSMISSION FROM VEHICLE REPLACED K1 CLUTCH /INPUT SHAFT ASSEMBLY REINSTALLED TRANSMISSION FILL ED WITH FLUID RAN QUICK LEARN TEST DROVE NORMAL OPERATION AFTER 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]	**Zone**	7[redacted]
Address	1339 North Main Street , Spanish Fork, UT 84660				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace [redacted] Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	97.34	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace [redacted] Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	LABEL	1		3.52	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace [redacted] Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]				[redacted]
B	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE ([redacted] REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CHECK FOR OUTSTANDING RECALLS WITH FACTORY CHECK FOR OUTSTANDING RECALLS WITH FACTORY NOTES

(RO) Cause:

open recall open recall

(RO) Correction:

[redacted] - [redacted] After preforming the flash from the recall code

(RO) Technical Notes:

NA

[redacted]

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28P92 - 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]***let***		[redacted]***t***		***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	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	57.86	$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

VIN	[redacted]	***Year***	[redacted]	***Body***	DP0L64 - 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]	***Zone***	[redacted]
Address	7630 HENDRICK AUTO PLAZA NW , CONCORD, NC 28027				

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 - [redacted] Air Grid Heater Relay	[redacted]	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) (Change diesel engine oil and filter synthetic oil may be re quired based on geographic location [redacted]) (Multi-point inspection according to maintenance interval) (Replace [redacted])

(RO) Cause:

RECALL TIME MAINTENANCE

(RO) Correction:

RECALL COMPLETE COMPLETE COMPLETE COMPLETE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	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	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	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]T	[redacted]			
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68214914AA	GASKET	1		54.85	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68244636AA	[redacted]	1		31.45	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	FLUID AFT	1		14.73	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	[redacted]T	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	GASKET	1		54.85	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	[redacted]	1		31.45	
[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	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition			[redacted]	[redacted]T	[redacted]		[redacted]	

		- [redacted]C ; Skid plate equipped								
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]					
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	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 ; 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]					$27.06
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	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 / 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]					[redacted]
B	[redacted]	Module, [redacted] ( ) ; Module, [redacted] ( ) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [[redacted]. Lot of noise and doesnt want tomove.] Multi-point inspection (according to maintenance interval) PERFORM [redacted] UPDATES FOR SHIFT CONCERNS

(RO) Cause:

NA

(RO) Correction:

[redacted] Test drove, Verified no forwardgears, Reverse works, has input clutch snapring failure/dislodged, Ordered parts per [redacted], input clutch assembly, gaskets &seals and some fluid. Removed transmissionassembly, measured input shaft play, removedpump & replaced Input clutch assembly due todislodged Snap Ring, measured input shaft endplay, changed shim, & installed pump with newO-ring & gasket, cleaned & magnets in pan ofsome small metal flakes & fuzz, replacedgasket & reinstalled transmission. refilledwith clean ASRC fluid, performed Quicklearn,Test drove. Completed. Automatic Transmission Concern AUTOMATIC TRANSMISSION CONCERN Multi-point inspection (according to maintenanceinterval) PERFORM A COMPLETE "VEHICLE ASSESSMENT INSPECTION"WHEEL TORQUED TO OEM SPEC. TECH[redacted] TORQUE VERIFICATION_____DATE_____ [redacted] updated [redacted] software per [redacted] for harsh upshifts and more,Completed. [redacted] [redacted] DIAGNOSIS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [TOW IN. LOT OF NOISE AND DOESNT WANT TO MOVE.] SHIFTS A LITTLE HARSH

(Claim) Cause:

NEED TO PERFORM [redacted] UPDATES FOR SHIFT CONCERNS TEST DROVE, VERIFIED NO FORWARD GEARS, REVERSE WORKS, HAS INPUT CLUTCH SNAP RI NG FAILURE/DISLODGED, ORDERED PARTS PE[redacted], INPUT CLUTCH ASSEMBLY , GASKETS & SEALS AND SOME FLUID.

(Claim) Correction:

UPDATED [redacted] SOFTWARE PE[redacted] FOR HARSH UPSHIFTS AND MORE, COMPLETED[redacted] REMOVED TRANSMISSION ASSEMBLY, MEASURED INPUT SHAFT PLAY, REMOVED PUMP & REPLA CED INPUT CLUTCH ASSEMBLY DUE TO DISLODGED SNAP RING, MEASURED INPUT SHAFT E ND PLAY, CHANGED SHIM, & INSTALLED PUMP WITH NEW O-RING & GASKET, CLEANED & MAGNETS IN PAN OF SOME SMALL METAL FLAKES & FUZZ, REPLACED GASKET & REINSTALLE D TRANSMISSION. REFILLED WITH CLEAN ASRC FLUID, PERFORMED QUICKLEARN, TEST D ROVE. COMPLETED.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	FREMONT MOTOR CASPER, INC	**Zone**	74	D	[redacted]
Address	6101 E 2ND ST , CASPER, WY 82609						

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 ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic			[redacted]B	TRANSMISS	1	X	6405.00	$412.05
A	[redacted]	Transmission, Replace - automatic			[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]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	TRANSMISS	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	[redacted]			[redacted]	

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 2 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] CUSTOMER STATES TRANSMISSION HAS NOGEARS. CHECK AND ADVISE. Free Multi Point Courtesy Inspection 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:

NA

(RO) Correction:

[redacted] NO PARTS. Recall / Customer Satisfaction Notification2 [Safety Recall [redacted]- Intake Air Grid Heater Relay **] PERFORM RECALL AS DESCRIBED BY [redacted] [redacted] FOUND K1 SNAP RING DISLODGEDCAUSING NO MOVEMENT FROM TRANS. TRANS PARTSAND FLUID UNAVAILABLE GOT APPROVED BY TA FORTRANS REPLACEMENT. rEMOVED TRANS AND T-CASEALSO EQUIPPED WITH PTO HAD TO REMOVE PTO SWAPCOMPONENTS AND REINSTALL PTO ONTO NEW TRANS.REISTALLED TRANS AND T-CASE QUICKLEARNEDTOPPED OFF FLUID TEST DROVE ALL OK NO CODES DIAGNOSIS OF CUSTOMER CONCERN [redacted] NO OTHER ISSUES NOTED AT THIS TIME. Free Multi Point CourtesyInspection BY PROVIDING YOUR CONTACTINFORMATION YOU AUTHORIZE [redacted] COMPANY TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATES AND SPECIAL CUSTOMER OFFERS.YOU CAN OPT-OUT BY CALLING [redacted] OR TEXTING STOP OR BY TELLING YOUR SERVICE ADVISOR. BY PROVIDING YOUR CONTACTINFORMATION YOU AUTHORIZE [redacted] COMPANY TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATES AND SPECIAL CUSTOMER OFFERS.YOU CAN OPT-OUT BY CALLING [redacted] OR TEXTING STOP OR BY TELLINGYOUR SERVICE ADVISOR.

(RO) Technical Notes:

SNAP RING DISLODGED IZED BY TA FOR CUSTOMER SATISFACTION ON PTO REMOVAL AND INSTALLATION PTO REMOVAL LABO [redacted] IN TOTALS TAB AS TECH IS OVER EFFICIENT PER REVIEW OF TECH PUNCHES. REF ER DPM SECTION-9 [redacted]. THANK YOU FROM THE [redacted] WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] AGENT [redacted] EXT [redacted]. INCLUDE VIN & CONCERN.

GCS Narratives

(Claim) Customer Concern:

TRANAMISSION HAS NO GEARS

(Claim) Cause:

SNAP RING DISLODGED

(Claim) Correction:

FOUND K1 SNAP RING DISLODGED CAUSING NO MOVEMENT FROM TRANS. TRANS PARTS AND F LUID UNAVAILABLE GOT APPROVED BY TA FOR TRANS REPLACEMENT. REMOVED TRANS AND T-CASE ALSO EQUIPPED WITH PTO HAD TO REMOVE PTO SWAP COMPONENTS AND REINSTA LL PTO ONTO NEW TRANS. REISTALLED TRANS AND T-CASE QUICKLEARNED TOPPED OFF F LUID TEST DROVE ALL OK NO CODES

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted]
Address	2285 SOUTH RD , POUGHKEEPSIE, NY 12601		

Condition Information

Condition Code	[redacted]		Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]				
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	[redacted]				
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	1		[redacted]	

RO Narratives

(RO) Customer Concern:

General Concern #1 vehicle having transmission issues will not shift in to gear when it does go into gear will bang into gear MSER08; THANK YOU FOR YOUR BUSINESS. WE WILL BE SENDING YOU A SURVEY REGARDING YOUR EXPERIENCE [redacted]. THE SURVEY IS OUR REPORT CARD, ANY SCORE LESS THAN A 10 IS A FAILING GRADE. IF FOR ANY REASON YOU ARE NOT ABLE TO GIVE US A PERFECT SCORE PLEASE CONTACT YOUR SERVICE ADVISOR

(RO) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF A CHECK ENGINE LIGHT. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE MAY EXHIBIT A MALFUNCTION

INDICATOR LAMP ILLUMINATION WITH DIAGNOSTIC TROUBLE [redacted] SET. IN ADDITION, THE TRANSMISSION MAY NOT SHIFT INTO OR OUT OF [redacted] DUE TO THE K1 CLUTCH SNAP RING BECOMING DISLODGED.

(RO) Correction:

THE PARTS HAVE NOW BEEN ORDERED AS PER RECALL INSTRUCTIONS BUT ARE ON BACKORDER AND SHOULD ARRIVE APPROXIMATELY ON 45 TO [redacted], THE PARTS FOR THIS RECALL COULD NOT BE ORDERED UNTIL THE VEHICLE WAS INSPECTED. REMOVED TRANSMISSION AND FOUND THE K2 NEEDS TO BE ORDER AND IS BACK ORDER AND DISTRICT MANAGER AND TRANSMISSON WAS APPROVED. INSTALLED TRANSMISSON AND PEERFROMED QUICK LEAND TEST DROVE VEH WORKING AS DESIGEN [redacted].9

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE HAVING TRANSMISSION ISSUES WILL NOT SHIFT IN TO GEAR WHEN IT DOES GO I NTO GEAR WILL BANG INTO GEAR

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF A CHECK ENGINE LIGHT. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMP AIGN. THIS VEHICLE MAY EXHIBIT A MALFUNCTION INDICATOR LAMP ILLUMINATION WIT H DIAGNOSTIC TROUBLE [redacted] SET. IN ADDITION, THE TRANSMISSION MAY NOT S HIFT INTO OR OUT OF [redacted] DUE TO THE K1 CLUTCH SNAP RING BECOMING D ISLODGED.

(Claim) Correction:

THE PARTS HAVE NOW BEEN ORDERED AS PER RECALL INSTRUCTIONS BUT ARE ON BACKORDE R AND SHOULD ARRIVE APPROXIMATELY ON 45 TO [redacted], THE PARTS FOR THIS RECAL L COULD NOT BE ORDERED UNTIL THE VEHICLE WAS INSPECTED. REMOVED TRANSMISSION AND FOUND THE K2 NEEDS TO BE ORDER AND IS BACK ORDER AND DISTRICT MANAGER A ND TRANSMISSON WAS APPROVED. INSTALLED TRANSMISSON AND PEERFROMED QUICK LEAN D TEST DROVE VEH WORKING AS DESIGEN

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] OF GREENWICH, LLC	**Zone**	32	[redacted]
Address	2551 STATE ROUTE 40 , GREENWICH, NY 12834					

Condition Information

Condition [redacted]			Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	16301501	Boot, propeller shaft	11	BROKEN OR CRACKED	[redacted]	BOOT	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

Customer states REPLACE CARRIER BEARING COVER Recall #: [redacted], Launch Date: [redacted] DIESEL PM SENSOR

(RO) Cause:

NA

(RO) Correction:

REPLACED PROP SHAFT BOOT PARTS ON ORDER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PROPELLER SHAFT COVER IS TORN

(Claim) Cause:

TORN PROP SHAFT COVER

(Claim) Correction:

REPLACED PROPELLER SHAFT COVER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28H92 - [redacted] BIG HORN 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]	[redacted]	[redacted]	[redacted]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	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	50.32	$30.20 [redacted]

RO Narratives

(RO) Customer Concern:

FACTORY RECALL [redacted] RECALL 2 [redacted] XM WIFI FREE TRIAL ACTIVATED.

(RO) Cause:

NA

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

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	TCM Quick Learn ; [redacted], 55RFE, 65RFE, 66RFE, [redacted] AS69RC, AS66RC Transmissions only	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE CHCECK ENGINE LIGHT IS ON CUSTOMER STATES VISUAL MULTI-POINT INSPECTION. SEE ATTACHED INSPEC CUSTOMER STATES

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

HARSH SHIFT ON TAKE OFF

GCS Narratives

(Claim) Customer Concern:

WHEN SHIFTING FROM PARK LURCHES FORWARD VERY HARSH

(Claim) Cause:

VERIFIED

(Claim) Correction:

PERFORM QUICK LEARN, OPERATES AS INTENDED

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

Expense

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

Dealer Information

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

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	51.90 [redacted]	$29.79 [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) General Request service [redacted] messagecomes on states need to be service and light start flashing

(RO) Cause:

NA

(RO) Correction:

[redacted] PERFORME [redacted] Recall / Customer Satisfaction Notification1 RECALL NOTICE Multi-point inspection (according to maintenanceinterval) [redacted] LANE INSPECTION [redacted] FOIUND INTERNAL DTCMFAIURE AND PERFORMED RESET AND FOUND FAULTRETURNED. NO UPDATES AVAILABLE. REPLACEDMODULE General Request

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL REQUEST SERVICE [redacted] MESSAGE [redacted] NEED TO BE SERVICE AND LIG HT START FLASHING

(Claim) Cause:

FOIUND INTERNAL DTCM FAIURE AND PERFORMED RESET AND FOUND FAULT RETURNED. NO U PDATES AVAILABLE. REPLACED MODULE

(Claim) Correction:

FOIUND INTERNAL DTCM FAIURE AND PERFORMED RESET AND FOUND FAULT RETURNED. NO U PDATES AVAILABLE. REPLACED MODULE

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	10807 IH 10 W , SAN ANTONIO, TX 78230		

Condition Information

Condition Code	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted] 1 Module, transfer case/drivetrain control	DT	NO RESPONSE-DRB/MDS	[redacted]	MODULE	1	X	302.48	[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) General Request service 4wd messagecomes on states need to be service and light start flashing

(RO) Cause:

NA

(RO) Correction:

[redacted] PERFORME [redacted] Recall / Customer Satisfaction Notification1 RECALL NOTICE Multi-point inspection (according to maintenanceinterval) [redacted] EXPRESS LANE INSPECTION [redacted] FOIUND INTERNAL DTCMFAIURE AND PERFORMED RESET AND FOUND FAULTRETURNED. NO UPDATES AVAILABLE. REPLACEDMODULE General Request

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL REQUEST SERVICE [redacted] MESSAGE COMES ON STATES NEED TO BE SERVICE AND LIG HT START FLASHING

(Claim) Cause:

FOIUND INTERNAL DTCM FAIURE AND PERFORMED RESET AND FOUND FAULT RETURNED. NO U PDATES AVAILABLE. REPLACED MODULE

(Claim) Correction:

FOIUND INTERNAL DTCM FAIURE AND PERFORMED RESET AND FOUND FAULT RETURNED. NO U PDATES AVAILABLE. REPLACED MODULE

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] DODGE JEEP RAM	**Zone**	[redacted]
Address	5215 SUNSET BLVD , LEXINGTON, SC 29072				

Condition Information

Condition Code	LOP	LOP 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 ; 4X4 equipped			[redacted]	BOLT	6		[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		137.50	$231.68
[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] ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	$38.61
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	8		137.50	$38.61
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	
[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]	FLUID AFT	8		137.50	[redacted]
B	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) CS WHEN YOU PUT THE VEHICLE IN DRIVE IT WILL NOT GO-JUST ACT S LIKE ITS IN NETURAL-CHECK AND ADVISE (TRANSMISSION DIAGNOS IS) (Multi-point inspection according to maintenance interval) UPDATE TCM

(RO) Cause:

[redacted]- [redacted] Shift Incorrect Ratio- [redacted]- [redacted]3 Shift Incorrect Ratio- TRUCK WILL NOT GO INTO ANY FORWARD DRIVE GEARS. REMOVED THE PAN AND FOUND NO PROBLEMS. FOUN[redacted]. REMOVED TRANSMISSION AND FOUND THE [redacted] SNAP RING HAD COME OUT. PERFORM MULTI-POINT INSPECTION Harshshifts Poorshiftquality,withlightpedal [redacted]-[redacted]

(RO) Correction:

NO PARTS REMOVED THE TRANSMISSION OIL PAN AND INSPECTED THE FLUID AND PAN AND DIDNT FIND ANY HARD PARTS. REMOVED THE TRANSMISSION AND DISASSEMBLYED AND FOUND THE [redacted] SNAP RING HAD COME OUT. REPLACED THE K1 ASSEMBLY. REINSTALLE [redacted] AND FILLED THE TRANSMISSION UP. CHECKED THE FLUID LEVEL AND TEST DROVE AND RECHECKED THE FLUID [redacted] THERE IS [redacted] STAMP ON RO[redacted], [redacted], [redacted], [redacted] AND DIAG PERFORMED MULTIPOINT INPSECTION. REPROGRAMED TCM .4 [redacted]-RT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS WHEN YOU PUT THE VEHICLE IN DRIVE IT WILL NOT GO-JUST ACT | | S LIKE ITS IN NETURAL-CHECK AND ADVIS

(Claim) Cause:

[redacted]- GEAR 1 SHIFT INCORRECT RATIO- | | [redacted]- GEAR [redacted] INCORRECT RATIO- | | TRUCK WILL NOT GO INTO ANY FORWARD DRIVE GEARS. REMOVED THE | | PAN AND FOUND NO PROBLEMS. FOUND [redacted]. REMOVED | | TRANSMISSION AND FOUND THE K1 SNAP RING HAD COME OUT.

(Claim) Correction:

REMOVED THE TRANSMISSION OIL PAN AND INSPECTED THE FLUID AND | | 2. PAN AND DIDNT FIND ANY HARD PARTS. | | 3. REMOVED THE TRANSMISSION AND DISASSEMBLYED AND FOUND THE K1 | | 4. SNAP RING HAD COME OUT. REPLACED THE K1 ASSEMBLY. REINSTALLE | | 5. [redacted] AND FILLED THE TRANSMISSION UP. CHECKED THE FLUID | | 6. LEVEL AND TEST DROVE AND RECHECKED THE FLUID [redacted] | | 7. THERE IS [redacted] STAMP ON RO.

Warranty Claim Report

Vehicle Information

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

Dealer Information

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

Condition Information

Condition Code		Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	GREASE	1		70.05	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	WASHER	1		9.53	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		1442.24	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		50.10	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	HUB	1		[redacted]	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		8.06	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	O[redacted]	1		35.96	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		43.92	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	4		56.20	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	SNAP RING	1	X	[redacted]	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			68456960AA	HUB	1		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		70.05	$220.02
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	WASHER	1		9.53	$220.02
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted]	8		[redacted]	
[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted] T	[redacted]			

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06509166AA	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[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]	[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			68253940AA	SEAL RING	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269568AB	SNAP RING	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 ; [redacted] propeller shaft equipped			05019061AB	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]	CLUTCHKIT	1		1442.24	$36.67
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	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	HUB	1		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
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]	SEAL RING	4		[redacted]	[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 ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		70.05	[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	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	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	3		50.10	[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 /	ZZ	SERVICE ACTION	[redacted]	BOLT	8		[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		28.29	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	[redacted] RING	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1	X	12.28	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CABLE AND CLUTCH ASSEMBLY. TRANSMISSION SLAMS IN TO [redacted]

(Claim) Cause:

TECHNICIAN FOUND THAT WHEN PERFORMING QUICK LEARN FROM PREVIOUS REPAIR ON [redacted], VEHICLE WOULD NOT ENGAGE DRIVE. DISASSEMBLED TRANS AND FIND [redacted] CLUTCH PACK DRUM [redacted] HAD FAILED AND WAS TORN. DRUM [redacted] WAS ASSEMBLED AT FACTORY F OR [redacted]

(Claim) Correction:

REPLACED FAILED CLUTCH ASSEMBLY WITH INPUT SHAFT AND DRUM. VEHICLE OPERATING A S OTHER LIKE VEHICLES AT THIS TIME.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted] CHRYSLER OF [redacted]
Address	1615 IOWA ST , BELLINGHAM, WA 98229		

Condition Information

Condition Code	[redacted]		[redacted]							
			Code	Desc	Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Radio, Trouble Not Found	OD							[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE AND APP FUNCTION ON [redacted] [redacted] JUST PULL UP A BLANK SC REEN. PLEASE DIAGNOSE AND ADVISE

(Claim) Cause:

F

(Claim) Correction:

VERIFIED CUSTOMER CONCERN, VEHICLE AND APP FUNCTIONS UNAVAILABLE ON [redacted] [redacted]. CANNOT ACCESS SETTINGS TO GET [redacted] ID. UNABLE TO PERFORM UPDATE ON [redacted]. RECOMMEND NEW [redacted] DUE TO INTERNAL FAULT TO [redacted]. PARTS ON ORDER

Warranty Claim Report

Vehicle Information

[redacted]	[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	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]		

Condition Information

Condition			Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	[redacted]	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		4.16	[redacted]

RO Narratives

(RO) Customer Concern:

MULTI-POINT INSPECTION (according to maintenanceinterval) *General Concern #1 [CUSTOMER [redacted] ENGINE LIGHT IS ON] Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] - Particulate Matter Sensor **]

(RO) Cause:

RECALL

(RO) Correction:

MULTI-POINT INSPECTION (according to maintenanceinterval) [redacted] CEL ILLUMINATED DUE TO MISSING PMSENSOR, RECALL [redacted] RESOLVED ISSUE check engine light MISCELLANEOUS [redacted] RECALL: [redacted] INSTALL PMSENSOR, REPROGRAM PCM [redacted] RECALL Sensor, particulate matter (soot sensor) [redacted] RECALL Sensor, parti culate matter (soot sensor)

(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] 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] DODG [redacted] RAM	**Zone**	[redacted]
Address	2803 WILBARGER ST , VERNON, TX 76384						

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission, Remove and install for repair - [redacted] Series			[redacted]	CONVERTER	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] Series			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] 4x4 equipped			[redacted]	CONVERTER	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] 4x4 equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for repair - [redacted] equipped			[redacted]	CONVERTER	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] equipped			[redacted]	FLUID AFT	6		84.09	[redacted]
[redacted]	[redacted]	Torque converter - replace ; Torque converter-Replace- [redacted] TD Cummins w/ [redacted] Highly Skilled)		Oil	[redacted]	CONVERTER	1	X	[redacted]	[redacted]
[redacted]	[redacted]	Torque converter - replace ; Torque converter-Replace- [redacted] TD Cummins w/ [redacted] Highly Skilled)		Oil	[redacted]	FLUID AFT	[redacted]			

RO Narratives

(RO) Customer Concern:

VEH IS STILL LEAKING TRANSMISSION FLUID PERFORM MULTI POINT INSPECTION

(RO) Cause:

. PERFORM MULTI POINT INSPECTION

(RO) Correction:

[redacted] Found Torque converter bolt bossweld leaking fluid. Replace Converter tocorrect concern [redacted] [redacted] 21002861.6 [redacted] 21002862 [redacted] [redacted] [redacted] REPLACED TORQUE CONVERTER MISC PERFORM MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/C TRANS FLUID LEAK

(Claim) Cause:

TECH DIAG FOUND FLUID LEAKING THROUGH WELD ON BOLT BOSS OF TORQUE CONVERTOR

(Claim) Correction:

TECH PULLED TRANSMISSION AND REPLACED TORQUE CONVERTOR. RETURNED TO CUSTOMER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	[redacted]	***Plant***	[redacted]	***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***	[redacted]
Address	1775 E MERRITT CAUSEWAY , MERRITT ISLAND, FL 32952				

Condition Information

Condition [redacted]			***Failure***	***Failure Desc***	[redacted] ***Number***	***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:

(Replace both fuel filters) Recall Customer Satisfaction Notification [redacted] DIESEL PM SENSOR - PLEASE ORDER SERVICE CONTRACT FULL SYNTHETIC OIL CHANGE SERVICE CONTRACT 2 OIL CHANGES IN [redacted]

(RO) Cause:

NA

(RO) Correction:

REPLACED FUEL FILTERS ORDERED LOF .

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

SERVICE CONTRACT FULL SYNTHETIC OIL CHANGE

(Claim) Cause:

NA

(Claim) Correction:

LOF

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***	LA PORTE CHRYSLER INC.	***Zone***	51 [redacted]
Address	1309 PINE LAKE ROAD , LAPORTE, IN 46350				

Condition Information

Condition Code	[redacted]	[redacted]	***Failure***	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	***LOP Expense***
A	[redacted]	Emissions Recall [redacted] - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	81.27	[redacted]
A	[redacted]	Emissions Recall [redacted] - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUESTS PERFORM TIRE ROTATION TIRE ROTATION NOT AVAILABLE FOR THIS VEHICLE ([redacted]) PERFORM TECHNICAL SERVICE BULLETIN OR RECALL [redacted] RELAY, INTAKE AIR HEATER PER RECALL INSTRUCTIONS [redacted]) PERFORM TECHNICAL SERVICE BULLETIN OR RECALL [redacted] INSTALLED PM SENSOR AND PROGRAMMED PCM PER RECALL INSTRUCTIONS [redacted]) PERFORM MULTI-POINT ASSESSMENT MULTI POINT ASSESSMENT COMPLETE [redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]
Address	1309 PINE LAKE ROAD , LAPORTE, IN 46350		

Condition Information

Condition Code	LOP	LOP 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	43.96	$23.34 [redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUESTS PERFORM TIRE ROTATION TIRE ROTATION NOT AVAILABLE FOR THIS VEHICLE ([redacted]) PERFORM TECHNICAL SERVICE BULLETIN OR RECALL [redacted] RELAY, INTAKE AIR HEATER PER RECALL INSTRUCTIONS [redacted]) PERFORM TECHNICAL SERVICE BULLETIN OR RECALL Y43 INSTALLED PM SENSOR AND PROGRAMMED PCM PER RECALL INSTRUCTIONS [redacted]) PERFORM MULTI-POINT ASSESSMENT MULTI POINT ASSESSMENT COMPLETE [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**	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	, ,		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1257.12	$90.46
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	2		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GREASE	1		61.06	$90.46
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		38.28	$90.46
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		31.34	$90.46
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			06506497AA	BOLT	4		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	[redacted]			
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	SNAP RING	1		10.70	$90.46
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		7.02	$90.46
[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] equipped				FLUID AFT	2		118.01	$180.92
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped				GREASE	1		61.06	$180.92
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped				[redacted]				
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped				GASKET	1		38.28	$180.92
[redacted]		Transmission, Remove and install for recondition -			[redacted]	[redacted]	1		31.34	$180.92

		[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	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	[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]	SEAL RING	4		[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-RING	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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1		10.70	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	FLUID AFT	[redacted]			[redacted]

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
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]	GASKET	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]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269568AB	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68019782AA	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[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]	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]	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]	O-RING	1		31.34	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		28.43	[redacted]

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	9		36.99	$693.54
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		10.70	$693.54
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		7.02	$693.54

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted], [redacted], [redacted], [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HE WAS DRIVING DOW[redacted] WHEN HIS VEHICLE SHUT OFF, NOW THE VE HICLE DOES NOT SHIFT INTO GEAR, PLEASE CHECK AND ADVISED

(Claim) Cause:

CUSTOMER STATES HE WAS DRIVING DOW[redacted] WHEN HIS VEHICLE SHUT OFF, NOW THE VE HICLE DOES NOT SHIFT INTO GEAR, PLEASE CHECK AND ADVISED

(Claim) Correction:

FOUND VEHICLE HAD NO MOVEMENT FORWARD BUT REVERSE OK. REMOVED TRANSMISSION AND FOUND K1 SNAP RING DISLODGED, PERFORME[redacted], REPLACED [redacted] SUB ASSE MBLY AND REASSEMBLED TRANSMISSION, REINSTALLED, FILLED FLUID LEVELS AND DROV E, NOW OPERATING AS INTENDED

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**	PLANET JEEP OF [redacted]	[redacted]	[redacted]
Address	2608 N WEST ST , [redacted] , AZ 86004				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1	X	1281.05	[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]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	3		180.38	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1	X	1281.05	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] 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] C ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		180.38	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / [redacted] and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	[redacted]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	[redacted]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / [redacted] and Replace Sub-Assembly	[redacted]	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	[redacted]	[redacted]	[redacted]	FLUID AFT	3		180.38	[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) General Concern #1 [Customer StatesONLY GOES IN REVERSE PLEASE ADVISE] WASH EXTERIOR Your signature acknowledges your consent to receive phone calls and/or text messages from us on your phone. You agree that we may contact you regarding services, recall updates and offers via [redacted]. You may opt out of this at any time. your signature acknowledges your consent to receive phone calls and/or text messages from us on your phone. You agree that we may contact you regarding customer service updates.

(RO) Cause:

F

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) PERFORM MULTI POINT INSPECTION (COMPLIMENTARY [redacted] VALUE.The multi pointinspection is a visual inspection of your vehicles current condition at the time of inspection and does not guaranty againstcomponent failure after the inspection is done [redacted], [redacted] related to [redacted] rev a. r+r k1 clutch as per tsb.perf'd quicklearn. reverse inop after k1repair. removed and diassembled trans, foundclutch 2 snap ring dislodged, most likelyfrom k1 clutch coming apart. snap ring andgroove not damaged, re-installed k2 snapring, reassembled and reinstalled trans.reverse works. perf'd quicklearn, roadtestedvehicle. REMOVE TRANSMISSION AND REPLACE INPUT SHAFT K1 CLUTCH ASSE SKID PLATE EQUIPPED [redacted] DRIVESHAFT DIAGNOSTIC LOP WASH EXTERIOR COMPLIMENTARY (LIGHT) VEHICLE WASH. ***WEATHER PERMITTING**** Thank you for your continued business. Your signature acknowledges your consentto receive phone calls and/or text messages fromus on your phone. You agree that we may contactyou regarding services, recall updates and offersvia [redacted]. You may opt out of this at any time. Your signature acknowledges your consent to receive phone calls and/or textmessages from us on yourphone. You agree that wemay contact you regarding services, recall updates and offers via [redacted]. You may opt out of this at any time. your signature acknowledges your consentto rece

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES ONLY GOES IN REVERSE PLEASE ADVISE]

(Claim) Cause:

[redacted], [redacted] RELATED TO [redacted] K1 CLUTCH AS PER T SB. PERF'D Q[redacted]. REVERSE MOP AFTER KL REPAIR. REMOVED AND DIASSEMBLED TRANS, FOUND CLUTCH 2 SNAP RING DISLODGED, MOST LIKELY FROM KL CLUTCH COMING APART. SNAP RING AND GROOVE NOT DAMAGED, RE -INSTALLED K2 SNAP REASSEMBLED AN D REINSTALLED TRANS. REVERSE WORKS. ERF'D [redacted] ROADTESTED VEHICLE.

(Claim) Correction:

[redacted], [redacted] RELATED TO [redacted] K1 CLUTCH AS PER T SB. PERF'D Q[redacted]. REVERSE MOP AFTER KL REPAIR. REMOVED AND DIASSEMBLED TRANS, FOUND CLUTCH 2 SNAP RING DISLODGED, MOST LIKELY FROM KL CLUTCH COMING APART. SNAP RING AND GROOVE NOT DAMAGED, RE -INSTALLED K2 SNAP REASSEMBLED AN D REINSTALLED TRANS. REVERSE WORKS. ERF'D [redacted] ROADTESTED VEHICLE.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]			Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]0	Cover/housing/gasket,crankcase breather ; Gasket - [redacted] diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	GASKET	1	X	[redacted]	
B	11610312 [redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] pick up only	ML	CHECK ENGINE/SERVICE ENGINE SO						$153.82 [redacted]

RO Narratives

(RO) Customer Concern:

(Check Tire Pressure) (Multi-point inspection) Emissions Recall [redacted] culate Matter Sensor (Recall1) Customer States service engine light turn on check and advis e (IndicatorWarning Lights Concern) Customer States exhaust filter full power reduced see dealer check and advise (Exhaust System Concern)

(RO) Cause:

[redacted] PULLED PCM CODE [redacted] PERFORMED FLOW CHART BY REMO[redacted]G VALVE COVER TO INSPECT ANY LOOSE COMPONENTS LIKE ROCKER ARMS, INJECTOR HARNESS NUTS TO INJECTOR ALL CHECKED IN WITHIN SPEC, [redacted] THEN FOUND AVAILABLE PCM UPDATE. [redacted] PULLED PCM CODE P2463-00 [redacted] FOUDN DPF FILTERS FULL [redacted] WILL PERFORM RE GEN AND RE TEST.

(RO) Correction:

TIRES INFLATED TO MANUFACTURER RECOMMENDED PRESSURE MULTIPOINT INSPECTION COMPLETED REC LOF AND FUEL FILTERS SERVICE MESSAGE ON. NO PARTS. [redacted] REMOVED VALVE COVER AND INSPECTED #1 ROCKER ARM AND INJECTOR WIRE TERMINALS [redacted] WILL USE LOP# [redacted] REPLACED CRANKCASE GASKET DUE SWOLLEN WILL NOT STAY IN PLACE. [redacted] THEN PERFORMED PCM UPDATE AND CLEARED CODES, [redacted] TEST DROVE VEHICLE AND CHECK ENGINE LIGHT NOR [redacted] CODE DID NOT COME BACK ON TOTAL LABOR [redacted] PERFORMED REGEN AND PASSED, [redacted] CLEARED CODES AND RE SET DPF AND TEST DROVE VEHICLE CHECK ENGINE LIGHT NOR NONE OF ABOVE CODES DID NOT COME BACK ON AT THIS TIME. LOP[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

EXHAUST FILTER FULL POWER REDUCED SEE DEALER SERVICE ENGINE LIGHT TURN ON

(Claim) Cause:

[redacted] PULLED PCM CODE [redacted] PERFORMED FLOW CHART BY REMOVING [redacted] PCM CODE [redacted] FOUDN DPF FILTERS FULL [redacted] WILL ER TO INSPECT ANY LOOSE COMPONENTS LIKE ROCKER ARMS, INJECTOR HARNESS NUTS T PERFORM RE GEN AND RE TEST. O INJECTOR ALL CHECKED IN WITHIN SPEC, [redacted] THEN FOUND AVAILABLE PCM UPDATE.

(Claim) Correction:

[redacted] PERFORMED REGEN AND PASSED, [redacted] CLEARED CODES AND RE SET DPF AND TEST D ROVE VEHICLE CHECK ENGINE LIGHT NOR NONE OF ABOVE CODES DID NOT COME BACK ON [redacted] REMOVED VALVE COVER AND INSPECTED #1 ROCKER ARM AND INJECTOR WIRE TERMIN ALS [redacted] WILL USE LOP[redacted] [redacted] REPLACED CRANKCASE GASKET DUE SWOLLE AT THIS TIME. LOP[redacted] WILL NOT STAY IN PLACE. [redacted] THEN PERFORMED PCM UPDATE AND CLEARED CODES, [redacted] TEST DROVE VEHICLE AND CHECK ENGINE LIGHT NOR [redacted] CODE DID NOT COME BACK ON TOTAL LABOR

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**	[redacted]
Address	, ,		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	Sensor, particulate matter (soot sensor) ; [redacted] diesel	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON

(RO) Cause:

.

(RO) Correction:

[redacted]7 verified cusomters concern found checkengine light on for recall for ,missingsensor removed plug on exhaust andinstalled PARTICULATE sensor SHORTED INTERNAL [redacted]

(RO) Technical Notes:

SHORTED INTERNAL

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON

(Claim) Cause:

[redacted] VERIFIED CUSOMTERS CONCERN FOUND CHECK ENGINE LIGHT ON FOR RECALL FOR ,MI SSING SENSOR REMOVED PLUG ON EXHAUST AND INSTALLED PARTICULATE SENSOR SHORTE D INTERNAL

(Claim) Correction:

[redacted] VERIFIED CUSOMTERS CONCERN FOUND CHECK ENGINE LIGHT ON FOR RECALL FOR ,MI SSING SENSOR REMOVED PLUG ON EXHAUST AND INSTALLED PARTICULATE SENSOR SHORTE D INTERNAL

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	LOP	LOP 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	69.58	$36.69 [redacted]

RO Narratives

(RO) Customer Concern:

PERFORM MUTI-POINT INSPECTION CUSTOMER STATES WHILE TOWING, [redacted] TEMPORARILY OUT OF SERVICE FLASHED ON THE SCREEN. THE VEHICLE THEN WOULD NOT GO FORWARD, BUT THE ENGINE WOULD RUN. IT WILL MOVE IN [redacted]ERSE. [redacted] Ram Heavy Duty Grid Heater Rel CUSTOMER STATES PERFORM RECALL Y43.

(RO) Cause:

Verified Concern. Found DTCs [redacted] Gear Ratio Error in [redacted] and [redacted] Gear Ratio Error in [redacted] ACTIVE. Vehicle has Reverse, but no Engagement in Drive. [redacted] A applies. Ordered Parts. RECALL PM Sensor/Module missing. Need to order parts.

(RO) Correction:

PERFORM MUTI-POINT INSPECTION PERFORM MULTI POINT INSPECTION : Equipped with [redacted] Propshaft, SkidPlate, DEF Equipment, and 4x4 Equipped.Removed Transmission, Disassembled andInspected and Replaced K1 Clutch / InputShaft Sub Assembly. Reassembled and Verifiedcorrect Input Shaft End Play. InstalledTransmission, Quicklearned and Road Tested.Transmission has a harsh shift. Performed TCMFlash on TSB Line. Trans shifted properlyafter Flash. CUSTOMER STATES Transmission - Repair perTSB [redacted] 23 [redacted]A Transmission has harsh shift after repair Transmission has harsh shift after repair RENTAL WARRANTY CUSTOMER STATES MISC. SHOP CHARGES Replaced Intake Heater Relay Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) CUSTOMER STATES

(RO) Technical Notes:

RENTAL PROVIDED WHILE REPAIRS PERFORMED

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE TOWING, [redacted] TEMPORARILY OUT OF SERVICE FLASHED ON THE SC REEN. THE VEHICLE THEN WOULD NOT GO FORWARD, BUT THE ENGINE WOULD RUN. IT WI LL MOVE IN [redacted]ERSE.

(Claim) Cause:

VERIFIED CONCERN. FOUND DTCS [redacted] GEAR RATIO ERROR IN [redacted] AND [redacted] GEAR RATI O ERROR IN [redacted]. VEHICLE HAS REVERSE, BUT NO ENGAGEMENT IN DRIVE . [redacted] REV. A APPLIES. .

(Claim) Correction:

: EQUIPPED WITH [redacted] PROPSHAFT, SKID PLATE, DEF EQUIPMENT, AND [redacted] EQUIPP ED. REMOVED TRANSMISSION, DISASSEMBLED AND INSPECTED AND REPLACED K1 CLUTCH / INPUT SHAFT SUB ASSEMBLY. REASSEMBLED AND VERIFIED CORRECT INPUT SHAFT END PLAY. INSTALLED TRANSMISSION, QUICKLEARNED AND ROAD TESTED. TRANSMISSION HAS A HARSH SHIFT. PERFORMED [redacted] FLASH ON [redacted]B LINE. TRANS SHIFTED PROPERLY AFTER FLASH.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	5		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	5		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	BOLT	5		[redacted]	

RO Narratives

([redacted]) Customer Concern:

TRANSMISSION WAS REPAIRED ON RO[redacted] FOLLOWING REPAIR PROCEDURES FOR TSB[redacted] FOR K1 CLUTCH REPAIRS, AFTER REPAIR TRUCK WAS TEST DRIVEN AND AT ABOUT 60 [redacted] IT WAS FOUND THAT REPAIR DID NOT REPAIR THE TRANSMISSION. CONTACTED RAM TECHNICAL ASSISTANCE CASE[redacted] AND WAS GIVEN AUTHORIZATION TO REPLACE TRANSMISSION.

([redacted]) Cause:

TRANSMISSION REPLACED FOR K1 SNAP RING FAILURES. REMOVED AND REPLACED TRANSMISSION ASSEMBLY, CHECKED FLUID LEVELS, AND TEST DRIVEN [redacted] TO VERIFY THAT IT IS NOW OPERATING AS DESIGNED.

([redacted]) Correction:

RECHECKED AFTER [redacted] AND VERIFIED TRANSMISSION IS NOW OPERATING AS DESIGNED. COMPLETED

([redacted]) Technical Notes:

[redacted] FAILURE

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION WAS REPAIRED ON RO[redacted] FOLLOWING REPAIR PROCEDURES FO[redacted] FOR K1 CLUTCH REPAIRS, AFTER REPAIR TRUCK WAS TEST DRIVEN AND AT [redacted] UT [redacted] IT WAS FOUND THAT REPAIR DID NOT REPAIR THE TRANSMISS ION. CONTACTED RAM TECHNICAL ASSISTANCE CASE[redacted] AND WAS GIVEN AUTHORI ZATION TO REPLACE TRANSMISSION.

(Claim) Cause:

TRANSMISSION WAS REPAIRED ON RO[redacted] FOLLOWING REPAIR PROCEDURES FO[redacted] FOR K1 CLUTCH REPAIRS, AFTER REPAIR TRUCK WAS TEST DRIVEN AND AT [redacted] UT [redacted] IT WAS FOUND THAT REPAIR DID NOT REPAIR THE TRANSMISS ION. CONTACTED RAM TECHNICAL ASSISTANCE CASE[redacted] AND WAS GIVEN AUTHORI ZATION TO REPLACE TRANSMISSION. TRANSMISSION REPLACED FO[redacted] RING FAILU RES. REMOVED AND REPLACED TRANSMISSION ASSEMBLY, CHECKED FLUI D LEVELS, AND TEST DRIVEN [redacted] TO VERIFY THAT IT IS NOW OPERATING AS [redacted] GNED

(Claim) Correction:

TRANSMISSION WAS REPAIRED ON RO[redacted] FOLLOWING REPAIR PROCEDURES FO[redacted] FOR K1 CLUTCH REPAIRS, AFTER REPAIR TRUCK WAS TEST DRIVEN AND AT [redacted] UT [redacted] IT WAS FOUND THAT REPAIR DID NOT REPAIR THE TRANSMISS ION. CONTACTED RAM TECHNICAL ASSISTANCE CASE[redacted] AND WAS GIVEN AUTHORI ZATION TO REPLACE TRANSMISSION. TRANSMISSION REPLACED FO[redacted] RING FAILU RES. REMOVED AND REPLACED TRANSMISSION ASSEMBLY, CHECKED FLUI D LEVELS, AND TEST DRIVEN [redacted] TO VERIFY THAT IT IS NOW OPERATING AS [redacted] GNED

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	35 [redacted]
Address	10300 YORK ROAD , COCKEYSVILLE, MD 21030				

Condition Information

Condition Code	[redacted]Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	[redacted]			
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	CLUTCHKIT	1	X	1359.88	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]B	SNAP RING	1		11.58	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	2		[redacted]	
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68019782AA	[redacted]	1		[redacted]	
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	O-RING	1		33.90	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	GASKET	1		[redacted]	
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		[redacted]	
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	HUB	1		[redacted]	
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		37.61	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			68253770AA	BEARING	1		40.39	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]B	HUB	1		379.80	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	BEARING	1		39.65	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		45.30	[redacted]
A	[redacted] [redacted]DEF equipped [redacted]pick-up only			[redacted]	[redacted]	1		[redacted]	
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]				
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			05189977AD	FLUID AFT	4		255.30	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	GASKET	1		58.64	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		[redacted]	
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]0 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]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269568AB	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	[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			68244579AA	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244638AA	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68085955AA	WASHER	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			68253813AB	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253770AA	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253772AA	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253814AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253815AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019768AA	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			05189977AD	FLUID AFT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	GASKET	1		[redacted]	

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68244638AA	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[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			[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 ; Two piece 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 ; Two piece propeller shaft equipped			[redacted]	RACE	1		[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			68019768AA	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	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]	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 RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		7.60	[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]	O-RING	1		33.90	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		41.41	[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]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
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	[redacted]	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	BEARING	1		39.65	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	RACE	1		45.30	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	RACE	1		47.61	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	WASHER	1		8.99	
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	2		31.50	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE VEHICLE'S AUTOMATIC TRANSMISSION DOES NOT HAVE ANY FO RWARD GEARS/BANGS INTO GEAR IN REVERSE

(Claim) Cause:

INTERNAL DEFECT AT TRANSMISSION [redacted] - SUBJECT OF [redacted], REV.A

(Claim) Correction:

PERFORMED DIAGNOSTIC - [redacted] / FOUND [redacted] SNAP RING DISCOLORED FROM INPUT HUB /MEASURED INPT SHFAT END PLYA WITH DIAG INDICATOR - MEASURE [redacted]. SPEC IS [redacted] INC. INSTALLED NEW K1 CLUTCH HUB WITH CLUTCH HUB AND SEALS / UPO N FURTHER INSPECTION- FOUND K2 PISON D-RINGS TORN. PRESSED OUT [redacted] S OUT AND INSTALLED NEW D- RINGS / REINSTALLED TRANS TOGETHER / INSTALLED TRA NS INTO VEHICLE - FILLED FLIUD AND PERFORMED QUICKLEARN / VEHICLE HAD VERY HARSH ENGAGEMENT VEHICLE WAS SETTING [redacted] CODE

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**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	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	10300 YORK ROAD , COCKEYSVILLE, MD 21030				

Condition Information

Condition [redacted]	Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted] RING	1	X	[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted] RING	1		7.60	$94.15
[redacted]	[redacted]on ; [redacted] equipped [redacted] 4x4 pick-up only			[redacted]	O-RING	1		33.90	$94.15
[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	GASKET	1		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			05189977AD	FLUID AFT	1		63.83	$94.15
[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	GASKET	1		58.64	$94.15
[redacted]	Transmission ; [redacted] equipped [redacted] [redacted] pick-up only			[redacted]	WASHER	1		8.99	$94.15
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	SEAL RING	1	X	13.25	[redacted]
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped				[redacted] RING			[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	
A [redacted]0	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	FLUID AFT	1		63.83	[redacted]
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped				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	68253940AA	[redacted]			[redacted].25	$721.79
A [redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted] RING			[redacted]	

		- Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		63.83	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE VEHICLE HAS NO FORWARD GEARS AND REVERSE ENGAGEMENT I S ROUGH

(Claim) Cause:

INTERNAL FAULT AT AUTOMATIC TRANSMISSION

(Claim) Correction:

AFTER PERFORMING THE 21-002-23 TECHNICAL SERVICE BULLETIN AND PERFORMING THE P OST REPAIR QUALITY CONTROL TEST DRIVE, A/T HAD VERY HARSH ENGAGEMENT // FAUL T CODE [redacted] SET / TECHNICIAN SPOKE TO STELLANTIS ENGINEER [redacted] E - DIRE CTED TO PERFORM THE TSB AGAIN - INFORMED ENGINEER THAT TECHNICIAN BELIEVED T HERE WAS TORN SEAL IN [redacted] / R&I TRANSMISSION, AIR CHECKED K1 CLUTCH [redacted] FO R [redacted] STROKE CLERANCE / SPECT IS .068 - [redacted] MEASURED "0" / DISASSEMB LED [redacted] TO LOOK FOR TOR [redacted] SEALS / DID NOT FIND TORN [redacted] BELIEVED TO HAVE A DEFECTIVE K1 HOUSING, [redacted] CLUTCH CLEARANCE .057-0.67 // MEASURED .035 - .040 / PERFORMED TSB [redacted] E - STILL PROBLEMATIC ON QC TEST DRIVE // REPORTED BACK TO [redacted]

Warranty Claim Report

Vehicle Information

VIN	[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	220 WEST MAY STREET , WINDER, GA 30680

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Tensioner, drive belt ; [redacted] diesel engine			[redacted]	BRACKET	1	X	[redacted]	
A	[redacted]	Tensioner, drive belt ; [redacted] diesel engine			[redacted]	[redacted]			[redacted]	
A	[redacted]	Tensioner, drive belt ; [redacted] diesel engine			[redacted]	[redacted]			[redacted]	
A	[redacted]	Tensioner, drive belt ; 6.[redacted] diesel engine			[redacted]	BELT	1		[redacted]	
A	[redacted]	Tensioner, drive belt ; [redacted] diesel engine			[redacted]	[redacted]	1		747.07	$40.51
[redacted]		Bracket, Generator support ; [redacted] diesel engine	[redacted]		[redacted]	BRACKET	1	X	[redacted]	
[redacted]		Bracket, Generator support ; [redacted] diesel engine	[redacted]		[redacted]	[redacted]			[redacted]	
[redacted]		Bracket, Generator support ; [redacted] diesel engine	[redacted]		[redacted]	[redacted]			[redacted]	
[redacted]		Bracket, Generator support ; [redacted] diesel engine	[redacted]		[redacted]	BELT	1		87.16	[redacted]
[redacted]		Bracket, Generator support ; [redacted] diesel engine	[redacted]		[redacted]	[redacted]	1		747.07	[redacted]

RO Narratives

(RO) Customer Concern:

CUST STATES ALT COME OFF WHILE DRIVING Perform a thourough inspection of your vehicle and provide a detailed Vehicle Report Card. Check fluid levels (if equipped with a [redacted]) Inspect wiper blades, test battery, inspect tires and brake wear. inspect safety systems and components for leaks and damage. TOWING... [redacted] PICK UP/DELIVERY: VEHICLE PICK/DELIVERY PROGRAM CHG ENG OIL & FILTER: CHANGE ENGINE OIL AND FILTER, TOP OFF UNDER HOOD ENGINE|FLUIDS, WASHER FLUID, VISUAL INSPECTION, ENGINE BELTS|AND HOSES CUSTOMER REQUESTS REPLACE FUEL FILTER & WATER SEPERATOR 6.7L RAM DIESEL

(RO) Cause:

TOWING PDEL RENTAL

(RO) Correction:

REPLACED THE [redacted], INSTALLED NEW MOUNTING [redacted], INSTALLED A NEW SERPENTINE BELT, CLEARED CODES, AND TEST DROVE. DURING TEST DRIVE NOTICED THAT THERE IS A LOUD CIRPING NOISE COMING FROM THE ACCESSORY DRIVE. FOUND THAT THE NOISE IS COMING FROM THE TENSIONER PULLY. SO REPLACED THE SERPENTINE BELT TENSIONER AND TEST DROVE. VEHICLE IS OPERATING PROPERLY. QC inspection completed TOWING PDEL RENTAL CHANGE OIL AND FILTER, TOP OFF ALL UNDER HOOD FLUIDS. REPLACE FUEL FILTER & WATER SEPERATOR[redacted] RAM DIESEL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES ALT COME OFF WHILE DRIVING

(Claim) Cause:

THE [redacted] THE VEHICLE CAME LOOSE AND BROKE THE SERPENTINE BELT. THE TOP [redacted] ON THE [redacted] BACKED OUT AND FELL OUT. THE B OTTOM [redacted] ON THE [redacted] BROKE OFF IN THE ALTERNATOR BRACK ET. SO THE VEHICLE NEEDS A NEW [redacted], MOUNTING [redacted], AND A SERPENTINE BELT.

(Claim) Correction:

REPLACED THE [redacted], INSTALLED NEW MOUNTIN[redacted], INSTALLE D A NEW SERPENTINE BELT, CLEARED CODES, AND TEST DROVE. DURING TEST DRIVE NOTI CED THAT THERE IS A LOUD CIRPING NOISE COMING FROM THE ACCESSORY DRIVE. FOUND THAT THE NOISE IS COMING FROM THE TENSIONER PULLY. SO REPLACED THE SERPENTINE BELT TENSIONER AND TEST DROVE. VEHICLE IS OPERATING PROPERLY.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - RAM 5500 [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	10300 YORK ROAD , COCKEYSVILLE, MD 21030				

Condition Information

Condition Code	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] 4x4 pick-up only								[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped								[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION						[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE VEHICLE HAS NO FORWARD GEARS AND REVERSE BANGS INTO G EAR

(Claim) Cause:

SUBJECT OF [redacted]

(Claim) Correction:

PERFORMED THE [redacted] A [redacted] AFTER CONSULTING WITH [redacted] ENGINEER [redacted] / WARRANTY ADMINISTRATOR OMITTED [redacted] IN ERROR ON ORG CLAIM

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	$1,339.26	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		169.52	$110.08
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	1		18.84	$110.08
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	1		18.84	$110.08
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1626.54	$110.08
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[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				FLUID AFT	9		169.52	$220.15
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				CLUTCHKIT	1	X	1626.54	$220.15
[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]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition -			[redacted]	[redacted]	1		[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	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]	[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]	BOLT	4		[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]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		36.79	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		18.84	[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]	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]	[redacted]; [redacted] -LCV, [redacted] Transmissions only			[redacted]	BOLT	4		[redacted]	
A	[redacted]	[redacted]; [redacted] -LCV, [redacted] Transmissions only			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	[redacted]; [redacted] -LCV, [redacted] Transmissions only			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	[redacted]; [redacted] -LCV, [redacted] Transmissions only			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	[redacted]; [redacted] -LCV, [redacted] Transmissions only			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	[redacted]; [redacted] -LCV, [redacted] Transmissions only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	[redacted]; [redacted] -LCV, [redacted] Transmissions only			[redacted]	BOLT	4		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	4		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	9		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	1		18.84	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	[redacted]	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	4		36.79	$0.00
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM MUTI-POINT INSPECTION CUSTOMER STATES WHILE TOWING, [redacted] TEMPORARILY OUT OF SERVICE FLASHED ON THE SCREEN. THE VEHICLE THEN WOULD NOT GO FORWARD, BUT THE ENGINE WOULD RUN. IT WILL MOVE IN REVERSE. [redacted] Ram Heavy Duty Grid Heater Rel CUSTOMER STATES PERFORM RECALL Y43.

(RO) Cause:

Verified Concern. Found DTCs [redacted] Gear Ratio Error in [redacted] and [redacted] Gear Ratio Error in [redacted] ACTIVE. Vehicle has Reverse, but no Engagement in Drive. [redacted] A applies. Ordered Parts. RECALL PM Sensor/Module missing. Need to order parts.

(RO) Correction:

PERFORM MUTI-POINT INSPECTION PERFORM MULTI POINT INSPECTION : Equipped with [redacted], SkidPlate, DEF Equipment, and 4x4 Equipped.Removed Transmission, Disassembled andInspected and Replaced K1 Clutch / InputShaft Sub Assembly. Reassembled and Verifiedcorrect Input Shaft End Play. InstalledTransmission, Quicklearned and Road Tested.Transmission has a harsh shift. Performed [redacted] Flash on TSB Line. Trans shifted properlyafter Flash. CUSTOMER STATES Transmission - Repair perTSB [redacted] - [redacted] A Transmission has harsh shift after repair Transmission has harsh shift after repair RENTAL WARRANTY CUSTOMER STATES MISC. [redacted] CHARGES Replaced Intake Heater Relay Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) CUSTOMER STATES

(RO) Technical Notes:

RENTAL PROVIDED WHILE REPAIRS PERFORMED

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE TOWING, [redacted] TEMPORARILY OUT OF SERVICE FLASHED ON THE SC REEN. THE VEHICLE THEN WOULD NOT GO FORWARD, BUT THE ENGINE WOULD RUN. IT WI LL MOVE IN REVERSE.

(Claim) Cause:

VERIFIED CONCERN. FOUND DTCS [redacted] GEAR RATIO ERROR IN [redacted] AND [redacted] GEAR RATI O ERROR IN [redacted]. VEHICLE HAS REVERSE, BUT NO ENGAGEMENT IN DRIVE . [redacted] A APPLIES. .

(Claim) Correction:

: EQUIPPED WITH [redacted] PROPSHAFT, SKID PLATE, DEF EQUIPMENT, AND [redacted] EQUIPP ED. REMOVED TRANSMISSION, DISASSEMBLED AND INSPECTED AND REPLACED K1 CLUTCH / INPUT SHAFT SUB ASSEMBLY. REASSEMBLED AND VERIFIED CORRECT INPUT SHAFT END PLAY. INSTALLED TRANSMISSION, QUICKLEARNED AND ROAD TESTED. TRANSMISSION HAS A HARSH SHIFT. PERFORMED [redacted] FLASH ON TSB LINE. TRANS SHIFTED PROPERLY AFTER FLASH.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	Name	[redacted]	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
A	[redacted]	Tube/gasket/seal, exhaust flange ; 6.7 liter diesel engine - DPF front gasket			[redacted]	CONVERTER	1	[redacted]	[redacted]	[redacted]
A	[redacted]	Tube/gasket/seal, exhaust flange ; 6.7 liter diesel engine - DPF front gasket			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Tube/gasket/seal, exhaust flange ; 6.7 liter diesel engine - DPF front gasket			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Tube/gasket/seal, exhaust flange ; 6.7 liter diesel engine - DPF front gasket			[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Tube/gasket/seal, exhaust flange ; 6.7 liter diesel engine - DPF front gasket			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Tube/gasket/seal, exhaust flange ; 6.7 liter diesel engine - DPF front gasket			[redacted]	SENSOR	1		[redacted]	[redacted]
A	[redacted]	Converter, catalytic ; [redacted] diesel-SCR catalyst, [redacted] chassis only			[redacted]	CONVERTER	1	[redacted]	[redacted]	[redacted]
A	[redacted]	Converter, catalytic ; [redacted] diesel-SCR catalyst, [redacted] chassis only	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	CONVERTER	1	[redacted]	[redacted]	[redacted]
A	[redacted]	Converter, catalytic ; [redacted] diesel-SCR catalyst, [redacted] chassis only			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Converter, catalytic ; [redacted] diesel-SCR catalyst, [redacted] chassis only	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Converter, catalytic ; [redacted] diesel-SCR catalyst, [redacted] chassis only			[redacted]	GASKET	1		[redacted]	[redacted]

A	[redacted]	Converter, catalytic ; [redacted] diesel-SCR catalyst, [redacted] chassis only	[redacted]	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Converter, catalytic ; [redacted] diesel-SCR catalyst, [redacted] chassis only			[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Converter, catalytic ; [redacted] diesel-SCR catalyst, [redacted] chassis only	[redacted]	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Converter, catalytic ; [redacted] diesel-SCR catalyst, [redacted] chassis only			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Converter, catalytic ; [redacted] diesel-SCR catalyst, [redacted] chassis only	[redacted]	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Converter, catalytic ; [redacted] diesel-SCR catalyst, [redacted] chassis only			[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Converter, catalytic ; [redacted] diesel-SCR catalyst, [redacted] chassis only	[redacted]	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Converter, catalytic ; [redacted] equipped			[redacted]	CONVERTER	1	X	[redacted]	[redacted]
A	[redacted]	Converter, catalytic ; [redacted] equipped			[redacted]	CLAMP	1		[redacted]	[redacted]
A	[redacted]	Converter, catalytic ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Converter, catalytic ; [redacted] equipped			[redacted]	SENSOR	1		[redacted]	[redacted]
A	[redacted]	Converter, catalytic ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Converter, catalytic ; [redacted] equipped			[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In diesel particulate filter - Rear			[redacted]	CONVERTER	1	X	[redacted]	
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In diesel particulate filter - Rear			[redacted]	CLAMP	1		[redacted]	
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In diesel particulate filter - Rear			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In diesel particulate filter - Rear			[redacted]	SENSOR	1		166.26	$0.00
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In diesel particulate filter - Rear			[redacted]	GASKET	1		24.65	$0.00
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In diesel particulate filter - Rear			[redacted]	SENSOR	1		163.17	$0.00
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In			[redacted]	CONVERTER	1	X	[redacted]	

		Diesel Particulate Filter- front								
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In Diesel Particulate Filter- front			[redacted]	[redacted]	1		93.76	$0.00
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In Diesel Particulate Filter- front			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In Diesel Particulate Filter- front			[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In Diesel Particulate Filter- front			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In Diesel Particulate Filter- front			[redacted]	SENSOR	1		163.17	$0.00
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	CONVERTER	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	SENSOR	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

***Diesel LOF Replace Diesel Fuel Filter General Concern #1 Service exhaust system message on dash and check engine light is on. AIR FILTER PLEASE REPLACE THE AIR FILTER ON THIS VEHICLE.

(RO) Cause:

Confirmed customer concern the vehicle there is a service exhause message on dash and the check engine light is on. Scanned vehicle for [redacted] found codes [redacted] valve circuit low bank [redacted] 1, [redacted] Exhaust gas temp sensor 1/4 circuit high, [redacted] Exhaust gas temp sensor circuit high. [redacted] Lost communication with NOx sensor module B, [redacted] Lost communication with particulate matter sensor 1. Inspected and tested NOx sensor and exhaust and everything came back good. However the DPF filter is faulty and needs to be replaced. Had to replaced all the temp sensor and NOx sensor due to being siezed on the DPF filter. Replaced DPF with hardware and cleared [redacted] now the vehicle is operating as designed. BY REPLACING A DIRTY AIR FILTER YOU CAN INCREASE YOURFUEL EFFICIENCY BY [redacted]. YOUR VEHICLES AIR FILTER KEEPSIMPURITIES FROM ENTERING YOUR ENGINE. BY REPLACING YOURAIR FILTER [redacted] YOU WILL HELP TO INCREASE OR MAINTAIN YOURFUEL ECONOMY, AND YOU WILL KEEP THOSE HARMFUL CONTAMINATESFROM ENTERING YOUR ENGINE.

(RO) Correction:

Converter, catalytic - Replace 6.7 liter diesel-SCR catalyst, [redacted] chassis only (2 - Skilled) WE HAVE REPLACED YOUR AIR FILTER. PARTS HAVE BEEN SPECIAL ORDERED FOR YOUR VEHICLE. COMPLETED REPLACEMENT OF YOUR VEHICLES AIR FILTER [redacted]. IFYOU WERE NOT COOMPLETELY SATISFIED WITH YOUR SERVICE [redacted]PLEASE ASK TO SPEAK WITH THE SERVICE MANAGER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [SERVICE EXHAUST SYSTEM MESSAGE ON DASH AND CHECK ENGINE LIGHT IS ON.

(Claim) Cause:

CONFIRMED CUSTOMER CONCERN THE VEHICLE THERE IS A SERVICE EXHAUSE MESSAGE ON D ASH AND THE CHECK ENGINE LIGHT IS ON. SCANNED VEHICLE FOR DTCS AND FOUND C [redacted] INJECTION VALVE CIRCUIT LOW BAN [redacted] EXHAUST GAS TEMP SENSOR 1/4 CIRCUIT HIGH, [redacted] EXHAUST GAS TEMP SENSOR CI RCUIT HIGH. [redacted] LOST COMMUNICATION WITH [redacted] SENSOR MODULE B, [redacted] LOST COMMUNICATION WITH PARTICULATE MATTER SENSOR 1. INSPECTED AND TESTED [redacted] SENSOR AND EXHAUST AND EVERYTHING CAME BACK GOOD. HOWEVER THE DPF FILT ER IS FAULTY AND NEEDS TO BE REPLACED. HAD TO REPLACED ALL THE TEMP SENSOR A ND [redacted] SENSOR DUE TO BEING SIEZED ON THE DPF FILTER. REPLACED DPF WITH HAR DWARE AND CLEARED DTCS AND NOW THE VEHICLE IS OPERATING AS DESIGNED.

(Claim) Correction:

CONVERTER, CATALYTIC - REPLACE [redacted] DIESEL-SCR CATALYST, [redacted] CHASSIS ONLY [redacted] SKILLED) [EDIT] REPLACED BAND CLAMP, NUT AND BOLT CORRODED AND NEE DED TO BE CUT OFF TO REMOVE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	[redacted]	***Plant***	[redacted]	***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]	***LOP***	***LOP Desc***	***Failure*** [redacted]	***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)	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] - Particulate Matter Sensor **] Flash Software 1 [Software Flash for PCM **] Multi-point inspection (according to maintenance interval) General Concern #1 [CUSTOMER STATESTHE CHECK ENGINE LIGHT IS ON. VERIFY AND ADVISE.] LOF DIESEL ENGINE

(RO) Cause:

. .

(RO) Correction:

[redacted] order part SPECIAL ORDER PARTS Flash Software 1 [Software Flash for PCM **] FLASH Multi-point inspection (according to maintenanceinterval) MULTI POINT INSPECTION [redacted] Scan stored [redacted]. Update pcm tolatest number. Clear dtcs. Test drove. DTC isnot returning at this time. Vehicle operatingas designed. [redacted]-THModule, PowertrainCon-trol (PCM) - Inspect andReprogram (AisinTrans-mission)(0 - Introduction)1 - EngineRepair andPerformance0.4 [redacted] Module, Engine Control (ECM) LOF DIESEL ENGINE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHEK ENGINE LIGHT ON

(Claim) Cause:

STORED [redacted], FOUND PCM UPDATE

(Claim) Correction:

UPDATED PCM

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DD8L93 - RAM 3500 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)**	[redacted]

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	6[redacted]
Address	831 SALISBURY RD , STATESVILLE, NC 28677				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	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)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

[redacted] DJD2DDDP TRUCKS [redacted] CUMMINS NO START (RSU 1) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) CUSTOMER STATES THE VEHICLE WILL [redacted] MOVE WHILE ACCELERA[redacted] IN DRIVE WILL NOT PULL UNDER OWN POWER ADVISE CONCERN (A utomatic Transmission Concern)

(RO) Cause:

RRT OPEN RECALL [redacted] [redacted] SET ACTIVE. NO FORWARD GEARS. VEHICLE WILL ONLY DRIVE IN REVERSE. TRANSMISSION WAS REMOVED, REMOVED TORQUE CONVERTOR AND OIL PUMP. IT WAS FOUND THAT THE K1 SNAP R[redacted] HAS COME DISLODGE. NO OTHER INTERNAL DAMAGE FOUND. THE K1 CLUTCH ASSEMLBY WILL BE REPLACED.

(RO) Correction:

REMOVED AND REPLACED STARTER NUT PER RSU PROCEDURES. REMOVED AND REPLACED INTAKE AIR GRID HEATER RELAY PER RECALL PROCEDURES. REMOVED FRONT AND REAR DRIVRE SHAFT. REMOVED TRANSFER CASE. DRAINED TRANNY FLUID. REMOVED TRANSMISSION. REMOVED TORQIE CONVERTOR AND OIL PUMP. REMOVED K1 ASSEMLBY IN PEICES. INSTALLED NEW K1 CLUTCH ASSEMBLY. INSTALLED ALL OTHER REMOVE D PARTS US[redacted] NEW GASKETS. INSTALLED TRANSMISSION AND ALL REMOVED PARTS. FILLED TRANSMISSOIN WITH APPROIATE FLUID. PERFORMED QUICKLEARN. CLEARED DTCS. TEST DROVE VEHICLE. ALL FORWARD GEARS ARE OPERATIONAL. NO DTCS RETURNED. VEHICLE WILL BE RETURNED TO THE CUSTOMER.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE VEHICLE WILL [redacted] MOVE WHILE ACCELERAT | | [redacted] IN DRIVE WILL NOT PULL UNDER OWN POWER ADVISE CONCERN (A | | UTOMATIC TRANSMISSION CONCERN)

(Claim) Cause:

[redacted] SET ACTIVE. NO FORWARD GEARS. VEHICLE WILL | | ONLY DRIVE IN REVERSE. TRANSMISSION WAS REMOVED, REMOVED | | TORQUE CONVERTOR AND OIL PUMP. IT WAS FOUND THAT THE K1 | | SNAP RING HAS COME DISLODGE. NO OTHER INTERNAL DAMAGE | | FOUND. THE K1 CLUTCH ASSEMLBY WILL BE REPLACED.

(Claim) Correction:

REMOVED FRONT AND REAR DRIVRE SHAFT. REMOVED TRANSFER CASE. | | 2. DRAINED TRANNY FLUID. REMOVED TRANSMISSION. REMOVED TORQIE | | 3. CONVERTOR AND OIL PUMP. REMOVED K1 ASSEMLBY IN PEICES. | | 4. INSTALLED NEW K1 CLUTCH ASSEMBLY. INSTALLED ALL OTHER REMOVE | | 5. D PARTS USING NEW GASKETS. INSTALLED TRANSMISSION AND ALL | | 6. REMOVED PARTS. FILLED TRANSMISSOIN WITH APPROIATE FLUID. | | 7. PERFORMED QUICKLEARN. CLEARED [redacted]S. TEST DROVE VEHICLE . | | 8. ALL FORWARD GEARS ARE OPERATIONAL. NO [redacted]S RETURNE D. | | 9. VEHICLE WILL BE RETURNED TO THE CUSTOMER.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DD8L93 - RAM [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**	$1,525.20	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	831 SALISBURY RD , STATESVILLE, NC 28677				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	NUT	1	X	[redacted]	
B	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]			24.52	$86.19
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	GREASE	1		60.71	$86.19
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	1		14.47	$86.19
B	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	BOLT	[redacted]			
B	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	2		[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		60.71	$172.38
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	1		14.47	$172.38
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1249.93	$172.38
[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	2		117.33	$172.38
B	21000A62	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition -			[redacted]	GREASE	1		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	8		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[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		24.52	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	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]	CLUTCHKIT	1	X	[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	8		[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]

RO Narratives

(RO) Customer Concern:

[redacted] DJD2DDDP TRUCKS [redacted] CUMMINS NO START (RSU 1) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) CUSTOMER STATES THE VEHICLE WILL BARLEY MOVE WHILE ACCELERAT ING IN DRIVE WILL NOT PULL UNDER OWN POWER ADVISE CONCERN (A utomatic Transmission Concern)

(RO) Cause:

RRT OPEN RECALL [redacted] [redacted] SET ACTIVE. NO FORWARD GEARS. VEHICLE WILL ONLY DRIVE IN REVERSE. TRANSMISSION WAS REMOVED, REMOVED TORQUE CONVERTOR AND OIL PUMP. IT WAS FOUND THAT THE [redacted] SNAP RING HAS COME DISLODGE. NO OTHER INTERNAL DAMAGE FOUND. THE [redacted] CLUTCH ASSEMLBY WILL BE REPLACED.

(RO) Correction:

REMOVED AND REPLACED STARTER NUT PER RSU PROCEDURES. REMOVED AND REPLACED INTAKE AIR GRID HEATER RELAY PER RECALL PROCEDURES. REMOVED FRONT AND REAR DRIVRE SHAFT. REMOVED TRANSFER CASE. DRAINED TRANNY FLUID. REMOVED TRANSMISSION. REMOVED TORQIE CONVERTOR AND OIL PUMP. REMOVED K1 ASSEMLBY IN PEICES. INSTALLED NEW K1 CLUTCH ASSEMBLY. INSTALLED ALL OTHER REMOVE D PARTS USING NEW GASKETS. INSTALLED TRANSMISSION AND ALL REMOVED PARTS. FILLED TRANSMISSOIN WITH APPROIATE FLUID. PERFORMED

QUICKLEARN. CLEARED [redacted]S. TEST DROVE VEHICLE. ALL FORWARD [redacted] ARE OPERATIONAL. NO [redacted]S RETURNED. VEHICLE WILL BE RETURNED TO THE CUSTOMER.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE VEHICLE WILL [redacted] MOVE WHILE ACCELERAT | | [redacted] IN DRIVE WILL NOT PULL UNDER OWN POWER ADVISE CONCERN (A | | UTOMATIC TRANSMISSION CONCERN)

(Claim) Cause:

[redacted] [redacted] SET ACTIVE. NO FORWARD [redacted] WILL | | ONLY DRIVE IN REVERSE. TRANSMISSION WAS REMOVED, REMOVED | | TORQUE CONVERTOR AND OIL PUMP. IT WAS FOUND THAT THE K1 | | SNAP R[redacted] HAS COME DISLODGE. NO OTHER INTERNAL DAMAGE | | FOUND. THE K1 CLUTCH ASSEMLBY WILL BE REPLACED.

(Claim) Correction:

REMOVED FRONT AND REAR DRIVRE SHAFT. REMOVED TRANSFER CASE. | | 2. DRAINED TRANNY FLUID. REMOVED TRANSMISSION. REMOVED TORQIE | | 3. CONVERTOR AND OIL PUMP. REMOVED K1 ASSEMLBY IN PEICES. | | 4. INSTALLED NEW K1 CLUTCH ASSEMBLY. INSTALLED ALL OTHER REMOVE | | 5. D PARTS US[redacted] NEW GASKETS. INSTALLED TRANSMISSION AND ALL | | 6. REMOVED PARTS. FILLED TRANSMISSOIN WITH APPROIATE FLUID. | | 7. PERFORMED QUICKLEARN. CLEARED [redacted]S. TEST DROVE VEHICLE . | | 8. ALL FORWARD [redacted] ARE OPERATIONAL. NO [redacted]S RETURNE D. | | 9. VEHICLE WILL BE RETURNED TO THE CUSTOMER.

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

Dealer Information

Code	[redacted]	***Name***		***Zone***	74
Address	, ,				

Condition Information

Condition Code	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	51.83	$22.88 [redacted]

RO Narratives

(RO) Customer Concern:

CUST STATES HE WAS TOWING A TRAILER DOWN THE I STATE, WHEN VEHICLE DOWN SHIFTED TO GET OFF EXIT IT HAD A VIOLENT [redacted] AND THE DASH LIGHTS LIT UP/ WHEN SLOWING DOWN VEHICLE LOST VERIFY CUST CONCERN. HOOK UP SCAN TOOL AND CH ECK DTCS. [redacted] AND [redacted] ARE SET IN TCM. REM OVE TRANSMISSION ASSY AND INSPECT FOR K1 CLUT CH SNAP RING DISLODGED AS PER TSB [redacted]. FO UND [redacted] CLUTCH IS DISLODGED CAUSING CUST CONCE RN. INSPECT ALL OTHER TRANS COMPONENTS AS PER TSB. REPLACE [redacted] CLUTCH ASSY AS PER TSB. REINS TALL TRANS. CLEAR DTCS. ADJUST FLUID LEVEL. PERFORM QUICKLEARN. VERIFY REPAIRS. ([redacted]) COMPLAINT CONTINUED- WHEN VEHICLE LOST POWER HE DROVE IT IN A LIMP MODE TO THE TRUCK STOP AND CEL CAME ON, VEHICLE LOST MOST POWER BUT WILL REVERSE NORMALLY[redacted]) COMPLETE OPEN RECALL- [redacted] RAM HEAVY DUTY GRID HEATER REL REPLACE RELAY, INTAKE AIR HEATE[redacted] ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HE WAS TOWING A TRAILER DOWN THE INTERSTATE, WHEN VEHICLE DOWN SHIFTED TO GET OFF EXIT IT HAD A VIOLENT [redacted] AND THE DASH LIGHTS LI T UP. WHEN SLOWING DOWN VEHICLE LOST POWER HE DROVE IT IN A LIMP MODE TO T RUCK STOP AND CHECK ENGINE LIGHT CAME ON. VEHICLE LOST MOST POER, BUT WILL REV ERSE NORMALLY.

(Claim) Cause:

VERIFY CUSTOMER CONCERN. HOOK UP SCAN TOOL AND CHECK DTCS. P0731 AND [redacted] ARE SET IN TCM. REMOVE TRANSMISSION ASSY AND INSPECT FOR K1 CLUTCH SNAP RING DISLODGED AS PER [redacted]. FOUND [redacted] CLUTCH IS DISLODGED CAUSING CUSTOME R CONCERN. INSPECT ALL OTHER TRANSMISSION COMPONENTS AS PER TSB.

(Claim) Correction:

REPLACE K1 CLUTCH ASSY AS PE[redacted]. REINSTALL TRANSMISSION. CLEAR DTCS. ADJUST FLUID LEVEL. PERFORM QUICK LEARN. VERIFY REPAIRS.

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]
Address	6161 WEST PARK AVENUE , HOUMA, LA 70364		

Condition Information

Condition Code	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	Basic paint preparation ; paint preparation			[redacted]	FILM	1		[redacted]	[redacted]
A	Basic paint preparation ; paint preparation			[redacted]	CAP	1		[redacted]	[redacted]
A	Basic paint preparation ; paint preparation			[redacted]	CAP	1		227.21	[redacted]
A	Basic paint preparation ; paint preparation			[redacted]	FILM	1	X	208.15	[redacted]
[redacted]	Panel, pick-up box side-outside ; Long box-Complete-Right or left-Monotone			[redacted]	FILM	1		[redacted]	[redacted]
[redacted]	Panel, pick-up box side-outside ; Long box-Complete-Right or left-Monotone			[redacted]	CAP	1		[redacted]	[redacted]
[redacted]	Panel, pick-up box side-outside ; Long box-Complete-Right or left-Monotone			[redacted]	CAP	1		227.21	[redacted]
[redacted]	Panel, pick-up box side-outside ; Long box-Complete-Right or left-Monotone			[redacted]	FILM	1	X	[redacted]	
[redacted]	Panel, pick-up box side-outside ; Long box-Complete-Right or left-Monotone			[redacted]	FILM	1		[redacted]	[redacted]
[redacted]	Panel, pick-up box side-outside ; Long box-Complete-Right or left-Monotone			[redacted]	CAP	1		[redacted]	[redacted]
[redacted]	Panel, pick-up box side-outside ; Long box-Complete-Right or left-Monotone			[redacted]	CAP	1		227.21	[redacted]
[redacted]	Panel, pick-up box side-outside ; Long box-Complete-Right or left-Monotone			[redacted]	FILM	1	X	[redacted]	
A	Panel, pick-up box-outside ; Metal finishing repair	[redacted]	SCORED OR SCRATCHED	[redacted]	FILM	1		[redacted]	[redacted]
A	Panel, pick-up box-outside ; Metal finishing repair	[redacted]	SCORED OR SCRATCHED	[redacted]	CAP	1		[redacted]	[redacted]

A	[redacted]	Panel, pick-up box-outside ; Metal finishing repair	[redacted]	SCORED OR SCRATCHED	[redacted]	CAP	1		227.21	$1,023.57
A	[redacted]	Panel, pick-up box-outside ; Metal finishing repair	[redacted]	SCORED OR SCRATCHED	[redacted]	FILM	1	X	208.15	$1,023.57
A	[redacted]	Consumer [redacted] Consumer [redacted] Only			[redacted]	FILM	1		[redacted]	
A	[redacted]	Consumer [redacted] Consumer [redacted] Only			[redacted]	CAP	1		[redacted]	
A	[redacted]	Consumer [redacted] Consumer [redacted] Only			[redacted]	CAP	1		227.21	[redacted]
A	[redacted]	Consumer [redacted] Consumer [redacted] Only			[redacted]	FILM	1	X	208.15	[redacted]
A	[redacted]	Sublet Repair			[redacted]	FILM	1		197.02	[redacted]
A	[redacted]	Sublet Repair			[redacted]	CAP	1		197.02	[redacted]
A	[redacted]	Sublet Repair			[redacted]	CAP	1		227.21	[redacted]
A	[redacted]	Sublet Repair			[redacted]	FILM	1	X	208.15	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PAINT IS CHIPPED ON [redacted] BE[redacted]S PAINT IS CHIPPED ON [redacted] BED[redacted]S PAINT IS CHIPPED ON [redacted] BED[redacted] PAINT IS CHIPPED ON [redacted] BED[redacted]

(Claim) Cause:

BEDSIDE PAINT CHIPPED ON [redacted] BEDSIDE PAINT CHIPPED ON [redacted] BEDSIDE PAINT CHIPPED ON [redacted] BEDSIDE PAINT CHIPPED ON [redacted]

(Claim) Correction:

REPAIRED AND REFINISHED LEFT AND RIGHT BED[redacted] CONSUMER GOODWILL/AM NOTES IN REPAIRED AND REFINISHED LEFT AND RIGHT BED[redacted] CONSUMER GOODWILL/AM NOTES IN REPAIRED AND REFINISHED LEFT AND RIGHT BED[redacted] CONSUMER GOODWILL/AM NOTES IN REPAIRED AND REFINISHED LEFT AND RIGHT BED[redacted] CONSUMER GOODWILL/AM NOTES IN

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[redacted]	[redacted]
Build Date	[redacted]	**Plant**	[redacted]			**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 Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	81.27	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			2.94	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		2.94	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 2 [Emissions Recall [redacted] - Particulate Matter Sensor **] [redacted] 1 [redacted] DTDSHDCC RADIO [redacted] USB SOFTWARE U **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Intake Air Grid Heater Relay **] Engine Performance Concern [Customer States CEL ON PLEASE CHECK AND ADVISE]

(RO) Cause:

NA

(RO) Correction:

[redacted] Emissions Recall [redacted]Particulate MatterSensor Labor Operation Time NumberAllowance)Install PM sensor and reprogramPCM25-[redacted] [redacted] Install AuthorizedModifications Label (Aisin TransmissionEquipped) PCM [redacted] to [redacted] Recall / Customer Satisfaction Notification2 [Emissions Recall [redacted] -Particulate Matter Sensor**] RECALL - - - [redacted] RRT Radio, Inspect Software Level andPerform Software Update ([redacted] Only) (0 -Introduction) 6 - Electrical and Body Systems0.6 [redacted] [redacted] 1 [redacted] [redacted] - 23MYDTDSHDCC RADIO [redacted] USB SOFTWARE U **] FOUND OPEN ACTION WHEN RUNNING VIP REPORT - - - Recall / Customer Satisfaction Notification1 [Safety Recall [redacted] - Intake Air Grid Heater Relay **] RECALL - - - [redacted] - Diesel Particulate

FilterRegeneration Frequency- Engine Performance Concern [Customer States CEL ON PLEASE CHECK AND ADVISE] I UNDERSTAND THAT THERE WILL BE A [redacted]DIAGNOSTIC FEE FOR ALL NON-WARRANTY REPAIRS - -

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] 1 [[redacted] [redacted] [redacted] RADIO R160.00.21 USB SOFTWARE U

(Claim) Cause:

[redacted] 1 [[redacted] [redacted] [redacted] RADIO R160.00.21 USB SOFTWARE U

(Claim) Correction:

[redacted] RRT RADIO. INSPECT SOFTWARE LEVEL AND PERFORM SOFTWARE UPDATE[redacted] ON LY) [redacted] INTRODUCTION) 6 - ELECTRICAL AND BODY SYSTEM[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	W - Warranty	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	[redacted]

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	FOTA Backup Flash - Radio ; Radio, Check Software Level and Perform Update	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 2 [Emissions Recall [redacted] - Particulate Matter Sensor **] [redacted] 1 [redacted] DTDSHDCC RADIO [redacted] USB SOFTWARE U **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Intake Air Grid Heater Relay **] Engine Performance Concern [Customer States CEL ON PLEASE CHECK AND ADVISE]

(RO) Cause:

NA

(RO) Correction:

[redacted] Emissions Recall [redacted] Particulate MatterSensor Labor Operation Time NumberAllowance)Install PM sensor and reprogramPCM25-[redacted] [redacted] Install AuthorizedModifications Label (Aisin TransmissionEquipped) PCM [redacted] to [redacted] Recall / Customer Satisfaction Notification2 [Emissions Recall [redacted] -Particulate Matter Sensor**] RECALL - - - [redacted] RRT Radio, Inspect Software Level andPerform Software Update ([redacted] Only) (0 -Introduction) 6 - Electrical and Body Systems0.6 [redacted] [redacted] 1 [redacted] [redacted] 23MYDTDSHDCC RADIO [redacted] USB SOFTWARE U **] FOUND OPEN ACTION WHEN RUNNING VIP REPORT - - - Recall / Customer Satisfaction Notification1 [Safety Recall [redacted] - Intake Air Grid Heater Relay **] RECALL - - - [redacted] - Diesel Particulate FilterRegeneration Frequency- Engine Performance Concern [Customer States CEL ON PLEASE CHECK AND ADVISE] I UNDERSTAND THAT THERE WILL BE A [redacted] -DIAGNOSTIC FEE FOR ALL NON-WARRANTY REPAIRS - -

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] 1 [redacted] RADIO [redacted] USB SOFTWARE U

(Claim) Cause:

[redacted] 1 [redacted] RADIO [redacted] USB SOFTWARE U

(Claim) Correction:

[redacted] RRT RADIO, INSPECT SOFTWARE LEVEL AND PERFORM SOFTWARE UPDATE (RSU ON LY) [redacted] ELECTRICAL AND BODY SYSTEMS 0.6 [redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	4		227.45	$68.65
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			23.77	$68.65
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	$68.65
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		8.01	$68.65
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	4		227.45	$137.29
[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]	CLUTCHKIT	1	X	[redacted]	$137.29
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		8.01	$137.29
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	4		227.45	[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]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1		8.01	[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]	FLUID AFT	4		227.45	$526.29

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		23.77	[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]	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		[redacted]	

RO Narratives

(RO) Customer Concern:

CUST STATES HE WAS TOWING A TRAILER DOWN THE I STATE, WHEN VEHICLE DOWN SHIFTED TO GET OFF EXIT IT HAD A VIOLENT [redacted] JERK AND THE DASH LIGHTS LIT UP/ WHEN SLOWING DOWN VEHICLE LOST VERIFY CUST CONCERN. HOOK UP SCAN TOOL AND CH ECK DTCS. [redacted] AND [redacted] ARE SET IN TCM. REM OVE TRANSMISSION ASSY AND INSPECT FO[redacted] [redacted] SNAP RING DISLODGED AS PE[redacted]. FO UND [redacted] IS DISLODGED CAUSING CUST CONCE RN. INSPECT ALL OTHER TRANS COMPONENTS AS PER [redacted]. REPLACE [redacted] ASSY AS PER [redacted]. REINS TALL TRANS. CLEAR DTCS. ADJUST FLUID LEVEL. PERFORM QUICKLEARN. VERIFY REPAIRS. ([redacted]) COMPLAINT CONTINUED- WHEN VEHICLE LOST POWER HE DROVE IT IN A LIMP MODE TO THE TRUCK STOP AND CEL CAME ON, VEHICLE LOST MOST POWER BUT WILL REVERSE NORMALLY[redacted]) COMPLETE OPEN RECALL- [redacted] RAM HEAVY DUTY GRID HEATER REL REPLACE RELAY, [redacted] AIR HEATE[redacted] ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HE WAS TOWING A TRAILER DOWN THE INTERSTATE, WHEN VEHICLE DOWN SHIFTED TO GET OFF EXIT IT HAD A VIOLENT [redacted] JERK AND THE DASH LIGHTS LI T UP. WHEN SLOWING DOWN VEHICLE LOST POWER HE DROVE IT IN A LIMP MODE TO T RUCK STOP AND CHECK ENGINE LIGHT CAME ON. VEHICLE LOST MOST POER, BUT WILL REV ERSE NORMALLY.

(Claim) Cause:

VERIFY CUSTOMER CONCERN. HOOK UP SCAN TOOL AND CHECK DTCS [redacted] AND [redacted] ARE SET IN TCM. REMOVE TRANSMISSION ASSY AND INSPECT FOR [redacted] SNAP RING DISLODGED AS PER [redacted]. FOUND [redacted] IS DISLODGED CAUSING CUSTOME R CONCERN. INSPECT ALL OTHER TRANSMISSION COMPONENTS AS PE[redacted].

(Claim) Correction:

REPLACE [redacted] ASSY AS PE[redacted]. REINSTALL TRANSMISSION. CLEAR DTCS. ADJUST FLUID LEVEL. PERFORM QUICK LEARN. VERIFY REPAIRS.

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	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**	PERKINS MOTOR COMPANY INC	**Zone** [redacted]
Address	1205 MOTOR CITY DRIVE , COLORADO SPRINGS, CO 80906		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Safety Recall ZB8 - Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Recall / Customer Satisfaction Notification 2 [Safety Recall [redacted]-Tailgate Latch Alignment **] customer states that when leaving the camp ground transmission felt like it went into neutral and wouldshift or want to move when in gear.. states no lights on dash or fluid leaking. please check and advise Multi-point inspection (according to maintenance interval)

(RO) Cause:

NA

(RO) Correction:

[redacted] S ORDER LIST. Recall / Customer Satisfaction Notification1 PERFORM OPEN CAMPAIGN [redacted] RECALL [redacted] COMPLETE.INSPECTED. Recall / Customer Satisfaction Notification2 PERFORM OPEN CAMPAIGN [redacted] VERIFIED VEHICLE DOES NOTMOVE ON ITS OWN. PULLED FAULT CODES [redacted] RATIO ERROR IN [redacted]. [redacted] GEAR RATIOERROR IN [redacted]. FOUN[redacted] A.REMOVED THE TRANS AND DISASSEMBLED, FOUND K1SNAP RING DISLODGED PE[redacted]. INSTALLED NEWK1/ INPUT ASSEMBLY. INSTALLED TRANS. VEHICLESTILL DOESN'T MOVE. PULLED FAULT CODE [redacted] GEAR RATIO. REMOVED TRANS AGAIN ANDDISASSEMBLED K1/INPUT AGAIN HAD TO REPLACEOIL PUMP GASKET DUE TO HA[redacted]G TO GO BACK INGASKET NOT SITTING RIGHT. VERIFIED END PLAYAND INSTALLED . STILL [redacted] TRANS WILL NOTMOVE. CREATED [redacted] CASE [redacted], REC. TOREPLACE THE VALVE BODY, INSTALLED NEW VALVEBODY AND NEW FLUID. [redacted] STILL ACTIVE,TALKED TO [redacted] AGENT, SAID NEW K1 INPUTASSEMBLIES HAVE BAD SEALS. [redacted] [redacted] 45+ DAYSOUT. AUTH. TO REPLACE TRANS. INSTALLED NEWTRANS. CLEARED FAULT CODES. PERFORMED QUICKLEARN AND TEST DRIVE. Automatic Transmission Concern CUSTOMER STATES Multi-point inspection (according to maintenanceinterval) EXPRESS LANE MULTI POINT VEHICLE INSPECTION

(RO) Technical Notes:

TRANS IN NETURAL AND WONT MOV[redacted] ME APPEA RS EXCESSIVE , PLEASE REDUCE TO [redacted], AS THAT IS ALL THAT APPEARS SUPPORTED PER REVIEW OF REPAIR NOTES AND STANDARD LOPS NEAR TO DIAG/REPAIR AREA(TRANSMIS SION REMOVE AND REINSTALL). THANK YOU FROM THE [redacted] WARRANTY CONTACT CENTER. I F FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] AGENT [redacted] E [redacted]. INCLUDE [redacted] & CONCERN. TECH WENT BACK IN TO MAKE SUR[redacted] WAS PERFORMED CORRECTLY T MOVE SO TECH WENT BACK IN MAKING SURE IT WAS PERFORMED CORRECTLY AND HE DID HE THEN CONTACTED [redacted] AND [redacted] TOLD TECH TO REPLACE THE VALVE BODY VEHICLESTILL WONT MOVE [redacted] SAID THE [redacted] TO DO THE [redacted] AGAIN WOULD TAKE [redacted] TO GET [redacted]S

SO THEY APPROVED TRANS REPLACEMENT. NOTES ARE INSYSTEM FOR THEREPAIRS. I CAN CREATE A REPAIR CONTINUATION IF NEEDED. ATTACHED DOC TO CLAIM FOR REVIEW.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT WHEN LEAVING THE CAMP GROUND TRANSMISSION FELT LIKE IT WE INSTALLED INPUT ASSEMBLY AND VEHICLE STILL DOSNT MOVE. INSTALLED NEW K1/ INPUT ASSEMBLY. INSTALLED TRANS. VEHICLE STILL DOESN'T MOVE. INSTALLED NEW VALVE BODY AND NEW FLUID. [redacted] STILL ACTIVE, NT INTO NEUTRAL AND WOULD SHIFT OR WANT TO MOVE WHEN IN GEAR.. STATES NO L IGHTS ON DASH OR FLUID LEAKING. PLEASE CHECK AND ADVISE

(Claim) Cause:

STILL [redacted] TRANS WILL NOT MOVE. CREATED STAR CASE [redacted], REC. TO REPLACE TALKED TO STAR AGENT, SAID NEW K1 INPUT ASSEMBLIES HAVE BAD SEALS[redacted] [redacted]+ VEHICLE STILL DOESN'T MOVE. PULLED FAULT [redacted] INCORRECT GEAR RATIO. DAYS OUT. THE VALVE BODY, VERIFIED VEHICLE DOES NOT MOVE ON ITS OWN. PULLED FAULT CODES [redacted] GEAR RATIO ERROR IN [redacted]. [redacted] GEAR RATIO ERROR IN [redacted]. FOUN[redacted] A.

(Claim) Correction:

REMOVED TRANS AGAIN AND DISASSEMBLED K1/INPUT AGAIN HAD TO REPLACE OIL PUMP GA AUTH. TO REPLACE TRANS. INSTALLED NEW TRANS. CLEARED FAULT CODES. PERFORMED QU INSTALLED NEW VALVE BODY AND NEW FLUID. SKET DUE TO HAVING TO GO BACK IN GASKET NOT SITTING RIGHT. VERIFIED END PLAY AND INSTALLED . ICK LEARN AND TEST DRIVE. REMOVED THE TRANS AND DISASSEMBLED, FOUND [redacted] SNAP RING DISLODGED PER TSB. INST ALLED NEW K1/ INPUT ASSEMBLY. INSTALLED TRANS.

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

[redacted]	**Name**	PERKINS MOTOR COMPANY INC	**Zone**	74	[redacted]
Address	1205 MOTOR CITY DRIVE , COLORADO SPRINGS, CO 80906				

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 ; DEF equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1182.77	$102.24
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]				
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	GREASE	1		57.45	$102.24
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1182.77	$204.48
[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]	[redacted]			[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	
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] ; [redacted] 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]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	4		26.75	$34.08
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	4		26.75	$34.08
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two			[redacted]	GREASE	1		[redacted]	

		[redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		123.27	$34.08
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two [redacted] propeller shaft equipped			[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	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	[redacted]	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	[redacted]	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	7		[redacted]	[redacted]
B	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
B	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)	ML	CHECK [redacted]/SERVICE [redacted] SO	[redacted]	BODY ASSY	1	X	[redacted]	
C	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
C	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted]/SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]

C	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]SMISS	1	X	[redacted]
C	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]SMISS	1	X	[redacted]
C	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]SMISS	1	X	[redacted]
D	[redacted]	Disc, clutch	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1	X	[redacted]
D	[redacted]	Pump, oil ; [redacted] diesel engine			[redacted]	GASKET	1	X	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Recall / Customer Satisfaction Notification 2 [Safety Recall [redacted]-Tailgate Latch Alignment **] customer states that when leaving the camp ground transmission felt like it went into neutral and wouldshift or want to move when in gear.. states no lights on dash or fluid leaking. please check and advise Multi-point inspection (according to maintenance interval)

(RO) Cause:

NA

(RO) Correction:

[redacted] PARTS ORDER LIST. Recall / Customer Satisfaction Notification1 PERFORM OPEN CAMPAIGN [redacted] RECALL [redacted] COMPLETE.INSPECTED. Recall / Customer Satisfaction Notification2 PERFORM OPEN CAMPAIGN [redacted], [redacted] VERIFIED VEHICLE DOES NOTMOVE ON ITS OWN. PULLED FAULT CODES [redacted] RATIO ERROR IN [redacted]. [redacted] GEAR RATIOERROR IN [redacted]. FOUN[redacted] A.REMOVED THE [redacted] AND DISASSEMBLED, FOUND K1SNAP RING DISLODGED PER TSB. INSTALLED NEWK1/ INPUT ASSEMBLY. INSTALLED [redacted]. VEHICLESTILL DOESN'T MOVE. PULLED FAULT [redacted] GEAR RATIO. REMOVED [redacted] AGAIN ANDDISASSEMBLED K1/INPUT AGAIN HAD TO REPLACEOIL PUMP GASKET DUE TO HAVING TO GO BACK INGASKET NOT SITTING RIGHT. VERIFIED END PLAYAND INSTALLED . STILL [redacted] [redacted] WILL NOTMOVE. CREATED [redacted] CASE [redacted], REC. TOREPLACE THE VALVE BODY, INSTALLED NEW VALVEBODY AND NEW FLUID. [redacted] STILL ACTIVE,TALKED TO [redacted] AGENT, SAID NEW K1 INPUTASSEMBLIES HAVE BAD SEALS. [redacted] [redacted]+ DAYSOUT. AUTH. TO REPLACE [redacted]. INSTALLED NEW[redacted]. CLEARED FAULT CODES. PERFORMED QUICKLEARN AND TEST DRIVE. Automatic Transmission Concern CUSTOMER STATES Multi-point inspection (according to maintenanceinterval) EXPRESS LANE MULTI POINT VEHICLE INSPECTION

(RO) Technical Notes:

[redacted] IN NETURAL AND WONT MOV[redacted] ME APPEA RS EXCESSIVE , PLEASE REDUCE TO [redacted], AS THAT IS ALL THAT APPEARS SUPPORTED PER REVIEW OF REPAIR NOTES AND STANDARD LOPS NEAR TO DIAG/REPAIR AREA([redacted]MIS SION REMOVE AND REINSTALL). THANK YOU FROM THE [redacted] WARRANTY CONTACT CENTER. I F FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] AGENT [redacted] E [redacted]. INCLUDE VIN & CONCERN. TECH WENT BACK IN TO MAKE SUR[redacted] WAS PERFORMED CORRECTLY T MOVE SO TECH WENT BACK IN MAKING SURE IT WAS PERFORMED CORRECTLY AND HE DID HE THEN CONTACTED [redacted] AND [redacted] TOLD TECH TO REPLACE THE VALVE BODY VEHICLESTILL WONT MOVE [redacted] SAID THE PART TO DO THE TSB AGAIN WOULD TAKE [redacted] TO GET PARTS SO THEY APPROVED [redacted] REPLACEMENT. NOTES ARE INSYSTEM FOR THEREPAIRS. I CAN CREATE A REPAIR CONTINUATION IF NEEDED. ATTACHED DOC TO CLAIM FOR REVIEW.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT WHEN LEAVING THE CAMP GROUND [redacted]SMISSION FELT LIKE IT WE INSTALLED INPUT ASSEMBLY AND VEHICLE STILL DOSNT MOVE. INSTALLED NEW K1/ INPUT ASSEMBLY. INSTALLED [redacted]. VEHICLE STILL DOESN'T MOVE. INSTALLED NEW VALVE BODY AND NEW FLUID. [redacted] STILL ACTIVE, NT INTO NEUTRAL AND WOULD SHIFT OR WANT TO MOVE WHEN IN GEAR.. STATES NO L IGHTS ON DASH OR FLUID LEAKING. PLEASE CHECK AND ADVISE

(Claim) Cause:

STILL [redacted] [redacted] WILL NOT MOVE. CREATED [redacted] CASE [redacted], REC. TO REPLACE TALKED TO [redacted] AGENT, SAID NEW K1 INPUT ASSEMBLIES HAVE BAD SEALS[redacted] [redacted]+ VEHICLE STILL DOESN'T MOVE. PULLED FAULT [redacted]

INCORRECT GEAR RATIO. DAYS OUT. THE VALVE BODY, VERIFIED VEHICLE DOES NOT MOVE ON ITS OWN. PULLED FAULT CODES [redacted] GEAR RATIO ERROR IN [redacted]. [redacted] GEAR RATIO ERROR IN [redacted]. FOUN[redacted] A.

(Claim) Correction:

REMOVED TRANS AGAIN AND DISASSEMBLED K1/INPUT AGAIN HAD TO REPLACE OIL PUMP GA AUTH. TO REPLACE TRANS. INSTALLED NEW TRANS. CLEARED FAULT CODES. PERFORMED QU INSTALLED NEW VALVE BODY AND NEW FLUID. SKET DUE TO HAVING TO GO BACK IN GASKET NOT SITTING RIGHT. VERIFIED END PLAY AND INSTALLED . ICK LEARN AND TEST DRIVE. REMOVED THE TRANS AND DISASSEMBLED, FOUND [redacted] SNAP RING DISLODGED PER TSB. INST ALLED NEW K1/ INPUT ASSEMBLY. INSTALLED TRANS.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	374 SIEMERS DR , CAPE GIRARDEAU, MO 63701		

Condition Information

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

RO Narratives

(RO) Customer Concern:

RECALL [redacted] GRID HEATER RELAY RRT [redacted] MUST BE PERFORMED

(RO) Cause:

RRT

(RO) Correction:

PERFORM RECALL [redacted] REPLACE GRID HEATER RELAY COMPLETED RRT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	374 SIEMERS DR , CAPE GIRARDEAU, MO 63701		

Condition Information

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

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
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]	***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]	***Net***	[redacted]	***Part***	[redacted]	***Total Paid***	[redacted]

Dealer Information

[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	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	49.49	$28.99 [redacted]

RO Narratives

(RO) Customer Concern:

[redacted]RECALL, SOP IN Mopar Express Lane Inspection

(RO) Cause:

F

(RO) Correction:

[redacted] REPLACED THE HEATER RELAYAND VERIFIED PROPER OPERATIONS.. RECALL [redacted]. 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**	[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]	**Zone**	6[redacted]
Address	2645 LAURENS RD , GREENVILLE, SC 29606				

Condition Information

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

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

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

(Claim) Cause:

RECALL

(Claim) Correction:

PERFORMED RECALL PER FCA. REPLACED RELAY

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**	6[redacted]
Address	2645 LAURENS RD , GREENVILLE, SC 29606				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		182.26	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]T	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 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	3		182.26	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]T	1	X	1294.41	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		182.26	[redacted]

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

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) CUSTOMER STATES THE VEH WILL NOT MOVE FORWARD PLEASE CHECK A ND ADVISE (Automatic Transmission Concern) Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1)

(RO) Cause:

MAINTENANCE INSPECTION VERIFIED CONCERN. FOUN[redacted] SNAP RING FOR THIS CONCERN. REMOVED TRANS AND FOUND SNAP RING DISLODGED RECALL

(RO) Correction:

INSPECTION COMPLETE FOLLOWED TSB AND REPLACED SNAP RING AND REINSTALL TRANS, TOPPED OFF FLUID AND TEST DROVE. PERFORMED RECALL PER FCA. REPLACED RELAY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE VEH WILL NOT MOVE FORWARD PLEASE CHECK A ND ADVISE (Automa CUSTOMER STATES THE VEH WILL NOT MOVE FORWARD PLEASE CHECK A ND ADVISE (Automa CUSTOMER STATES THE VEH WILL NOT MOVE FORWARD PLEASE CHECK A ND ADVISE (Automa CUSTOMER STATES THE VEH WILL NOT MOVE FORWARD PLEASE CHECK A ND ADVISE (Automa

(Claim) Cause:

VERIFIED CONCERN. FOUN[redacted] SNAP RING FOR THIS CONCERN. REMOVED T VERIFIED CONCERN. FOUND [redacted] SNAP RING FOR THIS CONCERN. REMOVED T VERIFIED CONCERN. FOUN[redacted] SNAP RING FOR THIS CONCERN. REMOVED T VERIFIED CONCERN. FOUN[redacted] SNAP RING FOR THIS CONCERN. REMOVED T

(Claim) Correction:

FOLLOWED TSB AND REPLACED SNAP RING AND REINSTALL TRANS, TOPPED OFF FLUID AND FOLLOWED TSB AND REPLACED SNAP RING AND REINSTALL TRANS, TOPPED OFF FLUID AND FOLLOWED TSB AND REPLACED SNAP RING AND

REINSTALL TRANS, TOPPED OFF FLUID AND FOLLOWED TSB AND REPLACED SNAP RING AND REINSTALL TRANS, TOPPED OFF FLUID AND

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,393.60	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] OF [redacted]	**Zone**	[redacted]
[redacted]	225 BUFFALO MOUNTAIN DRIVE , [redacted] , CO 80498				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	$82.36
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	$164.72
[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]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C/AS69RC ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C/AS69RC ; 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] ; [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		29.60	$631.44
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]		4		29.60	$631.44
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. COMPLETE[redacted] INSPECTION CHECK ENGINE LIGHT DIAGNOSTIC. CUSTOMER STATES SYM PERFORM RAPID RESPONSE TRANSMITTAL RECALL

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON. VEHICLE HAVING SHIFTING ISSUES AND V[redacted] EHICLE SHUTTING OFF CHECK AND ADVISE

(Claim) Cause:

[redacted] TRANSMISSION K2 CLUTCH SNP RING FAILED AND CAME OUT OF GROOVE. REPAIR PER [redacted] [redacted] REV. A

(Claim) Correction:

INSPECT UPPER STEERING COLUMN INTERMEDIATE SHAFT. PERFORM REPAIR PER [redacted] [redacted] REV. A REMOVE TRANSMISSION, DISASSEMBLE AND CHECK K1 CLUTCH ASSEMBLY, FOUND SNAP RING DISLOGED FORM PLACE.INSPECT AND RE PLACE [redacted] CLUTCH / INPUT SHAFT ASSEMBLY

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]		***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	61.13	$47.98 [redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES VEHICLE WILL ONLY GO IN REVERSE. CHECK AND ADVISE.] Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 4 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] SET TIRE PRESSURES RT FRONT_____RTREAR_____ LEFT FRONT_____ LEFT REAR_____. CUSTOMER STATES DOOR LOCKS DO NOT KEY WITH KEY OR BUTTONS. CHECK AND ADVISE.

(RO) Cause:

NA

(RO) Correction:

[redacted] transmisison internal failure 730engine light is on code [redacted] and [redacted] ? Thetransmission will not shift into/ or out of1st - [redacted] gears. [redacted] and reverse gears arestill available. Recommend to perform [redacted] [redacted]. Removed transmission found k1 snapring popped out. Performed tbs [redacted] 23replaced k1 assembly, hubs, seals andbearings. Also performed [redacted] [redacted] up date tcm for system and shiftingimprovements [redacted] [redacted] Clutch 4.6[redacted]-62Two [redacted] Propeller Shaft Equippe0.2 [redacted] Skid Plate Equipped [redacted] Equipment [redacted] 4x4pick-up only 0.6 [redacted] [redacted] Equipped [redacted] Module, Transmission [redacted] performed inspection Customer requested to have Multi Point Inspection performed thisvisit RECOMMENDED SERVICE-Brakes OK RECOMENDED SERVICE-Battery OK TIRE INSPECTION REVEALED TREAD DEPTH [redacted]" ORBETTER - NO ATTENTION NEEDED AT THIS TIME. Customer requested to have Multi Point Inspection performed this visit RECOMMENDED SERVICE-Brakes OK RECOMENDED SERVICE-Battery OK TIRE INSPECTION REVEALED TREAD DEPTH AT 7/32" ORBETTER - NO ATTENTION NEEDED AT THIS TIME. [redacted] Replaced Relay, Intake AirHeater08-13[redacted] [redacted] Recall / Customer Satisfaction Notification4 RECALL18 [redacted]5 set tire pressure SET TIRE PRESSURES RT FRONT_____RT REAR_____ LEFT FRONT_____ LEFT REAR_____. SET TIRE PRESSURES RT FRONT_____RT REAR_____ LEFTFRONT_____ LEFT REAR_____. [redacted] VEHICLE CONFIG MANAGER TO APPROVE [redacted] TESTED DOOR LOCKS, FOUND NO RESPONSEWHEN PRESSING BUTTON FROM EITHER FRONT DOOR.NO RELATED FAULT CODES SET.

(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**	D28M92 - RAM 3500 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**	$2,279.21	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

[redacted]

Condition Information

Condition Code	LOP	LOP Desc	[redacted] Code	[redacted] Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Module, [redacted] ; Module, [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	6		[redacted]	
[redacted]		Module, [redacted] ; Module, [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	6		[redacted]	
[redacted]		Module, [redacted] ; Module, [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]				[redacted]
[redacted]		Module, [redacted] ; Module, [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]			[redacted]	
[redacted]		Module, [redacted] ; Module, [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	1		7.98	[redacted]
[redacted]T		Module, [redacted] ; Module, [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	BEARING	1		[redacted]	
[redacted]		Module, [redacted] ; Module, [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]		Module, [redacted] ; Module, [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	BEARING	1		41.66	[redacted]
[redacted]		Module, [redacted] ; Module, [redacted] - Reprogram, Includes [redacted] Routine			[redacted]	CLUTCHKIT	[redacted]		[redacted]	

A	[redacted]	Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Module, [redacted] ([redacted]) ; Module, [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	FLUID AFT	2		134.13	$95.96
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[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	2		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		[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			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	[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]	BEARING	1		42.44	$287.87
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]	CLUTCHKIT	1	X	[redacted]	

		[redacted]C ; 4X4 equipped								
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]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	2		134.13	[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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68244638AA	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	6		28.03	$47.98
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	6		48.48	$47.98

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	BOLT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	SEAL RING	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	SEAL RING	1		7.98	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			68253770AA	BEARING	1		42.44	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			68254056AB	HUB	1		399.09	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			68253772AA	BEARING	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			68244638AA	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly -	ZZ	SERVICE ACTION	[redacted]	SEAL RING	4		55.68	

		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]	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]	[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]	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]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID [redacted]				[redacted]
B	[redacted]	Lock cylinder	07	BINDS, STICKS, OR SEIZED						[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

PERFORM VEH RECONFIG

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES VEHICLE WILL ONLY GO IN REVER CUSTOMER STATES DOOR LOCKS DO NOT KEY WITH KEY OR BUTTONS. CHECK AND ADVISE SE. CHECK AND ADVISE.]

(Claim) Cause:

VEH RECONFIGURATION [redacted] AND [redacted]

(Claim) Correction:

[redacted] VEHICLE CONFIG MANAGER TO APPROVE [redacted] FUNCTION TESTED DOOR LOCKS, FOUN D NO RESPONSE WHEN PRESSING BUTTON FROM EITHER FRONT DOOR. NO RELATED FAULT [redacted] TRANSMISISON INTERNAL FAILURE [redacted] ENGINE LIGHT IS ON [redacted] AND P0 ODES SET. CHECKED RELATED [redacted], AND [redacted] ALL ARE INTACT. CHECKED [redacted] ? THE TRANSMISSION WILL NOT SHIFT INTO/ OR OUT OF [redacted] AN D REVERSE [redacted] ARE STILL AVAILABLE. RECOMMEND TO PERFORM TSB 21 [redacted]. RE UNDS AT [redacted] AND [redacted], [redacted] ARE SECURE. VERIFIED DDM, PDM AND BCM ARE ALL S EEING DOOR LOCK/UNLOCK REQUESTS. PERFORMED VEHICLE RECONFIGURATION ROUTINE AN MOVED TRANSMISSION FOUND K1 SNAP RING POPPED OUT. PERFORME[redacted] REP D FOUND DOOR LOCKS ARE NOW FUNCTIONING PROPERLY, SHOWING SOFTWARE CONFIGURATI LACED K1 ASSEMBLY, HUBS, SEALS AND BEARINGS. ALSO PERFORMED TSB 21-007-23 FLA ON TO BE THE CAUSE OF THE ISSUE SHED UP DATE TCM FOR SYSTEM AND SHIFTING IMPROVEMENTS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - RAM 5500 [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***	FRANKLIN [redacted]	***Zone***	[redacted]
Address	1124 MURFREESBORO RD , FRANKLIN, TN 37064				

Condition Information

Condition [redacted]	[redacted]		***Failure***	***Failure Desc***	***Part Number***	***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Glass, windshield ; All others	11	BROKEN OR CRACKED	[redacted]	W/SHIELD	1	X	[redacted]	
A	[redacted]	Sublet processing allowance				W/SHIELD	1	X		
A	[redacted]	Sublet Repair			[redacted]	W/SHIELD	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

--Multi-point inspection according to maintenance interval-- C--- --Multi-point inspection--C (Multi-point inspection acc ording to maintenance interval) HAVING WINDSHIELD REPLACED FOR HEAT STRESS CRACK FROM SITTIN G ON LOT FOR [redacted] WAITING ON REPAIRS APPROVED THROUGH DI (Exterior Concern)

(RO) Cause:

RESULTS PROVIDED FOR CUSTOMER REVIEW

(RO) Correction:

SEE ATTACHED REPORTCARD FOR VEHICLE DETAILS. SEE FOLLOWING LINES FOR REPAIRS OR OTHER NEEDED SERVICES COMPLETED BY LAWRENCE GLASS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

WINDSHIELD HAS STRESS CRACK

(Claim) Cause:

REPLACED PER FCA PRE AUTH

(Claim) Correction:

REPLACED PER [redacted] PRE AUTH

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]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

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

(Multi-point inspection) CUSTOMER STATES VEHICLE IS MAKING HA[redacted]G HARSH ENGAGEMENT BETWEEN GEARS AND REVERSE AND DR AND VEHICLE IS SLUGISH D ADVISE (General Concern 2) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1)

(RO) Cause:

TECH SUSPECTS The [redacted] clutch snap ring has came dislodged PER [redacted] Clutch Snap Ring Repair

(RO) Correction:

PERFORME[redacted] INSPECTION TECH REMOVED AND REPLACED REAR 2 PIECE DRIVESHAFT, DEF TANK, TRANSMISSION, BELLHOUSING, TRANS PUMP, K1 ASSEMBLY, ALIGNED SNAP RING PER SERVICE INSTRUCTION, ADDED 6 QUARTS OF TRANS FLUID, CHECKED FLUID LEVEL, PERFORMED QUICKLEARN, TEST DROVE, RECHECKED FLUID LEVEL, RETURNED TO CUSTOMER TECH REMOVED AND REPLACED AIR FILTER TO TURBO TUBE ASSEMBLY, GRID HEATER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

HARSH ENGAGEMENT BETWEEN GEARS AND REVERSE AND DRIVE. VEHICLE IS ALSO SLUGGISH

(Claim) Cause:

FOUND K1 CLUTCH SNAP RING CAME DISLODGED. TSB [redacted] APPLIES

(Claim) Correction:

REPLACED K1 CLUTCH

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

C[redacted]	[redacted]	[redacted] Desc	F[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	69.58[redacted]	$36.69[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:

CUSTOMER REQUESTED CAMPAIGN [redacted] [redacted] BE PERFORMED. PERFORMED A COMPLETE VEHI CLE IDENTIFICATION [redacted] R STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE CAN EXPERIENCE AN ENGINE COMPARTMENT FIRE ORIGINATING FROM THE GE NERATION 1 [redacted] INTAKE AIR GRID HEATER RELAY.

(Claim) Correction:

ACCESSED, REMOVED AND INSTALLED A NEW INTAKE AIR HEATER RELAY AS PER SAFETY RE CALL [redacted] [redacted]. THE SYSTEM IS NOW OPERATING AS DESIGNED. [redacted] [redacted]

Warranty Claim Report

Vehicle Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted] S RICHMOND CHRYSLER DODGE JEEP, INC. [redacted]
Address	67567 SOUTH MAIN STREET , RICHMOND, MI 48062		

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]Q	Radio ; Radio, Check Software Level and Perform Update - RSU ONLY	RF							[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

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**	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	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	67567 SOUTH MAIN STREET , RICHMOND, MI 48062

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		3.55	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	[redacted]			[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]3AA	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Dealer Information

[redacted]	***Name***	[redacted]	***Zone*** 51
Address	1000 S MAIN , FRANKLIN, KY 42134		

Condition Information

Condition Code	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	[redacted]	Line, Pump to Injector ; 6.7 liter diesel	[redacted]	LEAKS	[redacted]	TUBE	1	X	[redacted]	[redacted]
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TUBE	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

C/S [redacted] DEF LEAK ON VEHICLE FOUND DEF SUPPLY LINE TO INJECTOR LEAKING REPLACED DEF SUPPLY LINE NO FURTHER LEAKS FOUND[redacted]- JAY-) PERFORM---FREE---MULTIPOINT INSPECTION INSPECTION COMPLETE[redacted]- [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES [redacted] DEF LEAK ON VEHICLE

(Claim) Cause:

FOUND RESIDUE OF DRIED DEF FLUID UNDER VEHICLE. PRIMED SYSTEM AND FOUND DEF SU PPLY LINE TO INJECTOR LEAKING

(Claim) Correction:

REPLACED DEF SUPPLY LINE TO DEF INJECTOR. VEHICLE NORMAL AFTER REPAIRS MADE

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]	1000 S MAIN , FRANKLIN, KY 42134				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	Quantity	Failed	[redacted] Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	81.27	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]	Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		2.94	[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] RECALL RECALL COMPLETE[redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Dealer Information

[redacted]	[redacted]	***Name***	BERTHOD MOTORS INC
Address	2914 GRAND AVE , GLENWOOD SPGS, CO 81601		

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	54.20 [redacted]	$29.47 [redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES THERE WAS A CLUNK NOISE, THEN VEHICLE WOULD NOT GO INTO GEAR OR STAY IN GEAR] Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** [redacted] Ram Heavy Duty GridHeater Relay] Indicator/Warning Lights Concern [CUSTOMER [redacted] NOT IN SERVICE.]

(RO) Cause:

[redacted] ACTIVE VEHICLE WILL NOT MOVE IN DRIVE. ONLY IN REVERSE INSPECTED VEHICLE, NEEDS UPDATED PART SEE LINE A RELATED

(RO) Correction:

[redacted] ACTIVE VEHICLE WILL NOT MOVEIN DRIVE. ONLY IN REVERSE SUSPECT K1 CLUTCHSNAP RING IS DISLODGED. WILL NEED TO REMOVEDAND DISASSEMBLE TRANSMISSION TO POINT OFFALURE. ATTACHED SERVICE BULLETIN [redacted] A. RAISED VEHICLE ON HOIST, REMOVED FRONTDRIVESHAFT, REMOVED DEF FLUID TANK, REMOVEDREAR DRIVESHAFT, DRAINED TRANSMISSION,SUPPORTED TRANSMISSION WITH [redacted] REMOVED TRANSMISSION CROSS MEMBER, REMOVEDALL ELECTRICAL CONNECTORS FROM TRANSMISSION,REMOVED DIPSTICK, REMOVED CATALYTICCONVERTER, REMOVED ALL TORQUE CONVERTERBOLTS, SUPPORTED TRANSMISSION WITHTRANSMISSION [redacted], REMOVED ALL BELL HOUSINGBOLTS, REMOVED TRANSMISSION FROM VEHICLE,SENT TRANSMISSION OUT TO NATIONALTRANSMISSION, REINSTALLED TRANSMISSIONASSEMBLY, INSTALLED NEW TORQUE CONVERTERBOLTS AND TORQUED TO SPEC, REINSTALLED ALLHARDWARE AND COMP[redacted]NTS REPLACING [redacted] TIMEUSE HARDWARE AND GASKETS, FILLED TRANSMISSIONFLUID, HOOKED UP SCAN TOOL, CLEARED [redacted]S,WARMED UP TRANSMISSION IN BAY, VERIFIEDPROPER FLUID LEVEL, COMPLETED TRANSMISSIONFAST LEARN, TEST DROVE VEHICLE, VERIFIEDVEHICLE OPERATING AS DESIGNED AT THIS TIME,VERIFIED FLUID LEVEL, OK Automatic Transmission Concern [CUSTOMER STATES THERE WAS A CLUNK NOISE, THEN VEHICLE WOULD NOT GOINTO GEAR OR STAY IN GEAR] REPAIR TRANS; NAT TRANS; [redacted]: COST DIFFERENCE FROM FLOWER MOTOR COMPANY[redacted] DRIVE LINE SUBLET REPAIRS SUBLET REPAIRS [redacted] INSPECTED VEHICLE, NEEDS UPDATED PARTREMOVED AND REPLACED THE INTAKE AIR GRIDRELAY AS OUTLINED IN [redacted], NO FURTHER ACTIONREQUIRED Recall / Customer Satisfacti

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES THERE WAS A CLUNK NOISE, THEN VEHICLE WOULD NOT GO INTO GEAR OR STAY IN GEAR]

(Claim) Cause:

[redacted] [redacted] ACTIVE VEHICLE WILL NOT MOVE IN DRIVE. ONLY IN REVERSE

(Claim) Correction:

SUSPECT K1 CLUTCH SNAP RING IS DISLODGED. WILL NEED TO REMOVED AND DISASSEMBLE TRANSMISSION TO POINT OF FALURE. ATTACHED SERVICE BULLETIN [redacted] A. RAISED VEHICLE ON HOIST, REMOVED FRONT DRIVESHAFT, REMOVED DEF FLUID TANK, R EMOVED REAR DRIVESHAFT, DRAINED TRANSMISSION, SUPPORTED TRANSMISSION WITH PO LE JACK, REMOVED TRANSMISSION CROSS MEMBER, REMOVED ALL ELECTRICAL CONNECTOR S FROM TRANSMISSION, REMOVED DIPSTICK, REMOVED CATALYTIC CONVERTER, REMOVED ALL TORQUE CONVERTER BOLTS, SUPPORTED TRANSMISSION WITH TRANSMISSION JACK, R EMOVED ALL BELL HOUSING BOLTS, REMOVED TRANSMISSION FROM VEHICLE, SENT TRANS MISSION OUT TO NATIONAL TRANSMISSION, REINSTALLED TRANSMISSION ASSEMBLY, INS TALLED NEW TORQUE CONVERTER BOLTS AND TORQUED TO SPEC, REINSTALLED ALL HARDW ARE AND COMPONENTS REPLACING [redacted] USE HARDWARE AND GASKETS, FILLED TRANS MISSION FLUID, HOOKED UP SCAN TOOL, CLEARED [redacted]S, WARMED UP TRANSMISSION IN BAY, VERIFIED PROPER FLUID LEVEL, COMPLETED TRANSMISSION FAST LEARN, TEST DR OVE VEHICLE, VERIFIED VEHICLE OPERATING AS DESIGNED AT THIS TIME, VERIFIED F LUID LEVEL, OK

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	**Name**	BERTHOD MOTORS INC	[redacted]
Address	2914 GRAND AVE , GLENWOOD SPGS, CO 81601		

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	CLAMP	1		70.33	$88.40
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	8		117.37	$88.40
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1266.88	$88.40
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		59.46	$88.40
[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]	CLAMP	1		70.33	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	8		117.37	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1266.88	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	1		59.46	[redacted]
[redacted]		Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	[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]	CLAMP	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	[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]	LUBRICANT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		[redacted]	

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES THERE WAS A CLUNK NOISE, THEN VEHICLE WOULD NOT GO INTO GEAR OR STAY IN GEAR] Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** [redacted] Ram Heavy Duty GridHeater Relay] Indicator/Warning Lights Concern [CUSTOMER STATES [redacted] NOT IN SERVICE.]

(RO) Cause:

[redacted] [redacted] ACTIVE VEHICLE WILL NOT MOVE IN DRIVE. ONLY IN REVERSE INSPECTED VEHICLE, NEEDS UPDATED PART SEE LINE A RELATED

(RO) Correction:

[redacted] [redacted] ACTIVE VEHICLE WILL NOT MOVEIN DRIVE. ONLY IN REVERSE SUSPECT K1 CLUTCHSNAP RING IS DISLODGED. WILL NEED TO REMOVEDAND DISASSEMBLE TRANSMISSION TO POINT OFFALURE. ATTACHED SERVICE BULLETIN [redacted]A. RAISED VEHICLE ON HOIST, REMOVED FRONTDRIVESHAFT, REMOVED DEF FLUID TANK, REMOVEDREAR DRIVESHAFT, DRAINED TRANSMISSION,SUPPORTED TRANSMISSION WITH [redacted] JACK,REMOVED TRANSMISSION CROSS MEMBER, REMOVEDALL ELECTRICAL CONNECTORS FROM TRANSMISSION,REMOVED DIPSTICK, REMOVED CATALYTICCONVERTER, REMOVED ALL TORQUE CONVERTERBOLTS, SUPPORTED TRANSMISSION WITHTRANSMISSION JACK, REMOVED ALL BELL HOUSINGBOLTS, REMOVED TRANSMISSION FROM VEHICLE,SENT TRANSMISSION OUT TO NATIONALTRANSMISSION, REINSTALLED TRANSMISSIONASSEMBLY, INSTALLED NEW TORQUE CONVERTERBOLTS AND TORQUED TO SPEC, REINSTALLED ALLHARDWARE AND COMP[redacted]NTS REPLACING [redacted] TIMEUSE HARDWARE AND GASKETS, FILLED TRANSMISSIONFLUID, HOOKED UP SCAN TOOL, CLEARED [redacted]S,WARMED UP TRANSMISSION IN BAY, VERIFIEDPROPER FLUID LEVEL, COMPLETED TRANSMISSIONFAST LEARN, TEST DROVE VEHICLE, VERIFIEDVEHICLE OPERATING AS DESIGNED AT THIS TIME,VERIFIED FLUID LEVEL, OK Automatic Transmission Concern [CUSTOMER STATES THERE WAS A CLUNK NOISE, THEN VEHICLE WOULD NOT GOINTO GEAR OR STAY IN GEAR] REPAIR TRANS; NAT TRANS; [redacted]: COST DIFFERENCE FROM FLOWER MOTOR COMPANY, INV[redacted] DRIVE LINE SUBLET REPAIRS SUBLET REPAIRS [redacted] INSPECTED VEHICLE, NEEDS UPDATED PARTREMOVED AND REPLACED THE INTAKE AIR GRIDRELAY AS OUTLINED IN [redacted], NO FURTHER ACTIONREQUIRED Recall / Customer Satisfacti

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES THERE WAS A CLUNK NOISE, THEN VEHICLE WOULD NOT GO INTO GEAR OR STAY IN GEAR]

(Claim) Cause:

[redacted] ACTIVE VEHICLE WILL NOT MOVE IN DRIVE. ONLY IN REVERSE

(Claim) Correction:

SUSPECT K1 CLUTCH SNAP RING IS DISLODGED. WILL NEED TO REMOVED AND DISASSEMBLE TRANSMISSION TO POINT OF FALURE. ATTACHED SERVICE BULLETIN [redacted] A. RAISED VEHICLE ON HOIST, REMOVED FRONT DRIVESHAFT, REMOVED DEF FLUID TANK, R EMOVED REAR DRIVESHAFT, DRAINED TRANSMISSION, SUPPORTED TRANSMISSION WITH PO LE JACK, REMOVED TRANSMISSION CROSS MEMBER, REMOVED ALL ELECTRICAL CONNECTOR S FROM TRANSMISSION, REMOVED DIPSTICK, REMOVED CATALYTIC CONVERTER, REMOVED ALL TORQUE CONVERTER BOLTS, SUPPORTED TRANSMISSION WITH TRANSMISSION JACK, R EMOVED ALL BELL HOUSING BOLTS, REMOVED TRANSMISSION FROM VEHICLE, SENT TRANS MISSION OUT TO NATIONAL TRANSMISSION, REINSTALLED TRANSMISSION ASSEMBLY, INS TALLED NEW TORQUE CONVERTER BOLTS AND TORQUED TO SPEC, REINSTALLED ALL HARDW ARE AND COMPONENTS REPLACING [redacted] USE HARDWARE AND GASKETS, FILLED TRANS MISSION FLUID, HOOKED UP SCAN TOOL, CLEARED [redacted]S, WARMED UP TRANSMISSION IN BAY, VERIFIED PROPER FLUID LEVEL, COMPLETED TRANSMISSION FAST LEARN, TEST DR OVE VEHICLE, VERIFIED VEHICLE OPERATING AS DESIGNED AT THIS TIME, VERIFIED F LUID LEVEL, OK

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Filter/regulator assembly, fuel ; Housing, Fuel Filter - [redacted] diesel engine - Chassis mounted	ML	CHECK [redacted] SERVICE SO	[redacted]	FILTER	1	X	[redacted]	
B	[redacted]	TCM Quick Learn ; [redacted], AS66RC Transmissions only	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

Customer States WATER IN FUEL SENSOR CODE RECALL 1 [redacted] Ram Heavy Duty Grid Heater Relay (R ECALL 1) Customer States transmission jerking when slowing down 25 to [redacted] please check and advise recently had k1 clutch drum replaced with us Emissions Recall [redacted] - Particulate Matter Sensor (RECALL 2) Software Flash for PCM (Flash Software 1) COURTESY CUSTOMER VEHICLE INSPECTION INSPECT ALL INTERIOR AND EXTERIOR COMPONENT OPERATIONS. NOTE: ONCE A VEHICLE IS EXPECTED FOR REPAIRS, THE CUSTOMER IS RESPONSIBLE FOR RETURNING THEIR SERVICE ADVISOR'S PHONE CALL, TEXT OR EMAIL FOR APPROVAL OR NOT APPRO[redacted]G THE REPAIRS. IF THERE IS NO CONTACT FROM THE CUSTOMER WITHIN [redacted], THE VEHICLE CAN BE MOVED TO THE BACK OF THE LINE DUE TO OUR HIGH APPT VOLUME. THANK YOU FOR YOUR ASSISTANCE. HAVE A GREAT DAY! CLEAN OUT FUEL SYSTEM

(RO) Cause:

scanned with witech and found [redacted]. tested water in fuel sesnor and found if sensor shorted low internal to chassis mounted filter housing RECALL [redacted] test drove. could not duplicate abnormal behavior or operation. [redacted] RECALL [redacted] VEHICLE FLASH 1 CHECK FLUID LEVELS, WIPERS, BRAKES, BATTERY, TIRES, ETC. PERFORMED COMPLETE VEHICLE INSPECTION PER CHECK LIST drained and flushed fuel system and replaced fuel filters. added diesel clean and new fuel

(RO) Correction:

replaced chassis mounted housing and retested to verify repairs ordered parts performed transmission quicklearn to reset adaptives ordered parts COMPLETED VEHICLE FLASH 1 AND NOTIFIED CUSTOMER OF ANY CONCERNS. AND VEHICLE WALK AROUND. NOTE: ONCE A VEHICLE IS COMPLETED, WE ASKED THAT IT IS PICK-UP FROM OUR DEALERSHIP WITHIN [redacted] DUE TO LIMITED PARKING SPACES AND HIGH VEHICLE VOLUME. advise customer to get fuel from reputable source when possible

(RO) Technical Notes:

[redacted] WHEN SLOWING DOWN 25-20

GCS Narratives

(Claim) Customer Concern:

Customer States transmission jerking when slowing down 25 to [redacted] please che Customer States WATER IN FUEL SENSOR CODE

(Claim) Cause:

scanned with witech and found p238d. tested water in fuel sesnor and found if test drove. could not duplicate abnormal behavior or operation. [redacted]

(Claim) Correction:

performed transmission quicklearn to reset adaptives replaced chassis mounted housing and retested to verify repairs

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP5L93 - RAM 5500 CREW CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,426.56	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	66[redacted]
Address	1450 NORTH TOMOKA FARMS ROAD , DAYTONA BEACH, FL 32114				

Condition 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 ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		134.65	$39.18
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

(Multi-point inspection) CUSTOMER STATES VEHICLE IS MAKING HA[redacted]G HARSH ENGAGEMENT BETWEEN GEARS AND REVERSE AND DR AND VEHICLE IS SLUGISH D ADVISE (General Concern 2) Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1)

(RO) Cause:

TECH SUSPECTS The [redacted] clutch snap ring has came dislodged PER [redacted] [redacted] Clutch Snap Ring Repair

(RO) Correction:

PERFORME[redacted] INSPECTION TECH REMOVED AND REPLACED REAR 2 PIECE DRIVESHAFT, DEF TANK, TRANSMISSION, BELLHOUSING, TRANS PUMP, K1 ASSEMBLY, ALIGNED SNAP RING PER SERVICE INSTRUCTION, ADDED 6 QUARTS OF TRANS FLUID, CHECKED FLUID LEVEL, PERFORMED QUICKLEARN, TEST DROVE, RECHECKED FLUID LEVEL, RETURNED TO CUSTOMER TECH REMOVED AND REPLACED AIR FILTER TO TURBO TUBE ASSEMBLY, GRID HEATER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

HARSH ENGAGEMENT BETWEEN GEARS AND REVERSE AND DRIVE. VEHICLE IS ALSO SLUGGISH

(Claim) Cause:

FOUND [redacted] SNAP RING CAME DISLODGED. TSB [redacted] APPLIES

(Claim) Correction:

REPLACED [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - RAM [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]***let***		[redacted]***t***		***Total Paid***	[redacted]

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]
Address	6161 WEST PARK AVENUE , HOUMA, LA 70364		

Condition Information

Condition Code	LOP	LOP 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	49.89	$26.94 [redacted]

RO Narratives

(RO) Customer Concern:

Emissions Recall [redacted] - Particulate Matter Sensor (RecallCustomer Satisfaction Notification 2) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) CUSTOMER SAYS VEHICLE PULLS TO RIGHT

(RO) Cause:

RECALL

(RO) Correction:

order pm sensor Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) perform tire rotation and alignment

(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:

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

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	HUB	1		205.99	$95.43
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			28.52	$95.43
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	4		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	4		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		204.71	$95.43
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1453.83	$95.43
[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]			[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]	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		204.71	$190.86
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1453.83	$190.86
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		205.99	$31.81
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]				

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	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		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	6		28.52	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	4		32.88	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	4		32.88	[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	[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]	CLUTCHKIT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [CUSTOMER STATES TOW IN.. WHILE DRIVING LOST FORWARD GEARS.. REVERSE CONTINUES TO ENGAGE.. SHIFT FROM PARK TO DRIVE CLUNKS HARD CHK AND ADVISE NOTE TRUCK SCRAPED TRANS WHEN REMOVING FROM TRAILER] [redacted] General Concern [redacted] [STATES COOLANT READS [redacted] OIL TEMP READS 227-230 WITH TRAILER IN TOW.. VERIFY SPECS] PERFORM MULTI POINT INSPECTION Inspect for any open Recalls

(RO) Cause:

MPI Inspect for any open Recalls

(RO) Correction:

ACCESSED, INSPECTED AND REPLACED THE K1 CLUTCH / INPUT SHAFT ASSEMBLY AS PER RAPID SERVICE UPDATE 21-002-23 INSTRUCTIONS. REMOVED THE TRANSMISSION OIL PAN AND REPLACED THE TRANSMISSION FILTER DUE TO BITS OF SEAL FROM THE K1 CLUTCH. PERFORMED A TRANSMISSION QUICK LEARN ROUTINE. THE SYSTEM IS NOW OPERATING AS DESIGNED. ROAD TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS DOCUMENTED THE VEHICLE IN MILEAGE AS [redacted] AND THE VEHICLE OUT MILEAGE AS [redacted]. verified PERFORMED THE INSPECTION AS REQUESTED. inspection

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES TOW IN.. WHILE DRIVING LOST FORWARD [redacted]S .. REVERSE CONTINUES TO ENGAGE.. SHIFT FROM PARK TO DRIVE CLUNKS HARD CHK AND ADVISE NOTE TRUCK SCRAPED TRANS WHEN REMOVING FROM TRAILER]

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF NO FORWARD [redacted]. CHECKED SERVICE LIBRARY F OR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, RAP ID SERVICE UPDATES AND RECALLS AND FOUND APPLICABLE [redacted] WHICH IS R ELATED TO THE VEHICLE'S CONCERN. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE MAY EXHIBIT A MALFUNCTION INDICATOR LAMP ILLUMINATION WITH DIAGNOSTIC TROUBLE C OD[redacted] SET. IN ADDITION, THE TRANSMISSION MAY NOT SHIFT INTO OR OUT O[redacted] - [redacted] DUE TO THE [redacted] CLUTCH SNAP RING BECOMING DISLODGED.

(Claim) Correction:

ACCESSED, INSPECTED AND REPLACED THE K1 CLUTCH / INPUT SHAFT ASSEMBLY AS PER R APID SERVICE UPDATE 21-002-23 INSTRUCTIONS. REMOVED THE TRANSMISSION OIL PAN AND REPLACED THE TRANSMISSION FILTER DUE TO BITS OF SEAL FROM THE K1 CLUTCH . PERFORMED A TRANSMISSION QUICK LEARN ROUTINE. THE SYSTEM IS NOW OPERATING AS DESIGNED. ROAD TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS DOCUMENTED T HE VEHICLE IN MILEAGE AS [redacted] [redacted] AND THE VEHICLE OUT MILEAGE AS [redacted] MI LES.

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***		***Zone***	74

[redacted]

Condition Information

Condition Code	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	[redacted]; Front seat - [redacted]left	[redacted]	DAMAGED					[redacted]

RO Narratives

(RO) Customer Concern:

DIESEL LUBE OIL AND FILTER CHANGE[redacted] ADDITIONAL OIL EXTRA) REPLACE BOTH DIESEL FUEL FILTER CUMMINS-[redacted] PERFORM MULTI [redacted] VEHICLE INSPECTION Recall #: [redacted], Launch Date: [redacted] Ram Heavy [redacted] Heater Rel Recall #: [redacted], Launch Date: [redacted] DIESEL PM SENSOR CUSTOMER STATES LUMBAR SUPPORT ON DRIVERS SIDE INOP - CHECK AND ADVISE -

(RO) Cause:

REPLACED FRONT AND REAR FUEL FILTERS CONFIRMED CONCERN. DRIVERS SEAT LUMBAR IS NOT ADJUSTING. USING SCAN TOOL FOUND NO DTCS. SEARCHED AND FOUND NO RELATED STAR CASES OR SERVICE BULLETINS. WATCHING DATA WAS ABLE TO SEE THE COMMAND TO MOVE LUMBAR HOWEVER IT DOES NOT RESPOND. REMOVED SEAT BACK TO CHECK FOR POWER AND GROUND AT LUMBAR MOTOR. FOUND POWER AND GROUND PRESENT WHEN SWITCH IS PRESSSED. CHECKED TOR TERMINAL FIT OR DAMAGE. NO TROUBLE FOUND. PLUGGED HARNESS BACK IN TO MOTOR AND RETESTED. LUMBAR MOTOR IS NOW RESPONDING PROPERLY TO INPUT FROM SWITCH. POSSIBLY LOOSE CONNECTION WAS CAUSING CONCERN. OPERATING AS DESIGNED.

(RO) Correction:

SERVICE COMPLETE OK AT THIS TIME. We have completed your Multipoint inspection (see attached) Additional repairs/maint required: Recall #: [redacted], Launch Date: [redacted] Ram Heavy [redacted] Heater Rel Recall #: [redacted], Launch Date: [redacted] DIESEL PM SENSOR REPAIRED LOOSE CONNECTION AT LUMBAR MOTOR AND TESTED OPERATION. OK AT THIS TIME.

(RO) Technical Notes:

REPAIR LOOSE CONNECTION AT LUMBAR MOTOR

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES LUMBAR SUPPORT ON DRIVERS SIDE INOP

(Claim) Cause:

CONFIRMED CONCERN. DRIVERS SEAT LUMBAR IS NOT ADJUSTING. USING SCAN TOOL FOUND NO DTCS. SEARCHED AND FOUND NO RELATED STAR CASES OR SERVICE BULLETINS. WAT CHING DATA WAS ABLE TO SEE THE COMMAND TO MOVE LUMBAR HOWEVER IT DOES NOT RE SPOND. REMOVED SEAT BACK TO CHECK FOR POWER AND GROUND AT LUMBAR MOTOR. FOUN D POWER AND GROUND PRESENT WHEN SWITCH IS PRESSSED. CHECKED TOR TERMINAL FIT OR DAMAGE. NO TROUBLE FOUND. PLUGGED HARNESS BACK IN TO MOTOR AND RETESTED. LUMBAR MOTOR IS NOW RESPONDING PROPERLY TO INPUT FROM SWITCH. POSSIBLY LOOS E CONNECTION WAS CAUSING CONCERN. OPERATING AS DESIGNED.

(Claim) Correction:

REPAIRED LOOSE CONNECTION AT LUMBAR MOTOR AND TESTED OPERATION. OK AT THIS TIM E.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted]
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage 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]	[redacted]	74 [redacted]
Address	10743 EAST ARAPOHOE RD , ENGLEWOOD, CO 80111				

Condition Information

Condition [redacted]			***Failure***	***Failure Desc***	[redacted] ***Number***	***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]
A	[redacted]	Maintenance Allowance ; TIRE ROTATION								[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM LUBE OIL AND FILTER CHANGE PERFORM TIRE ROTATION AND SET TIRE PRESSURES [redacted] VEHICLE SAFETY CONDITION INSPECTIONINCLUDED Declined Wiper Blade /Insert Replacement

(RO) Cause:

PERFORM LUBE OIL ANDFILTER CHANGE ROTATE TIRES AND CHECK AND SET TIRE PRESSURES

(RO) Correction:

[redacted]. PERFORM LUBE OIL AND FILTER CHANG[redacted] Essential Care Oil Change Allowance PERFORM LUBE OIL AND FILTER CHANGE MISC REPAIRS [redacted] ROT. PERFORM TIRE ROTATION ANDSET TIRE PRESSURE[redacted] Essential Care Tire Rotation PERFORM TIRE ROTATION ANDSET TIRE PRESSURES MISC REPAIRS MISC BODY REPAIR VEHICLE SAFETY CONDITION INSPECTION INCLUDED TIRES ARE GOOD AT THIS TIME. [redacted]" OR GREATER. YOUR BATTERY TESTED GOOD ON THIS VISIT BRAKES TEST GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME [redacted] VEHICLE SAFETY CONDITION INSPECTION INCLUDED TIRES ARE GOOD AT THIS TIME. [redacted]" OR GREATER. YOUR BATTERY TESTED GOOD ON THIS VISIT BRAKES TEST GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME SUBLET REPAIRS Declined Wiper Blade /Insert Replacement

(RO) Technical Notes:

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

Dealer Information

Code	[redacted]	***Name***	[redacted] JEEP RAM	***Zone***	3[redacted]
Address	109 CATOCTIN CIR SE , LEESBURG, VA 20175				

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	61.75	$32.95 [redacted]

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) (Change diesel engine oil and filter synthetic oil may be re quired based on geographic location [redacted]) Recall Customer Satisfaction Notification 1 [redacted] Ram Heavy Duty Grid Heater Relay (Recall Customer Satisfacti on Notification 1) (Mobile Check-In) [redacted] AISIN TRANSMISSION [redacted] (RSU 1) (Rotate tires) REPLACE AIR FILTER CUSTOMER REQUESTS REPLACE POLLEN FILTER AND DISINFECT SYSTEM WITH BG FRIDGI-FRESH

(RO) Cause:

. . AIR FILTER IS EXTREMELY CLOGGED REC REPLACING AIR FILTER. ABIN FILTER IS DIRTY AND HAS CAT/DOG HAIR. REC REPLACING CABIN FILTER WITH BG FRIGI FRESH

(RO) Correction:

PERFORMED COMPLIMENTARY MULTIPOINT INSPECTION. PERFORMED DIESEL OIL AND FILTER CHANGE. DONE 0.5 DON[redacted] [redacted] PREVIOUSLY DONE, TRANSMISSION WAS REPLACED. ROTATED TIRES CAN NOT ROTATE DUE TO LENGTH OF VEHICLE. REPLACED AIR FILTER [redacted] COMPLETE[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	***Name***	DCH [redacted] OF TEMECULA	***Zone***	[redacted] LOS ANGELES
Address	26845 YNEZ ROAD , TEMECULA, CA 92589				

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure*** [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)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			CSTP[redacted]1AA	RELAY	1	X	59.23	[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 5 [Emissions Recall [redacted]- Particulate Matter Sensor **] Recall / Customer Satisfaction Notification 3 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Full Synthetic Oil & Filter Change-Diesel Rotate tires Flash Software 2 [Software Flash for PCM **] Inspect front suspension, tie rod ends, and replace if necessary Lubricate front drive shaft fitting (DSRD) CUSTOMER APPROVES PERFORM DIFFERENTIAL SERVICE - DIESEL CUSTOMER APPROVES PERFORM DIFFERENTIAL SERVICE - FRONT AXLE DIESEL

(RO) Cause:

.

(RO) Correction:

[redacted] INSPECTED AND ORDERED PARTS. 20 PERFORMED [redacted] RECALL. REPLACED INTAKEAIR HEATER GRID RELAY. [redacted] [redacted] ROTATE DUALLY. [redacted] inspected front suspensio and tierods. Everything is good condition andworking order. [redacted] no work performed. Not required onthis vehicle. [redacted] REAR DIFF SERVICE. REMOVEDCOVER, DRAINED FLUID AND INSPECT. OK.REINSTALL COVER AND REPLENISHED WITH NEWFLUID. [redacted] SERVICE. REMOVEDCOVER, DRAINED FLUID AND INSPECT. OK.REINSTALL COVER AND REPLENISHED WITH NEWFLUID.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	***In Service Date***	[redacted]
Claim Type	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]	[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	21002762	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	21002762	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]			[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM MULTI-POINT INSPECTION CUST PREFERRED METHOD OF CONTACT CALL TEXT [redacted] C/S TRANSMISSION WONT SHIFT

(RO) Cause:

NA

(RO) Correction:

COMPLETED MULTI-POINT INSPECTION

(RO) Technical Notes:

TRANS WONT SHIFT

[redacted] Narratives

(Claim) Customer Concern:

C/S TRANSMISSION WONT SHIFT

(Claim) Cause:

INTERNAL TRANSMISSION FAILURE

(Claim) Correction:

VERIFIED TRANSMISSION WILL NOT PULL IN DRIVE CO NTACTED STAR CENTER FOR ASSISTANCE WAS INST RUCTED TO REPLACE TRANSMISSION, DM NOTES PUT IN STA R CASE FOR APPROVAL, PERFORMED REPAIRREMOVED FRONT DRIVE SHAFT, REAR [redacted] SHAFT, TRANSFER CASE AND TRANSMISSION, REPL ACED TRANSMISSION AND REASSEMBLED VERIFIED FLUID L EVEL AND PERFORMED QUICK LEARN TEST DROVE VEHICLE TRANSMISSION SHIFTING AS DESIGNED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28P92 - 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 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 [redacted]ay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	53.48	$28.09 [redacted]
B [redacted]	18ZD4182 [redacted]	Module, Diesel Emission [redacted]id System ; Inspect [redacted] Reprogram DEF [redacted]trol Unit (DCU)	UC	UNCODABLE (NARRATIVE REQUIRED)						$28.09 [redacted]

RO Narratives

(RO) Customer Concern:

[redacted] Heavy [redacted] 22MY DJ/D2/DD/DP [redacted] Diesel Exhaust CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON - CHECK AND ADVISE CUSTOMER STATES VEHICLE DIED - THEYJUMP STARTED IT AND EVER SENSE, [redacted] HAS NOT WORKED CUSTOMER REQUESTS A/C SYSTEM BE CHECKED FOR PROPER OPERATION . RECALL - [redacted] .

(RO) Cause:

NA

(RO) Correction:

[redacted] REMOVED AND REPLACEDINTAKE GRID HEATER RELAY RECALL COMPLET[redacted] Heavy [redacted] DCU SOFTWARE FLASH [redacted]. [redacted] 20 REPROGRAMMED DCURECALL COMPLETE [redacted]22MY DJ/D2/DD/D[redacted] Diesel Exhaust CUSTOMER STATES THE CHECKENGINE LIGHT IS ON - CHECK AND ADVISE DIAGNOSE CUSTOMER CONCER[redacted] SCANNED AND FOUND CODE [redacted]-ECU BOOTSOFTWARE 1 MISSING OR CORRUPTED-PROGRAMMEMORY FAILURE. UNABLE TO RESET RADIOVERIFIED CONNECTIONS, POWER AND GROUNDS AREGOOD- PER SERVICE INFORMATION RADIO NEEDSREPLACED [redacted], [redacted] 70REMOVED AND REPLACED RADIO MODULE, PROGRAMMEDTO VEHICLE THEN VERIFIED PROPER OPERATIONCOMPLETE CUSTOMER STATES VEHICLE DIED - THEY JUMP STARTED IT AND EVER SENSE, [redacted] HAS NOT WORKED DIAGNOSE CUSTOMER CONCERN [redacted] CHECKED A/C OPERATION FOUND WEAK AIRFLOWTHROUGH VENTS- INSPECTED AND FOUND RESTRICTEDCABIN AIR FILTER. DIAGNOSE CUSTOMER CONCERN PERFORM FACTORY RECALL [redacted] INSPECTED FOR MISSING PM SENSOR-PARTSON ORDER PERFORM FACTORY RECALL PERFORM FACTORY RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON CUSTOMER STATES VEHICLE DIED - THEY JUMP STARTED IT AND EVER SINCE, THE RADIO HAS NOT WORKED

(Claim) Cause:

SCANNED VEHICLE AND FOUND MULTIPLE LOW BATTERY VOLTAGE CODES TESTED BATTERIES AND FOUND WEAK BUT OK. SCANNED AND FOUND COD[redacted]5-ECU BOOT SOFTWARE 1 MISSING OR CORRUPTED-PROGR AM MEMORY FAILURE.

(Claim) Correction:

CHARGED BATTERIES VERIFIED NO DRAWS THEN CLEARED CODES DROVE VEHICLE ALL OK. UNABLE TO RESET RADIO VERIFIED CONNECTIONS, POWER AND GROUNDS ARE GOOD- PER SE RVICE INFORMATION RADIO NEEDS REPLACED. REMOVED AND REPLACED RADIO MODULE, P ROGRAMMED TO VEHICLE THEN VERIFIED PROPER OPERATION, COMPLETE

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]
Address	, ,		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08600251	Radio/Telematics Gateway Module ; Obtain ESN from radio								[redacted]
B	08600270	Radio/Telematics Gateway Module ; Exchange unit	58	INTERNAL DEFECT						[redacted]
A	[redacted]	Charging, Starting and Wiring Systems, Trouble Not Found ; [redacted] Starting/Charging Systems	OD							[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] Heavy Duty [redacted] Heater [redacted] DJ/D2/DD/DP [redacted] Diesel Exhaust CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON - CHECK AND ADVISE CUSTOMER STATES VEHICLE DIED - THEYJUMP STARTED IT AND EVER SENSE, THERADIO HAS NOT WORKED CUSTOMER REQUESTS A/C SYSTEM BE CHECKED FOR PROPER OPERATION . RECALL - Y43 .

(RO) Cause:

NA

(RO) Correction:

[redacted] 20 REMOVED AND REPLACEDINTAKE GRID HEATER RELAY RECALL COMPLET[redacted] Heavy Duty [redacted] Heater [redacted] DCU SOFTWARE FLASH [redacted]. [redacted] 20 REPROGRAMMED DCURECALL COMPLETE [redacted] DJ/D2/DD/D[redacted] Diesel Exhaust CUSTOMER STATES THE CHECKENGINE LIGHT IS ON - CHECK AND ADVISE DIAGNOSE CUSTOMER [redacted] SCANNED AND FOUND CODE [redacted]-ECU BOOTSOFTWARE 1 MISSING OR CORRUPTED-PROGRAMMEMORY FAILURE. UNABLE TO RESET RADIOVERIFIED CONNECTIONS, POWER AND GROUNDS AREGOOD- PER SERVICE INFORMATION RADIO NEEDSREPLACED [redacted], [redacted] 70REMOVED AND REPLACED RADIO MODULE, PROGRAMMEDTO VEHICLE THEN VERIFIED PROPER OPERATIONCOMPLETE CUSTOMER STATES VEHICLE DIED - THEY JUMP STARTED IT AND EVER SENSE, THE RADIO HAS NOT WORKED DIAGNOSE CUSTOMER [redacted] CHECKED A/C OPERATION FOUND WEAK AIRFLOWTHROUGH VENTS- INSPECTED AND FOUND RESTRICTEDCABIN AIR FILTER. DIAGNOSE CUSTOMER CONCERN PERFORM FACTORY RECALL [redacted] INSPECTED FOR MISSING PM SENSOR-PARTSON ORDER PERFORM FACTORY RECALL PERFORM FACTORY RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON CUSTOMER STATES VEHICLE DIED - THEY JUMP STARTED IT AND EVER SINCE, THE RADIO HAS NOT WORKED

(Claim) Cause:

SCANNED VEHICLE AND FOUND MULTIPLE LOW BATTERY VOLTAGE CODES TESTED BATTERIES AND FOUND WEAK BUT OK. SCANNED AND FOUND COD[redacted]5-ECU BOOT SOFTWARE 1 MISSING OR CORRUPTED-PROGR AM MEMORY FAILURE.

(Claim) Correction:

CHARGED BATTERIES VERIFIED NO DRAWS THEN CLEARED CODES DROVE VEHICLE ALL OK. UNABLE TO RESET RADIO VERIFIED CONNECTIONS, POWER AND GROUNDS ARE GOOD- PER SE RVICE INFORMATION RADIO NEEDS REPLACED. REMOVED AND REPLACED RADIO MODULE, P ROGRAMMED TO VEHICLE THEN VERIFIED PROPER OPERATION, COMPLETE

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	CHERRY HILL DODGE	[redacted]	[redacted]
Address	1708 WEST MARLTON PIKE , CHERRY HILL, NJ 08002				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1320.61	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

Customer states VEHICLE WILL NOT MOVE. Customer states notes

(RO) Cause:

tech found compounder clip broke and caused clutches to fall out and damaged internals

(RO) Correction:

Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) customer returned on [redacted] with low line pressure codes. tech found fluid level needing adjustment, tech adjusted fluid and reset adatpives. tets droive and found all ok

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL MOVE

(Claim) Cause:

FOUND COMPOUNDER CLIP BROKE AND CAUSED CLUTCHES TO FALL OUT AND DAMAGED INTERN ALS.

(Claim) Correction:
REMOVED TRANSMISSION. REPLACED CLUTCH/INPUT SHAFT. REINSTALLED TRANSMISSION. R OAD TESTED. ALL OK

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	FREMONT MOTOR CODY INC	[redacted]	74 [redacted]
Address	3127 BIG HORN AVE , CODY, WY 82414				

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 ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	[redacted]	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	COOLER	1		229.60	$417.85
A	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]	[redacted]			
A	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	COOLER	1		229.60	$42.86
[redacted]2		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]B	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		141.40	$21.43
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		229.60	$21.43
[redacted]6		Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted]/AWD			[redacted]	[redacted]	[redacted]			

		equipped								
A	[redacted]	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	COOLER	1		229.60	$64.28
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TRANSMISS	1	X	6265.00	$75.00
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICEL HAD TO BE TOWED IN, CHECK ENGINE LIGHT CAME ON AND THE VEHCILE NW NOT GO INTO DRIVE OR REVERSE BY PROVIDING YOUR CONTACT INFORMATION YOU AUTHORIZE [redacted] [redacted]Y 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:

.

(RO) Correction:

[redacted] BRASS IN FLUID PAN HOOK UP WI [redacted] CAMSHAFT. REMOVE FLUID PAN FOUNDBRASS/ALUMINUM. REQUIRES TO REPLACETRANSMISSION. REPLACE TRANSMISSION , REPLACETRANSMISSION OIL COOLER & BY PASS REPLACE TRANMISSION DEF EQUIPPED [redacted] Equipped Skid Plate Equipped [redacted] Propeller ShaftOIL COOLER EXTERNAL/AUXILIARY COOLERLINES,TRANMISSION & TORQUE CONVERTER OIL COOLER DIAGNOSIS DIGITAL IMAGING REPLACE TRANMISSION DEF EQUIPPED [redacted] Equipped Skid Plate Equipped [redacted] Propeller ShaftOIL COOLER EXTERNAL/AUXILIARY COOLER LINES,TRANMISSION & TORQUE CONVERTER OIL COOLER DIAGNOSIS DIGITAL IMAGING BY PROVIDING YOUR CONTACTINFORMATION YOU AUTHORIZE [redacted] [redacted] 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:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICEL HAD TO BE TOWED IN, CHECK ENGINE LIGHT CAME ON AND THE VEHCILE NW NOT GO INTO DRIVE OR REVERSE

(Claim) Cause:

BRASS IN FLUID PAN

(Claim) Correction:

HOOK UP WI [redacted] [redacted] CAMSHAFT. REMOVE FLUID PAN FOUND BRASS/ALUMINUM. REQUIRE S TO REPLACE TRANSMISSION. REPLACE TRANSMISSION , REPLACE TRANSMISSION OIL C OOLER & BY PASS

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**	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**	$1,337.28	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLIP	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 ; Two piece propeller shaft equipped			[redacted]	CLIP	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]	CLIP	5		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATESVEHICLE MAY NED TRANS PLEASE CHECK AND ADVISE] MULTI POINT INSPECTION EXTRA LABOR TO REMOVE EXHAUST AND PTO ASSEMBLY TO GAIN ACCESS TO BE ABLE TO REMOVE TRANSMISSION AND INCLUDES GASKETS AND CLAMP

(RO) Cause:

ZZ

(RO) Correction:

[redacted] Verified customer concern. Found vehicleto have no forward movement. Vehicle hasreverse. Fluid full. Vehicle has concernlisted in [redacted]. Removedtransmission assembly. Removed and replacedK1 clutch assembly. Reassembled transmissionand installed

assembly in vehicle. Filledfluid to full mark. Vehicle operates as itshould. K1 CLUTCH / INPUT SHAFTSUB ASSY REPLACE [redacted] DRIVESHAFT EQUIPPED SKID PLATE EQUIPPED [redacted] EQUIPPED [redacted] Performed multipoint MULTI POINT INSPECTION [redacted] Removed down pipe assembly to accessPTO assembly. Reinstalled all removed items. EXTRA LABOR TO REMOVE EXHAUST AND PTO MISC

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TOW IN TRANS INOP

(Claim) Cause:

VERIFIED, [redacted] CLUTCH KIT FAILED

(Claim) Correction:

PREFORM REPAIR PER LISTED TSB

Warranty Claim Report

Vehicle Information

VIN	[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	5255 S IH 35 , GEORGETOWN, TX 78626		

Condition Information

Condition Code	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Cover/trim ring, wheel ; One or all	[redacted]	NOISY	[redacted]	COVER	1	X	202.04	$34.20
A	[redacted]	Cover/trim ring, wheel ; One or all	68	NOISY	[redacted]	CAP	2		188.38	$34.20
[redacted]		Cap, wheel center ; [redacted] or all			6MP54SZ0AB	COVER	1	X	[redacted]	
[redacted]		Cap, wheel center ; [redacted] or all			6MP52SZ0AB	CAP	2		[redacted]	
[redacted]		[redacted], front axle shaft ; Related operation for U joint- Right side			[redacted]	JOINT			[redacted]	
[redacted]		[redacted], front axle shaft ; Related operation for U joint- Right side			[redacted]	[redacted]		X	[redacted]	
[redacted]		[redacted], front axle shaft ; Related operation for U joint- Left side			[redacted]	JOINT			[redacted]	
[redacted]		[redacted], front axle shaft ; Related operation for U joint- Left side			[redacted]	[redacted]		X	[redacted]	
[redacted]		Seal, Front Axle Housing Oil ; [redacted] only			[redacted]	JOINT			[redacted]	
[redacted]		Seal, Front Axle Housing Oil ; [redacted] only			[redacted]	[redacted]		X	[redacted]	
B	02130761	Seal, Front Axle Housing Oil ; Anti-lock brakes equipped			[redacted]	JOINT KIT	2		[redacted]	
[redacted]		Seal, Front Axle Housing Oil ; Anti-lock brakes equipped			[redacted]	SEAL	2	X	[redacted]	

RO Narratives

(RO) Customer Concern:

Axle/Driveshaft/Differential Concern [Customer States WHILE DRIVING AND SLOWING DOWN HEARS A NOISE COMING FROM THE LEFT FRONT WHEEL AREA CHECK AND ADVISE] PERFORM RECALL [redacted] PERFORM RECALL Y43

(RO) Cause:

NA

(RO) Correction:

VERIFIED CUSTOMER CONCERN FOUND FRONT HUBCAPS [redacted] LOOSE AND PASSENGER FRONT LEFTWHEEL SIMULATOR LOOSE NO VISIBLE REMOVED ANDTEST DROVE VEH STILL HEARD TICK BUT DIFFERENTLIFTED VEH VOUND AXLE SEALS LEAKING ANDUJOINTS MAKING NOISE REPLACED FRONT AXLESEALS AND UJOINTS INSTALLED NEW WHEELSIMULATOR AND [redacted] TEST DROVE ALL OKAYAT THIS TIME Seal, Front Axle Housing Oil - Replace [redacted] -One or [redacted] only (2 - Skilled) UNIVERSAL JOINT, FRONT AXLE SHAFT, RELATED OPERATION RIGHT UNIVERSAL JOINT, RELATED LEFT SIDE Anti-lock brakes equippedCover/trim ring, wheel - Replace One or all (0 - Low Skilled) Cap, wheel center - Replace One or all [redacted] - Low Skilled) UNIVERSAL JOINT, FRONT AXLE SHAFT, RELATED OPERATION RIGHT UNIVERSAL JOINT, RELATED LEFT SIDE Anti-lock brakes equippedCAP, WHEEL TRIM RING/COVER-Replace (D) CAP, WHEEL CENTER-Replace(D) PERFORM RECALL PERFORM RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE DRIVING AND SLOWING DOWN HEARS A NOISE COMING FROM THE LEFT FRONT WHEEL AREA CHECK AND ADVISE]

(Claim) Cause:

VERIFIED CUSTOMER CONCERN FOUND FRONT HUB CAPS [redacted] LOOSE AND PASSENGER FRONT VERIFIED CUSTOMER CONCERN FOUND FRONT HUB CAPS [redacted] LOOSE AND PASSENGER FRONT LEFT WHEEL SIMULATOR LOOSE NO VISIBLE REMOVED AND TEST DROVE VEH STILL HEARD LEFT WHEEL SIMULATOR LOOSE NO VISIBLE REMOVED AND TEST DROVE VEH STILL HEARD TICK BUT DIFFERENT LIFTED VEH VOUND AXLE SEALS LEAKING AND UJOINTS MAKING N OISE

(Claim) Correction:

REPLACED FRONT AXLE SEALS AND UJOINTS INSTALLED NEW WHEEL SIMULATOR AND [redacted] TEST DROVE ALL OKAY AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28H92 - RAM 3500 BIG HORN 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**	$2,136.66	[redacted]	$141.00	**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	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		6.62	$90.80
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		36.08	$90.80
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		32.77	$90.80
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		35.19	$90.80
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	HUB	1		[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		39.47	$90.80
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		41.49	$90.80
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		29.06	$90.80
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		166.85	$90.80
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		51.10	$90.80
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1184.97	$90.80
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	4		[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		6.62	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	[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]	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]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68214914AA	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68637534AA	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[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 ; [redacted] propeller shaft equipped			68253940AA	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]	O-RING	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	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			68253814AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] 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	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			06509166AA	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[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]	SEAL RING	[redacted]		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	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		36.08	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		32.77	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		330.95	[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]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[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		51.10	[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]	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]		6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]		4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted] RING	4		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	O-RING	2		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	RACE	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	RACE	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	RACE	1		41.49	$141.00
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	RACE	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	3		166.85	$141.00
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]		6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]		4		26.80	$141.00
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	

RO Narratives

(RO) Customer Concern:

[Customer States THE CHECK ENGINE LIGHT IS ON AND VEHCILE WILL NOT MOVE WHEN IN DRIVE DOES SEEM TO MOVE IN REVERSE] Multi-point inspection (according to maintenance interval) [Customer States THERE WAS A WARNING ABOUT THE 4WD SYSTEM INOP]

(RO) Cause:

F F F

(RO) Correction:

[redacted] complaint.21000A91,21000A60, [redacted], [redacted]. FOUNDACTIVE [redacted] FOR GEAR RATIO ERROR IN [redacted].FOUN[redacted]FOR CUSTOMERCOMPLAINT. REMOVED TRANSMISSION ANDDISASSEMBLED. FOUND [redacted] CLUTCH SNAP RINGDISLODGED. REPLACED [redacted] CLUTCH HUB AND ALLNECESSARY PARTS AS PER TSB. FILLED WITH FLUIDAND PERFORMED QUICKLEARN. TEST DROVE TOVERIFY REPAIR. Transmission, Remove and install for recondition - [redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) Transmission, Remove and install for recondition -[redacted] equipped Transmission DEF equipped2500-3500 4x4 pick-up only Transmission, Remove and install for recondition -[redacted] propeller shaft equipped [redacted] WE HAVE PERFORMED A COMPLIMENTARYMULTI-POINT INSPECTION ON YOUR VEHICLE, WEHAVE CHECKED FLUID LEVELS AND TOPPED THEM OFFIF NEEDED. WE HAVE CHECKED YOUR TIRE TREADDEPTHS, FRONTS WERE MEASURED AT ____/32nds_,REARS WERE MEASURED AT ___/32nds__. WE HAVECHECKED YOUR BRAKE LINING MEASUREMENTS WHENPOSSIBLE, FRONTS WERE MEASURED AT ____mm_,REARS WERE MEASURED AT ____mm_. THEINSPECTION SHEET WILL BE PROVIDED ANDDISCUSSED WITH YOU BY OUR SERVICE STAFF, ANYDEFICIENCIES IN YOUR VEHICLES APPEARANCE ORHEALTH WILL BE ELABORATED UPON. IN THE EVENTOF ANY QUESTIONS, PLEASE FEEL FREE TO CONTACTUS FOR CLARIFICATION. Multi-point inspection (according to maintenanceinterval) [redacted] Inspection [redacted] SEE LINE A FOR REPAIRS. SEE LINE A FOR REPAIRS No work Done

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

THE CHECK ENGINE LIGHT IS ON AND VEHCILE WILL NOT MOVE WHEN IN DRIVE DOES SEEM TO MOVE IN REVERSE

(Claim) Cause:

FOUND ACTIVE [redacted] FOR GEAR RATIO ERROR IN [redacted]. FOUND [redacted]F OR CUSTOMER COMPLAINT. REMOVED TRANSMISSION AND DISASSEMBLED. FOUND [redacted] CLUTC H SNAP RING DISLODGED

(Claim) Correction:

REPLACED K1 CLUTCH HUB AND ALL NECESSARY PARTS AS PER TSB. FILLED WITH FLUID A ND PERFORMED QUICKLEARN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted]	[redacted]	CREW CAB 4X4
Build Date	[redacted]	***Plant***	[redacted]	***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] RAM	***Zone***	[redacted]	[redacted]
Address	1890 DOGWOOD DR SE , CONYERS, GA 30013				

Condition Information

Condition [redacted]	***LOP***	***LOP Desc***	[redacted]	***Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	***LOP Expense***
A	[redacted]9	Converter, catalytic ; 6.7 liter diesel-SCR catalyst, Pickup Only	[redacted]		[redacted]	CONVERTER	1	X	[redacted]	
A	[redacted]9	Converter, catalytic ; 6.7 liter diesel-SCR catalyst, Pickup Only	[redacted]		[redacted]	GASKET	1		9.58	[redacted]

RO Narratives

(RO) Customer Concern:

MOPAR EXPRESS LANE INSPECTION ENGINE PERFORMANCE CONCERN - DIESEL--[redacted] DIAG RECALL

(RO) Cause:

found cel on for [redacted] - regen too frequent.

(RO) Correction:

[redacted] - REPLACED CONVERTOR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT ON

(Claim) Cause:

FOUND CEL ON FOR [redacted] - REGEN TOO FREQUENT. VERIFI ED NO INTERNAL OR EXTERNAL LEAKS INTO EXHAUST. VER IFIED PROPER OPERATION OF DIFF PRESSURE SENSOR. SEPARATED DOWNPIPE AND SCR FROM EXHAUST TO INSPOECT INSIDE OF DPF. FOUND BLAC K DOTS ON OUTLET. DETERMINED INTERNAL FAILURE OF DPF.

(Claim) Correction:

REMOVED SKID PLATE AND TRANS MOUNT TO GAIN ACCESS TO DPF . REPLACED DPF AND GASKETS. TEST DROVE TO VERIFY COD E DID NOT RETURN

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**	$8,242.09	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			[redacted]	
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]6	Transmission, Replace - automatic ; [redacted]AWD equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]6	Transmission, Replace - automatic ; [redacted]AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	[redacted]			[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]B	TRANSMISS	1	X	8215.65	$164.22

RO Narratives

(RO) Customer Concern:

Multi-point inspection *General Concern [CUSTOMER STATES HAD SNAP RING REPLACED AT [redacted], AND IS STILL EXPERIANCING SAME CONCERN PLEASE CHECK AND ADVISE. AT [redacted] NOISE GOING FROM [redacted] TO [redacted] PLEASE CHECK AND ADVISE]

(RO) Cause:

internal transmission concern

(RO) Correction:

[redacted] performed multi point inspection Multi-point inspection MULTI-POINT VEHICLE INSPECTION 3222 610 verified customers concern ataround [redacted] down shifting from 3rdgear down to [redacted] you can hear a clunkingrotational noise happen. was only able to getit to happen when manually shifting thetransmission. Got vehicle on a lift and drovethe vehicle on the lift in the air was ableto duplicate it there as well had [redacted]e of theother transmission techs come over and lookand inspect with a stethoscope and we bothverified the noise is coming from thetransmission by sound and feel. got a hold of [redacted] agent [redacted] and told him what I found,removed transmission pan for inspection offluid and debris. Upon inspection of the panI found a few decent size chunks of metalalong with a good amount of metallicshavings. Recommend removal of transmissionfor tar down for inspection. removed thefront and rear drive shafts and removed theDEF tank and cross member for easy of removalfor the transfer case. removed transfer caseand removed the torque converter bolts.removed transmission from vehicle and removedthe toque converter from the transmissionremoved the front pump [redacted]embly and removedthe [redacted] [redacted]embly. Dis[redacted]embled the [redacted] [redacted]embly for inspection of debrisnothing abnormal present. continued furtherwith tar down removed valve body fromtransmission to gain access to the [redacted] the valve body. Dis[redacted]embled the restof the transmission dis[redacted]bling [redacted] and inspect which would include the K1, [redacted] braking clutch and the B2 brakingclutch [redacted]embly everything looked good withno pushed out seals or chatter marksanywhere. told [redacted] from [redacted] what I found,and we have agreed with the conclusion oftransmiss

(RO) Technical Notes:

NOISE FROM TRANSMISSION

GCS Narratives

(Claim) Customer Concern:

*GENERAL CONCERN [CUSTOMER STATES HAD SNAP RING REPLACED AT [redacted], AND IS STILL EXPERIANCING SAME CONCERN PLEASE CHECK AND ADVISE. AT [redacted] THERE IS A NOISE GOING FROM [redacted] TO [redacted] PLEASE CHECK AND ADVISE]

(Claim) Cause:

INTERNAL TRANSMISSION CONCERN

(Claim) Correction:

VERIFIED CUSTOMERS CONCERN AT AROUND [redacted] DOWN SHIFTING FROM [redacted] D OWN TO [redacted] YOU CAN HEAR A CLUNKING ROTATIONAL NOISE HAPPEN. WAS ONLY ABLE TO GET IT TO HAPPEN WHEN MANUALLY SHIFTING THE TRANSMISSION. GOT VEHICLE O N A LIFT AND DROVE THE VEHICLE ON THE LIFT IN THE AIR WAS ABLE TO DUPLICATE IT THERE AS WELL HAD ONE OF THE OTHER TRANSMISSION TECHS COME OVER AND LOOK AND INSPECT WITH A STETHOSCOPE AND WE BOTH VERIFIED THE NOISE IS COMING FR OM THE TRANSMISSION BY SOUND AND FEEL. GOT A HOLD OF [redacted] AGENT [redacted] AND TO LD HIM WHAT I FOUND, REMOVED TRANSMISSION PAN FOR INSPECTION OF FLUID AND DE BRIS. UPON INSPECTION OF THE PAN I FOUND A [redacted] OF METAL ALONG WITH A GOOD AMOUNT OF METALLIC SHAVINGS. RECOMMEND REMOVAL OF TRANSMI SSION FOR TAR DOWN FOR INSPECTION. REMOVED THE FRONT AND REAR DRIVE SHAFTS A ND REMOVED THE DEF TANK AND CROSS MEMBER FOR EASY OF REMOVAL FOR THE TRANS FER CASE. REMOVED TRANSFER CASE AND REMOVED THE TORQUE CONVERTER BOLTS. REMO VED TRANSMISSION FROM VEHICLE AND REMOVED THE TOQUE CONVERTER FROM THE TRANS MISSION REMOVED THE FRONT PUMP ASSEMBLY AND REMOVED THE K1 CLUTCH ASSEMBLY . DISASSEMBLED THE [redacted] CLUTCH ASSEMBLY FOR INSPECTION OF DEBRIS NOTHING [redacted] ORMAL PRESENT. CONTINUED FURTHER WITH TAR DOWN REMOVED VALVE BODY FROM TRANS MISSION TO GAIN ACCESS TO THE [redacted] UNDER THE VALVE BODY. DISASSEMBLED THE REST OF THE TRANSMISSION DISASSBLING [redacted] AND INSPECT WHICH W OULD INCLUDE THE K1, [redacted] BRAKING CLUTCH AND THE B2 BRAKING CLUTCH ASS EMBLY EVERYTHING LOOKED GOOD WITH NO PUSHED OUT SEALS OR CHATTER MARKS ANYWH ERE. [redacted] FROM [redacted] WHAT I FOUND, AND WE HAVE AGREED WITH THE CONCLU SION OF TRANSMISSION ASSEMBLY REPLACEMENT AND RETEST. TAKE PICTURES AND COMP LETED DIGITAL IMAGING DOCUMENTS FOR SUBMISSION TO PTSC TO REQUEST REPLACEMEN T OF TRANSMISSION. RECEIVED APPROVAL AND ORDERED TRANSMISSION. RE ASSEMBLE D OLD TRANSMISSION. UPON ARRIVAL OF NEW TRANSMISSION PERFORMED TRANSMISSION COOLER AND LINE FLUSH WITH SOLVENT FOR TRANSMISSIONS AND NEW FLUID. REMOVE D TRANSMISSION FROM THE PACKAGING AND POSITIONED IT ONTO A TRANSMISSION JACK AND INSTALLED THE TRANSMISSION, INSTALLED THE TORQUE CONVERTER BOLTS AND IN STALLED THE TRANSFER CASE, INSTALLED THE DEF TANK AND CROSSMEMBERS AND INS TALLED FRONT AND REAR DRIVE SHAFTS. VERIFIED TRANSMISSION FLUID LEVEL WAS GO OD AND PERFORMED TRANSMISSION QUICK LEARN AND TEST DROVE VEHICLE WITH NORMAL SHIFTING AND MANUAL SHIFTING REPAIR IS VERIFIED NO MORE NOISE PRESENT.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28H81 - RAM 3500 BIG HORN MEGA CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	[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]			

Condition Information

Condition [redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)						[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:

NOISE FROM TRANSMISSION SSION. S.T.A.R. ADDED DM NOTES FO[redacted].

GCS Narratives

(Claim) Customer Concern:

*GENERAL CONCERN [CUSTOMER STATES HAD SNAP RING REPLACED AT [redacted], AND IS STILL EXPERIANCING SAME CONCERN PLEASE CHECK AND ADVISE. AT [redacted] THERE IS A NOISE GOING FROM [redacted] TO [redacted] PLEASE CHECK AND ADVISE]

(Claim) Cause:

INTERNAL TRANSMISSION CONCERN

(Claim) Correction:

VERIFIED CUSTOMERS CONCERN AT AROUND [redacted] DOWN SHIFTING FROM [redacted] D OWN TO [redacted] YOU CAN HEAR A CLUNKING ROTATIONAL NOISE HAPPEN. WAS ONLY ABLE TO GET IT TO HAPPEN WHEN MANUALLY SHIFTING THE TRANSMISSION. GOT VEHICLE ON A LIFT AND DROVE THE VEHICLE ON THE LIFT IN THE AIR WAS ABLE TO DUPLICATE IT THE RE AS WELL HAD [redacted] OF THE OTHER TRANSMISSION TECHS COME OVER AND LOOK AND IN SPECT WITH A STETHOSCOPE AND WE BOTH VERIFIED THE NOISE IS COMING FROM THE T RANSMISSION BY SOUND AND FEEL. GOT A HOLD OF STAR AGENT [redacted] AND TOLD HIM WHA T I FOUND, REMOVED TRANSMISSION PAN FOR INSPECTION OF FLUID AND DEBRIS. UPON INSPECTION OF THE PAN I FOUND A [redacted] OF METAL ALONG WITH A GOOD AMOUNT OF METALLIC SHAVINGS. RECOMMEND REMOVAL OF TRANSMISSION FOR TAR DOWN FOR INSPECTION. REMOVED THE FRONT AND REAR DRIVE SHAFTS AND REMOVED THE DEF TANK AND CROSS MEMBER FOR EASY OF REMOVAL FOR THE TRANSFER CASE. REMOVE D TRANSFER CASE AND REMOVED THE TORQUE CONVERTER BOLTS. REMOVED TRANSMISSION FROM VEHICLE AND REMOVED THE TOQUE CONVERTER FROM THE TRANSMISSION REMOVED TH E FRONT PUMP ASSEMBLY AND REMOVED THE [redacted] ASSEMBLY. DISASSEMBLED THE [redacted] CLUTCH ASSEMBLY FOR INSPECTION OF DEBRIS NOTHING ABNORMAL PRESENT. CONTINU ED FURTHER WITH TAR DOWN REMOVED VALVE BODY FROM TRANSMISSION TO GAIN ACCESS TO THE [redacted] UNDER THE VALVE BODY. DISASSEMBLED THE REST OF THE TRANSMISSIO N DISASSBLING [redacted] PACK AND INSPECT WHICH WOULD INCLUDE TH[redacted], [redacted], [redacted], [redacted] BRAKING CLUTCH AND THE B2 BRAKING CLUTCH ASSEMBLY EVERYTHING LOOKED GO OD WITH NO PUSHED OUT SEALS OR CHATTER MARKS ANYWHERE. [redacted] FROM STAR WH AT I FOUND, AND WE HAVE AGREED WITH THE CONCLUSION OF TRANSMISSION ASSEMBLY REPLACEMENT AND RETEST. TAKE PICTURES AND COMPLETED DIGITAL IMAGING DOCUMENT S FOR SUBMISSION TO PTSC TO REQUEST REPLACEMENT OF TRANSMISSION. RECEIVED APPR OVAL AND ORDERED TRANSMISSION. RE ASSEMBLED OLD TRANSMISSION. UPON ARRIVAL OF NEW TRANSMISSION PERFORMED TRANSMISSION COOLER AND LINE FLUSH WITH SOLVENT FOR TRANSMISSIONS AND NEW FLUID. REMOVED TRANSMISSION FROM THE PACKAGING AN D POSIT[redacted]ED IT ONTO A TRANSMISSION JACK AND INSTALLED THE TRANSMISSION, INS TALLED THE TORQUE CONVERTER BOLTS AND INSTALLED THE TRANSFER CASE, INSTALLED T HE DEF TANK AND CROSSMEMBERS AND INSTALLED FRONT AND REAR DRIVE SHAFTS. VERI FIED TRANSMISSION FLUID LEVEL WAS GOOD AND PERFORMED TRANSMISSION QUICK LEAR N AND TEST DROVE VEHICLE WITH NORMAL SHIFTING AND MANUAL SHIFTING REPAIR IS VE RIFIED NO MORE NOISE PRESENT.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	Year	[redacted]	Body	[redacted] CREW CAB CHASSIS [redacted]
Build Date	[redacted]	Plant	[redacted]	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] DODGE JEEP RAM	Zone	[redacted]
[redacted]	5401 INTERSTATE HIGHWAY 30 , GREENVILLE, TX 75402				

Condition Information

Condition Code	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]	Starter ; 6.7 liter diesel engine			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A [redacted]	Starter ; 6.7 liter diesel engine			[redacted]	COOLER	1		[redacted]	[redacted]
[redacted]	Starter ; 6.7 liter diesel engine			[redacted]	[redacted] ASSY	1		265.73	[redacted]
[redacted]	Starter ; 6.7 liter diesel engine			[redacted]	[redacted]	1		162.66	[redacted]
[redacted]	Starter ; 6.7 liter diesel engine			[redacted]	[redacted]	1		148.00	[redacted]
[redacted]	Starter ; 6.7 liter diesel engine			[redacted]	STARTER	1		483.15	[redacted]
[redacted]	Starter ; 6.7 liter diesel engine			[redacted]	FLYWHEEL	1		1565.41	[redacted]
[redacted]	Starter ; 6.7 liter diesel engine			[redacted]	[redacted]			[redacted]	[redacted]
[redacted]	Starter ; 6.7 liter diesel engine			[redacted]	BOLT	1		30.04	[redacted]
[redacted]	Starter ; 6.7 liter diesel engine			[redacted]	[redacted]			[redacted]	[redacted]
[redacted]2	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
[redacted]2	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	COOLER	1		142.77	[redacted]
[redacted]2	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted] ASSY	1		265.73	[redacted]
[redacted]2	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted]	1		[redacted]	[redacted]
[redacted]2	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted]	[redacted]			
[redacted]2	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	STARTER	[redacted]			[redacted]
[redacted]2	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	FLYWHEEL	[redacted]			[redacted]
[redacted]2	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted]	[redacted]			

A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	BOLT	6		23.19	$553.96
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TUBE ASSY	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	STARTER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLYWHEEL	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	7368.04	$85.22
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		142.77	$85.22
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		162.66	$85.22
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE	1		148.00	$85.22
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	STARTER	1		483.15	$85.22
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLYWHEEL	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	9		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	1		30.04	$85.22

A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	COOLER	1		142.77	$42.61
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	TUBE ASSY	1		[redacted]	
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	TUBE	1		[redacted]	
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	STARTER	1		[redacted]	
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	FLYWHEEL	1		[redacted]	
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	BOLT	9		[redacted]	
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	BOLT	1		[redacted]	
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	COOLER	1		142.77	$99.43
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TUBE ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	STARTER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	FLYWHEEL	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	BOLT	9		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		142.77	$255.67
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TUBE ASSY	1		265.73	$255.67

A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)				TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)				TUBE	1		148.00	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)				STARTER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)				FLYWHEEL	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)				BOLT	[redacted]			[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)				BOLT	1		30.04	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)				BOLT	[redacted]			

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer StatesTHE TRUCK WILL NOT START SEE [redacted] INSPECTION

(RO) Cause:

NA

(RO) Correction:

TRANSMISSION REPLACE [redacted] PROP SHAFT Lines, transmission and torque converter oil cooler [redacted] o OIL COOLER THERMAL BY-PASS VALVE-Replace (C) 4X4 EQUIPPED REPLACED STARTER TRANSMISSION REPLACE [redacted] PROP SHAFT Lines, transmission and torque converter oil cooler [redacted] o OIL COOLER THERMAL BY-PASS VALVE-Replace (C) 4X4 EQUIPPED SKID PLATE EQUIPPED [redacted] INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE TRUCK WILL NOT START

(Claim) Cause:

-VERIFIED CUSTOMERS CONCERN FOR CRANK NO START. THE STARTER SOUNDS LIKE IT IS NOT MAKING FULL CONTACT WITH FLYWHEEL. REMOVED STARTER AND FOUND TEETH DAM [redacted] STARTER AND FLYWHEEL. TURNED ENGINE OVER BY HAND AND COULD NOT SEE FLYWHEEL TURNING BUT ENGINE WAS TURNING OVER. REMOVED TRANSMISSION AND FOUN D THAT THE FLYWHEEL OUTER RING HAD BROKEN LOOSE COMPLETELY FROM THE MOUNTING PORTION. CHECKED CODES AND FOUND SEVERAL TRANSMISSION CODES ACTIVE. THE T ORQUE CONVERTER IS NOT LOCKED UP AND WILL SPIN. REMOVED TRANSMISSION PUMP TO INSPECT INTERNAL TRANSMISSION PARTS. FOUND K1 CLUTCH HUB HAD COME ABOUT AT SOME POINT WHILE TRUCK WAS DRIVING. INTERNAL TRANSMISSION ISSUE CAUSING FLY WHEEL TO SNAP AND SENT METAL THROUGHOUT THE TRANSMISSION FLUID SYSTEM. CON TACTED STAR FOR ISSUE DUE TO TRUCK HAVING MULTIPLE TRANSMISSION PUT IN TRU CK SINCE [redacted]. I WAS TOLD TO CONTACT THE AREA REP FOR THE NEXT STEP. AREA REP SAID TO REPLACE ALL COMPONENTS FOR METAL CONTAMINATION IN TRANSMISSO N SYSTEM ALONG WITH THE FAILED FLYWHEEL AND STARTER.

(Claim) Correction:

REPLACED TRANSMISSION ASSEMBLY, ALONG WITH ALL TRANSMISSION LINES, BYPASS VALV E AND COOLER. REPLACED FLYWHEEL, FLYWHEEL MOUNTING BOLTS, STARTER, AND TORQU E CONVERTER BOLTS AND REASSEMBLED. TEST DROVE

AFTER REPAIR TO VERIFY CONCERN ; TRUCK NOW STARTS, AND TRANSMISSION IS WORKING PROPERLY. REPAIR CONFIRMED AT THIS TIME.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted] [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	98.53	[redacted]
A	[redacted]	Emissions Recall [redacted] [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	LABEL	1		[redacted]	
A	[redacted]	Emissions Recall [redacted] [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]				

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] culate Matter Sensor **]

(RO) Cause:

F

(RO) Correction:

[redacted] nstall PM sensor and reprogramPCM25-[redacted] AuthorizedModifications Label(Aisin TransmissionEquipped) Install PM sensor and reprogram PCM

(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] CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	**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**	ORANGE PARK DODGE	[redacted]	[redacted]
Address	7233 BLANDING BOULEVARD , JACKSONVILLE, FL 32244				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	L[redacted]	1		3.47	[redacted]
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	[redacted]	
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]3AA	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]		Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

RECALL [redacted] DIESEL PM GENERAL CONCERN # 1- CUSTOMER STATES THAT THE REAR AIR BAG SUSPENSION IS NOT WORKING. RECALL [redacted] GRID HEATER

(RO) Cause:

.CUSTOMER REQUESTED CAMPAIGN NUMBE[redacted] BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THE PARTICULATE MATTER SENSOR MAY NOT HAVE BEEN INSTALLED DURING THE MANUFACTURING PROCESS. VERIFIED THE CUSTOMER'S CONCERN OF REAR AIR SUSPENSION SERVICE MESSAGE. ACCESSED THE DIAGNOSTIC PORT AND PERFORME[redacted] FIND [redacted] [redacted] [redacted]. AND [redacted] [redacted]. FOUND THE LEFT REAR AIR SUSPENSION HEIGHT CONTROL SENSOR IS THE POINT OF

CONCERN. FURTHER EXAMINATION FOUND THE LEFT REAR AIR SUSPENSION HEIGHT CONTROL SENSOR HAS AN INTERMITTENT SHORT CIRCUIT. FURTHER DIAGNOSTICS FOUND THE RIGHT REAR AIR SUSPENSION HEIGHT CONTROL SENSOR IS ALSO A POINT OF CONCERN. FURTHER EXAMINATION FOUND THE RIGHT REAR AIR SUSPENSION HEIGHT CONTROL SENSOR HAS AN INTERMITTENT SHORT CIRCUIT.. CUSTOMER REQUESTED CAMPAIGN [redacted] BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE CAN EXPERIENCE AN ENGINE COMPARTMENT FIRE ORIGINATING FROM THE GENERATION 1 SOLID STATE INTAKE AIR GRID HEATER RELAY..

(RO) Correction:

.INSPECTED AND INSTALLED THE MISSING PARTICULATE [redacted] THEN CONNECTED THE BATTERY CHARGER, ACCESSED THE DIAGNOSTIC PORT, PERFORMED A DIAGNOSTIC SCAN PERFORMED A POWERTRAIN CONTROL MODULE SOFTWARE UPDATE AS PER EMISSIONS RECALL [redacted] INSTRUCTIONS. CONNECTED THE BATTERY CHARGER, ACCESSED THE DIAGNOSTIC PORT, PERFORMED A DIAGNOSTIC SCAN PERFORMED A POWERTRAIN CONTROL MODULE SOFTWARE UPDATE AS PER THE MANUFACTURERS RECALL [redacted] INSTRUCTIONS. CLEARED ALL DIAGNOSTIC TROUBLE CODES. THE SYSTEM IS NOW OPERATING AS DESIGNED. .ACCESSED, REMOVED AND REPLACED THE LEFT REAR AIR SUSPENSION HEIGHT CONTROL SENSOR. ACCESSED, REMOVED AND REPLACED THE RIGHT REAR AIR SUSPENSION HEIGHT CONTROL SENSOR. THE SYSTEM IS NOW OPERATING AS DESIGNED. .ACCESSED,

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RECALL [redacted] PM RECALL [redacted] GRID HEATER

(Claim) Cause:

.CUSTOMER REQUESTED CAMPAIGN NUMBE[redacted] BE PERFORMED. PERFORMED A COMPLETE VEH CUSTOMER REQUESTED CAMPAIGN [redacted] BE PERFORMED. PERFORMED A COMPLETE VEHI

(Claim) Correction:

.ACCESSED, REMOVED AND INSTALLED A NEW INTAKE AIR HEATER RELAY AS PER SAFETY R .INSPECTED AND INSTALLED THE MISSING PARTICULATE [redacted] THEN CONNECTED

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**	$1,236.75	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

[redacted]	[redacted] **Desc**	**Failure**	**Failure Desc**	**Part Number**	**Part Name**	[redacted] **Quantity**	**Failed**	**Expense**	**Expense**
[redacted]	Lamp, headlamp ; Left side	[redacted]	BURNED OR BURNED OUT	[redacted]	HEADLAMP	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

(Change diesel engine oil and filter synthetic oil may be re quired based on geographic location [redacted]) CUSTOMER REQUESTS CHRYSLER MULTI[redacted] INSPECTION CUSTOMER REQUESTS CHECK TIRE PRESSURE AND SET TO RECOMMENDED PRESSURE. INSTALL SPECIAL ORDERED DRIVES SIDE HEAD LAMP ASSEMBLY CUSTOMER STATES MOISTURE OR WATER GETTING IN WHEN IT RAINS OR WHEN WASHING VEHICLE

(RO) Cause:

UPON INSPECTION FOUND CONDENSATION ON DRIVER SIDE. UPON FURTHER INSEPTION FOUND PLASTIC NOT PROPERLY SEALING CAUSING WATER TO GET IN REC NEW HEAD LIGHT ASSEMBLY

(RO) Correction:

COMPLETED SEMI-SYNTHETIC OIL AND FILTER CHANGE COMPLETED MULTI[redacted] INSPECTION, SEE ATTACHED MULTI-POINT INSPECTION FOR FINDINGS COMPLETED TIRE PRESSURE CHECK AND SET TO RECOMMENDED PRESSURE LF RF LR [redacted] ALL REMOVED AND REPLACED DRIVER SIDE HEADLIGHT ASSEMBLY WITH NEW ASSEMBLEY WORKIGN AS DESIGNED AT THIS TIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

INSTALL SPECIAL ORDERED DRIVES SIDE HEAD LAMP ASSEMBLY CUSTOMER STATES MOISTU RE OR WATER GETTING IN WHEN IT RAINS OR WHEN WASHING VEHICLE

(Claim) Cause:

UPON INSPECTION FOUND CONDENSATION ON DRIVER SIDE. UPON FURTHER INSEPTION FOU ND PLASTIC NOT PROPERLY SEALING CAUSING WATER TO GET IN REC NEW HEAD LIGHT AS SEMBLY

(Claim) Correction:

REMOVED AND REPLACED DRIVER SIDE HEADLIGHT ASSEMBLY WITH NEW ASSEMBLEY WORKI GN AS DESIGNED AT THIS TIME

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted] CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	**Coverage**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$7,823.35	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	ALL STAR DODGE INC	**Zone**	63	[redacted]	
[redacted]	2590 RANGE PARK DRIVE , DENHAM SPRINGS, LA 70726						

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]B	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]B	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]B	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]B	TRANSMISS	1	X	[redacted]	
B	[redacted]	Center, power distribution [redacted]		CONTACTS CORRODED	[redacted]	MODULE	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

TRANSMISSION SLAMMING INTO ALL [redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES- NO START TRANSMISSION SLAMMING INTO ALL [redacted]

(Claim) Cause:

FUSE BOX HAS [redacted] REPLACE TRANSMISSION

(Claim) Correction:

REMOVE AND REPLACE FUSE BOX REMOVE AND REPLACE TRANSMISSION

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[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]	**Net**	[redacted]	**t**	[redacted]00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] LP	**Zone**	63	[redacted]	
Address	1363 AIRWAY BOULEVARD , EL PASO, TX 79925						

Condition Information

C[redacted]	[redacted]	**Desc**	F[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	RELAY	1	X	47.29	$26.05

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[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	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] LP	***Zone***	63 [redacted]
Address	1363 AIRWAY BOULEVARD , EL PASO, TX 79925				

Condition Information

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

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A[redacted]	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	50.34	$35.52[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON CHECK AND ADVISE

(Claim) Cause:

SCANNED FOR CODES AND FOUN[redacted] GEAR RATIO ERROR IN [redacted]. DROPPED TRANSMIS SION PAN AND FOUND METAL AND CLUTCH MATERIAL IN PAN.

(Claim) Correction:

REPLACED TRANSMISSION AND PERFORM QUICKLEARN AND ROAD TESTED VEHICLE

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[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]				[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	REFRIGANT	1		13.23	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TUBE	1		[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]	FLUID AFT	2		110.46	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	CHECK [redacted] /SERVICE SO	[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	CHECK [redacted] /SERVICE SO	[redacted]	[redacted]				
A	[redacted]	Transmission, Replace - automatic ; [redacted]	CHECK [redacted] /SERVICE SO	[redacted]	REFRIGANT	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	CHECK [redacted] /SERVICE SO	[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped		[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped		[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]		[redacted]	COOLER	1		142.12	[redacted]

		equipped								
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	8		53.23	[redacted]
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	REFRIGANT	1		13.23	[redacted]
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE	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]	FLUID AFT	2		110.46	$319.70
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted] [redacted])			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler [redacted] [redacted])			[redacted]	BOLT	8		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted])			[redacted]	REFRIGANT	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted])			[redacted]	TUBE	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted] Transmissions only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted] Transmissions only			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted] Transmissions only			[redacted]	COOLER	1		142.12	$35.52
A	[redacted]	TCM Quick Learn ; [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted] Transmissions only			[redacted]	BOLT	8		53.23	$35.52
A	[redacted]	TCM Quick Learn ; [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted] Transmissions only			[redacted]	REFRIGANT	1		13.23	$35.52
A	[redacted]	TCM Quick Learn ; [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted] Transmissions only			[redacted]	TUBE	1		[redacted]	
A	[redacted]	A/C Performance Test, Recovery and Recharge ; Note: this operation is used whenever it is necessary to test, recover, replace failed A/C plumbing component, and recharge the A/C system.			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	A/C Performance Test, Recovery and Recharge ; Note: this operation is used whenever it is necessary to test,			[redacted]	FLUID AFT	2		110.46	[redacted]

		recover, replace failed A/C plumbing component, and recharge the A/C system.								
A	[redacted]	A/C Performance Test, Recovery and Recharge ; Note: this operation is used whenever it is necessary to test, recover, replace failed A/C plumbing component, and recharge the A/C system.			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	A/C Performance Test, Recovery and Recharge ; Note: this operation is used whenever it is necessary to test, recover, replace failed A/C plumbing component, and recharge the A/C system.			[redacted]	BOLT	8		[redacted]	
A	[redacted]	A/C Performance Test, Recovery and Recharge ; Note: this operation is used whenever it is necessary to test, recover, replace failed A/C plumbing component, and recharge the A/C system.			[redacted]	REFRIGANT	1		[redacted]	[redacted]
A	[redacted]	A/C Performance Test, Recovery and Recharge ; Note: this operation is used whenever it is necessary to test, recover, replace failed A/C plumbing component, and recharge the A/C system.			[redacted]	TUBE	1		[redacted]	

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON CHECK AND ADVISE

(Claim) Cause:

SCANNED FOR CODES AND FOUN[redacted] GEAR RATIO ERROR IN [redacted]. DROPPED TRANSMIS SION PAN AND FOUND METAL AND CLUTCH MATERIAL IN PAN.

(Claim) Correction:

REPLACED TRANSMISSION AND PERFORM QUICKLEARN AND ROAD TESTED VEHICLE

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**	FLETCHER CHRY PRODUCTS IN	**Zone**	42 [redacted]
Address	3099 NORTH MORTON , FRANKLIN, IN 46131				

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	6		[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1184.46	$76.80
[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	3		166.78	$76.80
[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]	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] C ; [redacted] equipped				FLUID AFT	[redacted]			
[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	1184.46	$38.40
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted]			[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	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]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[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] ; 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]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[redacted]	
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]	BOLT	4		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	4		26.79	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	FLUID AFT	3		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRUCK IS RUNNING REGEN CYCLE [redacted] Recall [redacted] - Ram Heavy Duty Grid Heater Relay ** TOWED IN ** CUSTOMER STATES VEHICLE WILL NOT PULL IN DRIVE - WILL PULL IN REVERSE - CHECK ENGINELIGHT ON AND SERVICE [redacted] TEMPORARILY UNAVAILABLE MESSAGE ON - DIAGNOSE AND ADVISE. [redacted] - AISIN TRANSMISSION [redacted] Lube, Oil & Filter Change- Cummins Diesel

(RO) Cause:

. . .

(RO) Correction:

[redacted] vehicle had stored dtc for toofrequent regens, inspection revealed oiloverfilled, recommend adjusting level andperforming stationary desoot before furtherdiag as excessive oil can cause frequent needfor regeneration. oil change completed. testdrove total of [redacted] (unloaded). noexcessive regeneration occurring. returnedvehicle to customer as he is scheduled tohaul an excavator and can report back ifcondition has been remedied. *** Truckpicked up [redacted]. *** EXCESSIVE REGENERATION (ADD DESCRIPTION) ORDERED PART [redacted] SNAP RING HAS DISLODGED.see line D SEE LINE D RENTAL CAR Customer states Transmission (insert concern) SUBLET REPAIRS [redacted] SNAP RING DISLODGED. PISTON SEALSDAMAGED IN [redacted] DRUM. REMOVEDTRANSMISSION. MEASURED ENDPLAY .022IN.REPLACED [redacted] DRUM, PUMP SEAL ANDGASKET. REPLACED INPUT SHAFT SEALING RINGS.RE ASSEMBLED. MEASURED ENDPLAY. .023 IN.REINSTALLED TRANSMISSION. FILLED FLUID. TESTDRIVE. (ADD DESCRIPTION) RENTAL (ADD DESCRIPTION) SUBLET REPAIRS [redacted] lof QL Lube, Oil & Filter Change- Cummins Diesel

(RO) Technical Notes:

[redacted] SPECIAL VOR NOT AVAILABLE

GCS Narratives

(Claim) Customer Concern:

[redacted] - AISIN TRANSMISSION GEARS 1-4 INOP

(Claim) Cause:

[redacted] SNAP RING DISLODGED. PISTON SEALS DAMAGED IN [redacted] DRUM.

(Claim) Correction:

REMOVED TRANSMISSION. MEASURED ENDPLAY .022IN. REPLACED [redacted] DRUM, PUMP S EAL AND GASKET. REPLACED INPUT SHAFT SEALING RINGS. RE ASSEMBLED. MEASURED E NDPLAY. .023 IN. REINSTALLED TRANSMISSION. FILLED FLUID. TEST DRIVE.

Warranty Claim Report

Vehicle Information

[redacted]	[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]
Address	, ,		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	NUT	1	X	1.92	[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Radio/Nav/Telematics Concern [Uconnect screen says see dealer] [redacted] XM Radio Free Trial [redacted] 1 [redacted] DJD2DDDP [redacted] CUMMINS NO START **] General Concern #1 [Customer Statesvehicle has excessive cranking before it starts] [redacted] SERVICE - [redacted] GREEN REPAIR ORDER PROCESSING AND STORAGE FEE

(RO) Cause:

[redacted]

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) MOPAR EXPRESS LANE INSPECTION - - - [redacted] FOUND MISSING MODULE UNDER SEAT ,WILLNEED TO AUTHORIZE TEARDOWN TO LOOK FOR MODUELUNDER THE DASH. IF MODULE IS INFACT INVEHICLE WILL BE WARRANTY ISSUE IF MODULE ISNOT THERE WARRANTY WONT COVER REPAIRS.CUSTOMER DECIDED TO SKIP REPAIR Radio/Nav/Telematics Concern [Uconnect screen says see dealer] RADIO/NAV/TELEMATICS CONCERN - - - [redacted] XM Radio Free Trial [redacted] RADIO FREE TRIAL [redacted] [redacted] using labor op [redacted] starter nut and torqued to spec [redacted] 1 [redacted] DJD2DDDP [redacted] CUMMINS NO START **] PERFORM RAPID RESPONSE TRANSMITTAL - - - [redacted] DIAGNOSED VEHICLE NO FAULTS FOUND INVEHICLE UNABLE TO DUPLICATE EXTENDED CRANKTIME General Concern #1 [Customer States vehicle has excessive cranking before it starts] MISC - - - [redacted] COMPLETED [redacted] [redacted] FILTERCHANGE AND FILL UNDER HOOD FLUIDS PERFORM DIESEL [redacted] [redacted] FILTER DOC GREEN REPAIR ORDER PROCESSING AND STORAGE FEE GREEN REPAIR ORDER PROCESSING AND STORAGE FEE GREEN REPAIR ORDER PROCESSING AND STORAGE FEE MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

[redacted]

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DP0L93 - RAM 5500 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**	DON WHITE'S TIMONIUM CHRYSLER JEEP	**Zone**	[redacted]
Address	10300 YORK ROAD , COCKEYSVILLE, MD 21030				

Condition Information

Condition	LOP	LOP Desc	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1359.88	$94.15
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		13.25	$94.15
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		7.60	$94.15
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		33.90	$94.15
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		41.41	$94.15
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		48.36	$94.15
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	O RING	1		38.26	$94.15
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		25.29	$94.15
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		8.99	$94.15
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	1359.88	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	[redacted]	1		13.25	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	[redacted]	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	O RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	D-RING	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	O RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	D-RING	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			GASKET	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		41.41	$188.29
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	D[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	D[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	D[redacted]	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	D[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	D[redacted]	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	[redacted]	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/[redacted] ; [redacted] shaft equipped			[redacted]	FLUID AFT	2		127.65	$31.38
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition [redacted] ; [redacted] shaft equipped			[redacted]	WASHER	1		[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AFTER PERFORMIN[redacted] A [redacted] AND PERFORMING QUALITY CONTROL TE ST DRIVE, AUTO TRANSMISSION HAD HARSH SHIFT ENGAGEMENT

(Claim) Cause:

INTERNAL FAULT AT AUTOMATIC TRANSMISSION UNIT

(Claim) Correction:

1) PERFORMED DIAGNOSTIC - [redacted] CODE / FOLLOWE[redacted]' [redacted] SNAP RING REPAIR - R&I TRANSMISSION FROM VEHCLE - MEASURED INPUT SHAFT END PLAY WITH DIAL INDICATOR - MEASURE[redacted] / THE SPEC IS .019-035 IN. I NSTALLED NEW [redacted] HUB WITH CLUTCH HUB AND SEALS - UPON FURTHER INSPECTI ON, FOUND K2 [redacted] [redacted]S TORN / PRESSED OUT K2 [redacted] SEALS OUT AND INSTA LLED NEW D RINGS / REINSTALLED TRANS UNIT INTO VEHICLE - FILLED FLUID - AND PERFORMED QUICKLEARN / UPON QC ROADTEST - VEHICLE HAD VERY HARSH ENGAGEMENT / VEHICLE WAS SETTING [redacted] CODE / TECHNICIAN SPOKE TO STELLATIS ENGIN EER FOR FURTHER INSTRUCTION // 2) AFTER SPEAKING TO STELLANTIS ENGINEER [redacted] AND SERVICE MANAGER - BELIEVE TO HAVE A TORN SEAL IN [redacted] / REMOVED AND REINSTALLED TRANSMISSION UNIT TO AIR CHECK [redacted] [redacted] FOR [redacted] STROKE CLERANCE / SPEC IS .068 TO [redacted] / MEASURED "0" / DISASSEMBLED [redacted] TO LOOK FO R TORN [redacted] SEALS - DID NOT FIND TORN [redacted] / BELIEVE TO HAVE A DEFECTIVE K1 HOUSING/ [redacted] CLUTCH CLEARANE .057 - .067 / MEASURED .035 - [redacted] // 3) CONSULTED STELLANTIS ENGINEER AGAIN - ORDERED ANOTHER K1 CLUTCH KIT AND AIR CHECKED TO COMPARE - [redacted] [redacted] STROKE MEAURED .072 // MEASURED CLUTCH PACK C LEARANCE .06 ' / INSTALLED NEW [redacted] PACK AND HOUSING / MEASURED INPUT S HAFT END PLAY .020" / REMOVED VALVEBODY TO AIR CHECK PORTS - DID NOT HAVE EN GAGEMENT IN K3 CLUTCH / TORN DOWN TRANS AGAIN - TO FIND K3 CLUTCH SNAP RING BROKEN // DISASSEMBLED TRANS DOWN TO K3 / AIR CHECKED K3 CLUTCH [redacted] STROKE CLERANCE[redacted]) IT MEASURED .069" / MEASURED CLUTCH PACK CLERANCE ([redacted]) MEASURE[redacted] // INSTALLED NEW K3 CLUTCH HOUSING INTO VEHICLES TRANSMISSION UNIT - REBUILT TRANSMISSION/AIR CHECKED B2[redacted], [redacted], [redacted], & [redacted] / / ALL HAD ENGAGEMENT / CHECKED INPUT END PLAY .020" / CHECKED OUTPUT ENDPLAY .007" // INSTALLED TRANS BACK INTO VEHICLE // FILLED WITH FLUID & PERFORMED QUICKLEARN // PERFOREMD QC TESTDRIVE - TRANSMISSION SHIFTED PROPERLY TO SPE CS // REPORTED BACK TO STELLANTIS ENGINEER, [redacted]E // SERVICE MANAGER OB TAINED DM

NOTES TO COVER [redacted] PERFORMANCE OF TSB, [redacted] IN S OME ITERATION, AND OVERHAUL OF THE A/T [redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	4		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	4		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	1161.70	[redacted]
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	SEAL RING	1		6.49	[redacted]
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	8		107.62	[redacted]
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	WASHER	1		7.68	[redacted]
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	4		[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]	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	1161.70	[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]	

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	[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]	SEAL RING	[redacted]		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		26.27	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		6.49	[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]	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]	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]	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	4		45.27	[redacted]
A	[redacted]	Sublet processing allowance			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Sublet processing allowance			[redacted]	BOLT	4		26.27	[redacted]
A	[redacted]	Sublet processing allowance			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Sublet processing allowance			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Sublet processing allowance			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Sublet processing allowance			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Sublet processing allowance			[redacted]	GASKET	1		[redacted]	

[redacted]		Sublet processing allowance			[redacted]	FLUID AFT	8		[redacted]
[redacted]		Sublet processing allowance			[redacted]	WASHER	1		[redacted]
[redacted]		Sublet processing allowance			[redacted]	[redacted]	[redacted]		[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]	BOLT	4		[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	1161.70
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	1		[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	1		[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GASKET	1		35.37
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	[redacted]		[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	WASHER	1		[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	[redacted]	[redacted]		[redacted]
A	[redacted]	Sublet Repair			[redacted]	BOLT	6		[redacted]
A	[redacted]	Sublet Repair			[redacted]	BOLT	4		[redacted]
A	[redacted]	Sublet Repair			[redacted]	BOLT	4		[redacted]
A	[redacted]	Sublet Repair			[redacted]	CLUTCHKIT	1	X	[redacted]
A	[redacted]	Sublet Repair			[redacted]	[redacted]	1		[redacted]
A	[redacted]	Sublet Repair			[redacted]	[redacted]	1		[redacted]
A	[redacted]	Sublet Repair			[redacted]	GASKET	1		35.37
A	[redacted]	Sublet Repair			[redacted]	FLUID AFT	8		[redacted]
A	[redacted]	Sublet Repair			[redacted]	WASHER	1		[redacted]
A	[redacted]	Sublet Repair			[redacted]	[redacted]	[redacted]		[redacted]

RO Narratives

(RO) Customer Concern:

TOW FROM CROWLEY CDJR TO ECONOMY TRANSMISSION SUBLET REPAIR FOR TRANSMISSION (ECONOMY TRANSMISSION) Customer States driveshaft was disconnected by tow truck driver to tow vehicle. Need to reconnect driveshaft (bolts are in cupholder) [redacted] Ram Heavy Duty Grid Heater Relay Customer was driving vehicle and vehicle would not go [redacted]h - started revving high when switching from park, reverse and drive

(RO) Cause:

NA

(RO) Correction:

SKYTOP TOWED VEHICLE FOR SUBLET REPAIR SUBLET TRANSMISSION REPAIR PERFORMED Installed drive shaft Parts ordered Vehicle was repaired sublet on line 4

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ISSUES WITH TRANMISSION AND WE SUBLET IT OUT

(Claim) Cause:

TRANSMISSION ASSEMBLY

(Claim) Correction:

REPAIR PERFORM

Warranty Claim Report

Vehicle Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]				[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

Recall #: [redacted], Launch Date: [redacted] DIESEL PM SENSOR

(RO) Cause:

NA

(RO) Correction:

Emissions Recall [redacted] - Particulate Matter Sensor - Replace Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only) (1 - Semi-Skilled)

(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]	MEGA CAB 4X4
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]	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	63	[redacted]	
Address	1003 W COMMERCE ST , BROWNWOOD, TX 76801						

Condition Information

Condition [redacted]	[redacted] **Desc**	**Failure** [redacted]	**Failure Desc**	[redacted] **Number**	**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:

LUBE-OIL-FILTER CHANGE-DIESEL*SET [redacted] TO PRO ROTATE [redacted] AND ADJUST [redacted] PRESSURE TO PRO MULTI-POINT INSPECTION-INSPECT FLUID LEVELS, BELTS

(RO) Cause:

NA

(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**	DD8L64 - RAM 3500 REG CAB [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

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

Expense

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

Dealer Information

[redacted] **Name**	[redacted]
Address	1292 WASHINGTON AVENUE HIGHWAY 60, CEDARBURG, WI 53012

Condition Information

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

RO Narratives

(RO) Customer Concern:

Customer Satisfaction Notification [redacted] - Dies el Exhaust Fluid ** PERFORMED [redacted] RECALL, DCU SOFTWARE UPDATED DCU [redacted] UPDATED TO [redacted] LABOR OPERATION NUMBER 18[redacted] ([redacted]) Safety Recall [redacted] - Intake Air Grid Heater Re lay ** PERFORMED [redacted] RECALL, REPLACED INTAKE AIR GRI D HEATER RELAY LABOR OPERATION NUMBE[redacted] ([redacted]) CUSTOMER REPORTS THAT THERE ARE NO FORWARD GE ars FOUND CEL ON ALONG WITH COMPLAINT/[redacted] GEAR 1 SHIFT INCORRECT RATIO/[redacted] GEAR [redacted] IN CORRECT RATIO/REMOVED TRANSMISSION PER SERVIC E LIBRARY/DIASSEMBLED AND INSPECTED TRANSMISS ION FINDING K1 CLUTCH SNAP RING DISLODGED PER TSB 21-002-232 [redacted] /PERFORMED REPAIR PER TSB INSTRUCTIONS/OPERATING AS NORMAL AFTER REPAIR LO# REPAIR [redacted] -91 HOURS 4.6 LO# 2 PIECE SHAFT [redacted] HOURS 0.2 LO# SKID PLATE [redacted] [redacted] # 4X4 EQUIPPED [redacted] HOURS 1.2 ([redacted] [redacted]) VEHICLE MULTIPOINT INSPECTION [redacted] [redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REPORTS THAT THERE ARE NO FORWARD GEARS

(Claim) Cause:

FOUND CEL ON ALONG WITH COMPLAINT/[redacted] INCORRECT RATIO/[redacted] AR [redacted] IN CORRECT RATIO/REMOVED TRANSMISSION PER SERVIC E LIBRARY/DIASSE MBLED AND INSPECTED TRANSMISS ION FINDING K1 CLUTCH SNAP RING DISLODGED PE[redacted]B 21-002-232 [redacted] B/

(Claim) Correction:

PERFORMED REPAIR PE[redacted] INSTRUCTIONS/OPERATING AS NORMAL AFTER REPAIR

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	70 [redacted]
Address	3400 S CUSHMAN ST , FAIRBANKS, AK 99701				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Closeout/bezel/cover/plug/gap hider, instrument panel - center console ; Steering Column/Shroud Gap Hider - [redacted] Trucks	81	POOR FIT	[redacted]	SHROUD	1	X	[redacted]	
A	[redacted]	Closeout/bezel/cover/plug/gap hider, instrument panel - center console ; Steering Column/Shroud Gap Hider - [redacted] Trucks	[redacted]	POOR [redacted]	[redacted]	SHROUD	1		[redacted]	
B	[redacted]	Shaft, steering column intermediate ; Shaft, Upper Steering Column Intermediate Shaft - Inspect	ZZ	SERVICE ACTION						[redacted]

RO Narratives

(RO) Customer Concern:

COMPLIMENTARY 23PT INSPECTION PERFORM RECALL [redacted] AN[redacted]HICLE THAT IS LEFT MORE THAT [redacted] AFTER PERFORM RECALL RRT RRT PERFORM RECALL PLEASE USE SEAT AND FLOOR COVERS

(RO) Cause:

NA

(RO) Correction:

work done on line [redacted] p\a parts p\a parts [redacted] - [redacted] 95959597 - 95959597 used floor cover and seat cover

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES [redacted] IS CLINGING IN STEERING COLUMN.NO CONTROLS ARE WORKING ON THE [redacted] [redacted] 23MY DJ D2 STEERING COLUMN CLICKING STEERING WHEEL.

(Claim) Cause:

[redacted] DJ D2 STEERING COLUMN CLICKING CLINGING IN STEERING COLUMN

(Claim) Correction:

[redacted] DJ D2 STEERING COLUMN CLICKING REPLACED THE STEERING COLUMN SHROUD COVER

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***	$65.58	***Part***	$14.27	***Total Paid***	[redacted]

Dealer Information

[redacted]	***Name***	[redacted]	***Zone*** 70 [redacted]
Address	3400 S CUSHMAN ST , FAIRBANKS, AK 99701		

Condition Information

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

RO Narratives

(RO) Customer Concern:

COMPLIMENTARY 23PT INSPECTION PERFORM RECALL [redacted] ANY VEHICLE THAT IS LEFT MORE THAT [redacted] AFTER PERFORM RECALL RRT RRT PERFORM RECALL PLEASE USE SEAT AND FLOOR COVERS

(RO) Cause:

NA

(RO) Correction:

work done on line [redacted] p\a parts p\a parts [redacted] - [redacted] [redacted] - [redacted] used floor cover and seat cover

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES VEH IS CLINGING IN STEERING COLUMN.NO CONTROLS ARE WORKING ON THE [redacted] DJ D2 STEERING COLUMN CLICKING STEERING WHEEL.

(Claim) Cause:

[redacted] DJ D2 STEERING COLUMN CLICKING CLINGING IN STEERING COLUMN

(Claim) Correction:

[redacted] 23MY DJ D2 STEERING COLUMN CLICKING REPLACED THE STEERING COLUMN SHROUD COVER

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DD8L64 - RAM 3500 REG CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	W - Warranty	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	5,340

Expense

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

Dealer Information

Code	[redacted] **Name** [redacted]
Address	1292 WASHINGTON AVENUE HIGHWAY 60, CEDARBURG, WI 53012

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	5		78.00	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]	6		45.70	[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]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	9		140.40	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	5		78.00	$[redacted]12
[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]	[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]	[redacted]			[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[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]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		45.70	[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]	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		26.43	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

Customer Satisfaction Notification [redacted] - Dies el Exhaust Fluid ** PERFORMED [redacted] RECALL, DCU SOFTWARE UPDATED DCU [redacted] UPDATED TO [redacted] LABOR OPERATION [redacted] ([redacted]) Safety Recall [redacted] - Intake Air Grid Heater Re lay ** PERFORMED [redacted] RECALL, REPLACED INTAKE [redacted] D [redacted] RELAY LABOR OPERATION NUMBE [redacted] ([redacted]) CUSTOMER REPORTS THAT THERE ARE NO FORWARD GE ars FOUND CEL ON ALONG WITH COMPLAINT/[redacted] GEAR [redacted] INCORRECT RATIO/[redacted] [redacted] IN CORRECT RATIO/REMOVED TRANSMISSION PER SERVIC E LIBRARY/DIASSEMBLED AND INSPECTED TRANSMISS ION FINDING [redacted] CLUTCH SNAP RING DISLODGED PER TSB 21-002-232 [redacted]/PERFORMED REPAIR PER TSB

INSTRUCTIONS/OPERATING AS NORMAL AFTER REPAIR LO# REPAIR [redacted] HOURS 4.6 LO# 2 [redacted] SHAFT [redacted] HOURS 0.2 LO# SKID PLATE [redacted] LO# 4X4 EQUIPPED [redacted] ([redacted]) VEHICLE MULTIPOINT INSPECTION ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REPORTS THAT THERE ARE NO FORWARD GEARS

(Claim) Cause:

FOUND CEL ON ALONG WITH COMPLAINT/[redacted] INCORRECT RATIO/[redacted] IN CORRECT RATIO/REMOVED TRANSMISSION PER SERVIC E LIBRARY/DIASSE MBLED AND INSPECTED TRANSMISS ION FINDING K1 CLUTCH SNAP RING DISLODGED PE[redacted] B/

(Claim) Correction:

PERFORMED REPAIR PE[redacted] INSTRUCTIONS/OPERATING AS NORMAL AFTER REPAIR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28P92 - 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]	[redacted]	[redacted]	[redacted]00	***Total Paid*** [redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted] 74 [redacted]
Address	2100 30TH STREET , BOULDER, CO 80306		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	51.28	$30.02 [redacted]

RO Narratives

(RO) Customer Concern:

PERFORM FACTORY RECALL 13A [redacted] Ram Heavy Duty Grid Heater Rel VEHICLE INSPECTION

(RO) Cause:

MULTI POINT INSPECTION

(RO) Correction:

[redacted] Safety recall [redacted], ReplaceRelay, Intake Air Heater [redacted] PERFORM FACTORY [redacted] Perform vehicle inspection VEHICLE 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] 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]
Address	13500 VETERANS MEMORIAL PKWY , WENTZVILLE, MO 63385		

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Module , air suspension control	[redacted]	INTERMITTENT OPERATION	[redacted]	MODULE	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT DASH READS SELECTED RIDE HEIGHT NOT PER MITTED (SteeringSuspensionSteering Wheel Concern)

(RO) Cause:

CUSTOMER STATED AIR LIFT FOR BED NOT WORKING. CONTACTED [redacted] [redacted] CASE [redacted] AS TRUCK HAS BEEN IN BEFORE FOR SAME CONCERN.

(RO) Correction:

REPLACED ASCM PER [redacted] AFTER WRITING RIDE HEIGHTS. TESTED WITH TRUCK HOOKED TO TRAILER AND WITH 8, [redacted] MEN IN THE BED OF THE TRUCK.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT DASH READS SELECTED RIDE HEIGHT NOT PER MITTED (SteeringS

(Claim) Cause:

CUSTOMER STATED AIR LIFT FOR BED NOT WORKING. CONTACTED [redacted] [redacted] CASE [redacted]

(Claim) Correction:

REPLACED ASCM PE[redacted] AFTER WRITING RIDE HEIGHTS. TESTED WITH TRUCK HOOKED TO

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

Expense

Labor	[redacted]	***Sublet***	$97.25	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	SENSOR	1	X	92.24	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]				[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	NUT	1		1.67	[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM USED VEHICLE INSPECTION CHECK. SEARCH FOR APPLICABLE RECALLS([redacted]) AND PERFORM OIL & OIL FILTER CHANGE. INSTALL GPS LOCATOR REPLACE AIR FILTER DIESEL REPLACE CABIN AIR FILTER / / REPLACE [redacted] FUEL FILTERS / / REPLACE WIPER BLADES INSTALL WHEEL LOCKS ROTATE TIRES COMPLETE MULTIPOINT INSPECTION PERFORMED USED VEHICLE Emissions Recall [redacted] - Particulate Matter Sensor - Reprogram Particulate Matter Sensor Present, Reprograming ECM, Quicklearn, and New VECI Label ([redacted] TransmissionOnly) (1 - Semi-Skilled)

(RO) Cause:

PERFORMED TO MAINTAIN THE LIFE OF THE TIRES COMPLETE MULTIPOINT INSPECTION PERFORME[redacted] RECALL. PARTICULATE MATTER SENSOR INSTALLED, REPROGRAMMED PCM

(RO) Correction:

PERFORM USED VEHICLE INSPECTION CHECK. SEARCH FOR APPLICABLE RECALLS([redacted]) AND PERFORM OIL & OIL FILTER CHANGE. PREOWNED PERFORM USED VEHICLE INSPECTION CHECK. SEARCH FOR APPLICABLE RECALLS([redacted]) AND PERFORM OIL & OIL FILTER CHANGE. MISC. SHOP CHARGES 30071 SN: [redacted] INSTALL GPS LOCATOR REPLACE AIR FILTER DIESEL REPLACE CABIN AIR FILTER REPLACE [redacted] FUEL

FILTERS REPLACE WIPER BLADES INSTALL WHEEL LOCKS WHEEL/TIRES ROTATE TIRES COMPLETE MULTIPOINT INSPECTION PERFORMED USED VEHICLE RECALL Y43

(RO) Technical 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]	***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***	$99.42	[redacted]	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] install pm sensor,reprogram pcm and installed authorizedmodification label

(RO) Technical 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 [redacted] BIG [redacted] 4X4
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage Code***	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	[redacted] Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	51.81	$37.39 [redacted]

RO Narratives

(RO) Customer Concern:

PERFORM FACTORY RECALL [redacted]- HEAVY DUTY GRID HEATER REL CUST STATES CHECK ENGINE LIGHT WAS ON CUST STATES VEHICLE CLUNK AND KICKSOUT OF GEAR PERFORM MULTI-POINT VEHICLE INSPECTION

(RO) Cause:

.

(RO) Correction:

[redacted] Performed recall [redacted] and inspectedand replaced heavy duty heater grid relay Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) RECALL [redacted] GRID HEATER RELAY [redacted] Found no CEL or trouble codes fordrive line system. COULD NOT VERIFY CUSTOMERCOMPLAINT AT THIS TIME GENERAL CONCER[redacted] Found vehicle driving as designed,transmission shifting and working asdesigned. COULD NOT VERIFY CUSTOMER COMPLAINTAT THIS TIME GENERAL CONCERN PERFORM MULTI-POINT VEHICLE INSPECTION

(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**	D28P92 - 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	$1,200.20	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

[redacted]

Condition Information

Condition Code			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	1287.44	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	[redacted]	4		[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	9		134.18	[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]C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]	6		25.26	$158.27
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]	4		29.12	$158.27
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	GASKET	1		55.51	$158.27
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	9		134.18	$158.27

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		25.26	[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]	BOLT	4		29.12	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		55.51	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PERFORM [redacted]RECALL - [redacted] RAM HEAVY DUTY GRID HEATER RELAY. CUSTOMER STATES PERFORM Y43 RECALL - [redacted]CULATE MATTER SENSOR. [redacted] VEHICLE TOWED IN - CUSTOMER STATES THAT TRANSMISSION WILL NOT SHIFT INTO GEAR.

(RO) Cause:

VERIFIED VEHICLE HAS OPEN RECALL. VERIFIED VEHICLE HAS OPEN RECALL. TEST DROVE AND VERIFIED CUSTOMER CONCERN. CHECKED FOR FAULTS AND FOLLOWED TEST PLAN. REMOVED TRANSMISSION AND DISSASEMBLED. FOUND SNAP RING DISLODGED.

(RO) Correction:

DID NOT COMPLETE DUE TO [redacted]TS AVAILABILITY. VERIFIED VEHICLE WILL REQUIRE RELAY REPLACEMENT. DID NOT COMPLETE DUE TO [redacted]TS AVAILABILITY. VERIFIED VEHICLE WILL REQUIRE PM SENSOR REPLACEMENT AND PCM UPDATE. REPLACED SNAP RING AND ASSOCIATED COMPONENTS. REBUILT TRANSMISSION ASSEMBLY. REINSTALLED, VERIFIED FLUID LEVEL AND PERFORMED TRANSMISSION RELEARN. PERFORMED TEST DRIVE AND VERIFIED VEHICLE NOW OPERATING AS DESIGNED. ALL [redacted] THIS TIME.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE TOWED IN - CUSTOMER STATES THAT TRANSMISSION WILL NOT SHIFT INTO GEAR .

(Claim) Cause:

TEST DROVE AND VERIFIED CUSTOMER CONCERN. CHECKED FOR FAULTS AND FOLLOWED TES T PLAN. REMOVED TRANSMISSION AND DISSASEMBLED. FOUND SNAP RING DISLODGED.

(Claim) Correction:

REPLACED SNAP RING AND ASSOCIATED COMPONENTS. REBUILT TRANSMISSION ASSEMBLY. REINSTALLED, VERIFIED FLUID LEVEL AND PERFORMED TRANSMISSION RELEARN. PERFORM ED TEST DRIVE AND VERIFIED VEHICLE NOW OPERATING AS DESIGNED. ALL [redacted] THI S TIME.[redacted] [redacted] [redacted] 1.2, [redacted] .3, [redacted] 4.6,

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	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**	66 [redacted]
Address	1468 SAVANNAH HIGHWAY , CHARLESTON, SC 29407				

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	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

QUICK LEARNED TRANSMISSION

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON

(Claim) Cause:

[redacted] TORQUE CONVERTER CONTROL SOLENOID CIRCUIT PERFORMANCE

(Claim) Correction:

RAN DIAGNOSTICS AND FOUND HIGH RESISTANCE BETWEEN VALVE BODY JUMPER HARNESS A ND SOLENOIDS 6 AND 7 INSIDE VALVE BODY. TEST AND REPLACED VALVE BODY AND JUMP ER HARNESS. QUICK LEARNED TRANSMISSION AND TEST DROVE 30 [redacted]. NO FURTHER PR OBLEMS FOUND[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	DP5L94 - RAM [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***	$693.53	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted] DODGE JEEP RAM	***Zone***	6[redacted]
Address	2120 CHAPMAN RD , CHATTANOOGA, TN 37421				

Condition Information

Condition Code	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
[redacted]		Battery ; [redacted] batteries	[redacted]	BATTERY FAILED TEST	[redacted]	BATTERY	2	X	[redacted]	

RO Narratives

(RO) Customer Concern:

ELECTRICAL CONCERN PERFORM COMPLIMENTARY CROWN MULTI POINT INSPECTION.

(RO) Cause:

NA

(RO) Correction:

REPLACE MAIN BATTERY. INCLUDES BATTERY TEST. REPLACE MAIN BATTERY. INCLUDES BATTERY TEST.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE WILL NOT START

(Claim) Cause:

FOUND [redacted]H BATTERIES FAILED GR8, REPLACED [redacted] BATTERIES

(Claim) Correction:

FOUND [redacted]H BATTERIES FAILED GR8, REPLACED [redacted] BATTERIES

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP4L94 - 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]	**Part**	[redacted]	**Total Paid**	([redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	66 ORLANDO
Address	1468 SAVANNAH HIGHWAY , CHARLESTON, SC 29407				

Condition Information

Condition [redacted]	[redacted]	**Desc**	**Failure** [redacted]	**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		UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	-52.29	([redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

QUICK LEARNED TRANSMISSION

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON

(Claim) Cause:

[redacted] TORQUE CONVERTER CONTROL SOLENOID CIRCUIT PERFORMANCE

(Claim) Correction:

RAN DIAGNOSTICS AND FOUND HIGH RESISTANCE BETWEEN VALVE BODY JUMPER HARNESS A ND SOLENOIDS 6 AND 7 INSIDE VALVE BODY. TEST AND REPLACED VALVE BODY AND JUMP ER HARNESS. QUICK LEARNED TRANSMISSION AND TEST DROVE 30 [redacted]. NO FURTHER PR OBLEMS FOUND[redacted]

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

Condition Information

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

RO Narratives

(RO) Customer Concern:

filter was replaced recently only needs oil change (Change d iesel engine oil and filter synthetic oil may be required ba sed on geographic location [redacted]) PERFORM MPI AND VIDEO MULIPOINT INSPECTION

(RO) Cause:

NA

(RO) Correction:

CHANGE OIL AND FILTER PREFORMED MPI AND VIDEO INSPECTION, SENT VIDEO THROUGH [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 [redacted]
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage** [redacted]

Claim Information

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

Expense

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

Dealer Information

[redacted]	**Name**	LITHIA DODGE OF BILLINGS	[redacted]	74	[redacted]
Address	2229 KING AVENUE WEST , BILLINGS, MT 59102				

Condition Information

Condition		Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1305.20	[redacted]
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	[redacted]
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			00000NPN	FLUID	[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]	CLUTCHKIT	1	X	1305.20	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		8.18	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			00000NPN	FLUID	[redacted]			[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			00000NPN	FLUID	2		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; K1 Clutch / Input Shaft Assembly -	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[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]	NUT	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	00000NPN	FLUID	2		[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	85[redacted]ATE	State Labor Allowance			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	85[redacted]ATE	State Labor Allowance			[redacted]	NUT	1		[redacted]	[redacted]
A	85[redacted]ATE	State Labor Allowance			00000NPN	FLUID	2		[redacted]	[redacted]
A	85[redacted]ATE	State Labor Allowance			[redacted]	BOLT	6		[redacted]	[redacted]

RO Narratives

([redacted]) Customer Concern:

NA

([redacted]) Cause:

NA

([redacted]) Correction:

NA

([redacted]) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE TRANSMISSION IS SLIPPING AND NOW MOVING

(Claim) Cause:

[redacted] SNAP RING

(Claim) Correction:

HAS GEAR RATIO ERRO[redacted] [redacted] AND [redacted], SYMPTOMS OF BROKEN K1 SNAP RING.REMO VED TRANSMISSION AND DISASSEMBLED, FOUND K1 SNAP RING LOOSE AND CLUTCHES FEL L OUT OF DRUM, DRUM SNAP RING GROOVE IS NOT MACHINED PROPERLY, REPLACED K1 D RUM ASSEMBLY AND REASSEMBLED THE REST OF THE TRANSMISSION, REINSTALLED USING NEW TORQUE CONVERTOR BOLTS, FILLED FLUID AND CLEARED DTCS, TEST DROVE [redacted] LES AND VERIFIED WORKING PROPERLY

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP4L94 - 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	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	1468 SAVANNAH HIGHWAY , CHARLESTON, SC 29407		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	SNAP RING	1		10.41	$30.58
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	[redacted] RING	1	X	11.91	$30.58
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	[redacted] RING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	WASHER	1		8.08	$30.58
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]	[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] RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted]	ZZ	SERVICE ACTION	[redacted]	[redacted] RING	1		6.83	$672.80

		Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
C	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BODY ASSY	1	X	[redacted]	
C	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	WIRING	1		[redacted]	
C	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	2		[redacted]	
C	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	BODY ASSY	1	X	[redacted]	
C	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE SO	[redacted]	WIRING	1		[redacted]	
C	[redacted]	[redacted] Body ; [redacted] body - Replace - [redacted] (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	2		[redacted]	
C	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BODY ASSY	1	X	[redacted]	
C	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	WIRING	1		[redacted]	
C	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	FLUID AFT	2		[redacted]	
B	1860F2AP	[redacted] Backup Flash - Radio ; Radio, Check Software Level and Perform Update	CC	SENDING UNITS/SENSORS						

RO Narratives

(RO) Customer Concern:

[redacted] [redacted] AISIN TRANSMISSION [redacted] INOP (RSU 2) [redacted] DTDSHDCC RADIO [redacted] USB SOFTWARE U (R SU 1) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) Customer states CHECK [redacted] LIGHT IS ON CHANGE OIL AND FILTER FOR DIESEL TRUCK [redacted] INSPECTION

(RO) Cause:

RRT RRT RECALL [redacted] TORQUE CONVERTER CONTROL SOLENOID CIRCUIT PERFORMANCE COMPLEMENTARY INSPECTION

(RO) Correction:

REPLACED INPUT SHAFT [redacted] RING [redacted] .3 FLASHED RADIO [redacted] REPLACED RELAY [redacted] RAN DIAGNOSTICS AND FOUND HIGH RESISTANCE BETWEEN VALVE BODY JUMPER HARNESS AND SOLENOIDS 6 AND 7 INSIDE VALVE BODY. TEST AND REPLACED VALVE BODY AND JUMPER HARNESS. QUICK LEARNED TRANSMISSION AND TEST DROVE [redacted]. NO FURTHER PROBLEMS FOUND. 21550233 .8 [redacted] COMPLETED PERFORM [redacted] COMPLEMENTARY INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS O [redacted] AISIN TRANSMISSION GEARS 1-4 INOP ([redacted] [redacted] DTDSHDCC RADIO [redacted] USB SOFTWARE U[redacted]

(Claim) Cause:

OPEN [redacted] TORQUE CONVERTER CONTROL SOLENOID CIRCUIT PERFORMANCE

(Claim) Correction:

FLASHED RADIO [redacted] RAN DIAGNOSTICS AND FOUND HIGH RESISTANCE BETWEEN VALVE BODY JUMPER HARNESS A REPLACED INPUT SHAFT [redacted] RING [redacted] ND SOLENOIDS 6 AND 7 INSIDE VALV BODY. TEST AND REPLACED VALVE BODY AND JUMP ER HARNESS. QUICK LEARNED TRANSMISSION AND TEST DROV[redacted]. NO FURTHER PR OBLEMS FOUND. 21550233 .8 [redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	66 [redacted]
Address	1468 SAVANNAH HIGHWAY , CHARLESTON, SC 29407				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	TCM Quick Learn ; [redacted] 55RFE, [redacted] Transmissions only	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

QUICK LEARNED TRANSMISSION

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON

(Claim) Cause:

[redacted] TORQUE CONVERTER CONTROL SOLENOID CIRCUIT PERFORMANCE

(Claim) Correction:

RAN DIAGNOSTICS AND FOUND HIGH RESISTANCE BETWEEN VALVE BODY JUMPER HARNESS A ND SOLENOIDS 6 AND 7 INSIDE VALVE BODY. TEST AND REPLACED VALVE BODY AND JUMP ER HARNESS. QUICK LEARNED TRANSMISSION AND TEST DROVE 30 [redacted]. NO FURTHER PR OBLEMS FOUND[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	S - Safety (Recalls)	***Repair Date***	[redacted]
Claim Status	Paid	***Mileage (Miles)***	[redacted]

Expense

Labor	[redacted]	***Sublet***	$171.25	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]		[redacted]	***Failure***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	107.36	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			[redacted]	
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]3AA	[redacted]	1		[redacted]	
[redacted]		Safety Recall [redacted]- Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUST STATES MALFUNTION INDICATOR LAMP IS ON. WARRA RECALL RECALL ELECTRICAL SYSTEMS CONCERN LOANER VEHICLE

(RO) Cause:

NA

(RO) Correction:

found harness clips broken.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RECALL [redacted] RECALL 13A

(Claim) Cause:

RECALL [redacted] RECALL 13A

(Claim) Correction:

PERFORMED RECALL TO INSTALL PM SENSOR AND UPDATE PCM [redacted] TO [redacted] PERFORMED RECALL TO REPLACE GRID HEATER RELAY. J [redacted]

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	$1,808.91	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]		Engine, complete ; Running Board/Tube Step equipped		[redacted]	ADHESIVE	[redacted]			
[redacted]		Engine, complete ; Running Board/Tube Step equipped		[redacted]	ANTIFREEZ	[redacted]			
[redacted]		Engine, complete ; Running Board/Tube Step equipped		[redacted]	PUSHROD	9		[redacted]	
[redacted]		Engine, complete ; Running Board/Tube Step equipped		[redacted]	PUSHROD	3		189.03	[redacted]
[redacted]		Engine, complete ; Running Board/Tube Step equipped		[redacted]	FILTER	1		26.29	[redacted]
[redacted]		Engine, complete ; Running Board/Tube Step equipped		[redacted]	[redacted]	[redacted]		1042.27	[redacted]
[redacted]		Engine, complete ; Running Board/Tube Step equipped		[redacted]	GASKET	1		413.75	[redacted]
[redacted]		Engine, complete ; Running Board/Tube Step equipped		[redacted]A	OIL	[redacted]		[redacted]	[redacted]
[redacted]		Engine, complete ; Running Board/Tube Step equipped		[redacted]	TAPPET	9	X	[redacted]	
[redacted]		Engine, complete ; Running Board/Tube Step equipped		[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]		Engine, complete ; Running Board/Tube Step equipped		68282010AA	GASKET	1		[redacted]	
[redacted]		Engine, complete ; Running Board/Tube Step equipped		[redacted]	GASKET	[redacted]			
[redacted]		Engine, complete ; Running Board/Tube Step equipped		[redacted]	CAMSHAFT	1		947.52	[redacted]
A	09050116	Camshaft ; [redacted] diesel engine		[redacted]	ADHESIVE	1		12.95	$0.00
[redacted]		Camshaft ; 6.7 liter diesel engine		[redacted]	ANTIFREEZ	[redacted]			

A	[redacted]	Camshaft ; [redacted] diesel engine			[redacted]	PUSHROD	9		567.09	[redacted]
A	[redacted]	Camshaft ; [redacted] diesel engine			[redacted]	PUSHROD	3		189.03	[redacted]
A	[redacted]	Camshaft ; [redacted] diesel engine			[redacted]	FILTER	1		26.29	[redacted]
A	[redacted]	Camshaft ; [redacted] diesel engine			[redacted]	[redacted]	6		[redacted]	
A	[redacted]	Camshaft ; [redacted] diesel engine			[redacted]	GASKET	1		413.75	[redacted]
A	[redacted]	Camshaft ; [redacted] diesel engine			[redacted]	OIL	3		[redacted]	
A	[redacted]	Camshaft ; [redacted] diesel engine			[redacted]	[redacted]	[redacted]		[redacted]	
A	[redacted]	Camshaft ; [redacted] diesel engine			[redacted]	[redacted]	3		[redacted]	[redacted]
A	[redacted]	Camshaft ; [redacted] diesel engine			[redacted]	GASKET	1		70.99	[redacted]
A	[redacted]	Camshaft ; [redacted] diesel engine			[redacted]	GASKET	1		62.54	[redacted]
A	[redacted]	Camshaft ; [redacted] diesel engine			[redacted]	CAMSHAFT	1		947.52	[redacted]
A	[redacted]	Rings, Piston ; [redacted] / AWD Equipped			[redacted]	ADHESIVE	1		12.95	[redacted]
A	[redacted]	Rings, Piston ; [redacted] / AWD Equipped			[redacted]	ANTIFREEZ	2		45.80	[redacted]
A	[redacted]	Rings, Piston ; [redacted] / AWD Equipped			[redacted]	PUSHROD	9		567.09	[redacted]
A	[redacted]	Rings, Piston ; [redacted] / AWD Equipped			[redacted]	PUSHROD	3		189.03	[redacted]
A	[redacted]	Rings, Piston ; [redacted] / AWD Equipped			[redacted]	FILTER	1		26.29	[redacted]
A	[redacted]	Rings, Piston ; [redacted] / AWD Equipped			[redacted]	[redacted]				[redacted]
A	[redacted]	Rings, Piston ; [redacted] / AWD Equipped			[redacted]	GASKET	1		413.75	[redacted]
A	[redacted]	Rings, Piston ; [redacted] / AWD Equipped			[redacted]	OIL	3		[redacted]	[redacted]
A	[redacted]	Rings, Piston ; [redacted] / AWD Equipped			[redacted]	[redacted]				[redacted]
A	[redacted]	Rings, Piston ; [redacted] / AWD Equipped			[redacted]	[redacted]	3		[redacted]	
A	[redacted]	Rings, Piston ; [redacted] / AWD Equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Rings, Piston ; [redacted] / AWD Equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Rings, Piston ; [redacted] / AWD Equipped			[redacted]	CAMSHAFT	1		947.52	[redacted]
A	[redacted]	Rod, valve push ; [redacted] diesel engine-all			[redacted]	ADHESIVE	1		[redacted]	
A	[redacted]	Rod, valve push ; [redacted] diesel engine-all			[redacted]	ANTIFREEZ	2		45.80	[redacted]
A	[redacted]	Rod, valve push ; [redacted] diesel engine-all			[redacted]	PUSHROD	9		567.09	[redacted]
A	[redacted]	Rod, valve push ; [redacted] diesel engine-all			[redacted]	PUSHROD	3		189.03	[redacted]
A	[redacted]	Rod, valve push ; [redacted] diesel engine-all			[redacted]	FILTER	1		26.29	[redacted]
A	[redacted]	Rod, valve push ; [redacted] diesel engine-all			[redacted]	[redacted]				[redacted]
A	[redacted]	Rod, valve push ; [redacted] diesel engine-all			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Rod, valve push ; [redacted] diesel engine-all			[redacted]	OIL	3		[redacted]	[redacted]
A	[redacted]	Rod, valve push ; [redacted] diesel engine-all			[redacted]	[redacted]	9	X	726.27	[redacted]
A	[redacted]	Rod, valve push ; [redacted] diesel engine-all			[redacted]	[redacted]	3		[redacted]	[redacted]
A	[redacted]	Rod, valve push ; [redacted] diesel engine-all			[redacted]	GASKET	1		70.99	[redacted]
A	[redacted]	Rod, valve push ; [redacted] diesel engine-all			[redacted]	GASKET	1		62.54	[redacted]

A	[redacted]	Rod, valve push ; 6.7 liter diesel engine-all			[redacted]	CAMSHAFT	1		[redacted]	
A	[redacted]	Arm, valve rocker ; 6.7 liter diesel engine - All			[redacted]	ADHESIVE	1		[redacted]	
A	[redacted]	Arm, valve rocker ; 6.7 liter diesel engine - All			[redacted]	ANTIFREEZ	2		[redacted]	
A	[redacted]	Arm, valve rocker ; 6.7 liter diesel engine - All			[redacted]	PUSHROD	9		[redacted]	
A	[redacted]	Arm, valve rocker ; 6.7 liter diesel engine - All			[redacted]	PUSHROD	3		[redacted]	
A	[redacted]	Arm, valve rocker ; 6.7 liter diesel engine - All			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Arm, valve rocker ; 6.7 liter diesel engine - All			[redacted]	ARM	6		[redacted]	
A	[redacted]	Arm, valve rocker ; 6.7 liter diesel engine - All			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Arm, valve rocker ; 6.7 liter diesel engine - All			[redacted]	OIL	3		[redacted]	
A	[redacted]	Arm, valve rocker ; 6.7 liter diesel engine - All			[redacted]	TAPPET	9	X	[redacted]	
A	[redacted]	Arm, valve rocker ; 6.7 liter diesel engine - All			[redacted]	TAPPET	3		[redacted]	
A	[redacted]	Arm, valve rocker ; 6.7 liter diesel engine - All			68282010AA	GASKET	1		[redacted]	
A	[redacted]	Arm, valve rocker ; 6.7 liter diesel engine - All			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Arm, valve rocker ; 6.7 liter diesel engine - All			[redacted]	CAMSHAFT	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] diesel engine - [redacted] Cylinder, Hydraulic Lash Adjuster(s)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	ADHESIVE	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] diesel engine - [redacted] Cylinder, Hydraulic Lash Adjuster(s)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	ANTIFREEZ	2		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] diesel engine - [redacted] Cylinder, Hydraulic Lash Adjuster(s)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	PUSHROD	9		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] diesel engine - [redacted] Cylinder, Hydraulic Lash Adjuster(s)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	PUSHROD	3		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] diesel engine - [redacted] Cylinder, Hydraulic Lash Adjuster(s)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FILTER	1		26.29	[redacted]
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] diesel engine - [redacted] Cylinder, Hydraulic Lash Adjuster(s)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	ARM	6		1042.27	[redacted]
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] diesel engine - [redacted] Cylinder, Hydraulic Lash Adjuster(s)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] diesel engine - [redacted] Cylinder, Hydraulic Lash Adjuster(s)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	OIL	3		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] diesel engine - [redacted] Cylinder, Hydraulic Lash Adjuster(s)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TAPPET	9	X	[redacted]	[redacted]

A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] diesel engine - One Cylinder, Hydraulic Lash Adjuster(s)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TAPPET	3		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] diesel engine - One Cylinder, Hydraulic Lash Adjuster(s)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] diesel engine - One Cylinder, Hydraulic Lash Adjuster(s)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		62.54	$1,130.57
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] diesel engine - One Cylinder, Hydraulic Lash Adjuster(s)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	CAMSHAFT	1		947.52	$1,130.57
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	ADHESIVE	1		[redacted]	[redacted]
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] - [redacted]			[redacted]	ADHESIVE	1		[redacted]	[redacted]
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	ADHESIVE	1		[redacted]	[redacted]
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	ADHESIVE	1		[redacted]	[redacted]
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] - [redacted]			[redacted]	ADHESIVE	1		[redacted]	[redacted]
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] - [redacted]			[redacted]	[redacted]	2		[redacted]	[redacted]
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] - [redacted]			[redacted]	[redacted]	2		[redacted]	[redacted]
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] - [redacted]			[redacted]	[redacted]	2		[redacted]	[redacted]
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] - [redacted]			[redacted]	[redacted]	2		[redacted]	[redacted]
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] - [redacted]			[redacted]	[redacted]	2		[redacted]	[redacted]
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] - [redacted]			[redacted]	PUSHROD	9		[redacted]	[redacted]
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] - [redacted]			[redacted]	PUSHROD	9		[redacted]	[redacted]
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] - [redacted]			[redacted]	PUSHROD	9		[redacted]	[redacted]

A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	PUSHROD	9		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	PUSHROD	9		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	PUSHROD	3		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	PUSHROD	3		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	PUSHROD	3		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	PUSHROD	3		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	ARM	6		[redacted]	[redacted]
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	ARM	6		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	ARM	6		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	ARM	6		[redacted]	[redacted]
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	ARM	6		[redacted]	[redacted]
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	GASKET	1		[redacted]	

A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	OIL	3		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	OIL	3		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	OIL	3		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	OIL	3		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	OIL	3		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	[redacted]	9	X	[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	[redacted]	9	X	[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	[redacted]	9	X	[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	[redacted]	9	X	[redacted]	[redacted]
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	[redacted]	9	X	[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	[redacted]	3		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; [redacted] - [redacted]			[redacted]	[redacted]	3		[redacted]	[redacted]
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	[redacted]	3		[redacted]	[redacted]
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	[redacted]	3		[redacted]	[redacted]

A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	TAPPET	3		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Hydraulic Lash Adjuster(s) ; 6.7 liter - [redacted]			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	ADHESIVE	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	ANTIFREEZ	2		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	PUSHROD	9		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	PUSHROD	3		[redacted]	[redacted]

A	[redacted]	[redacted] ; High Line Vehicles			[redacted]	FILTER	1		26.29	[redacted]
A	[redacted]	[redacted] ; High Line			[redacted]	ARM	[redacted]			[redacted]
A	[redacted]	[redacted] ; High Line			[redacted]	GASKET	1		413.75	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	OIL	[redacted]			[redacted]
A	[redacted]	[redacted] ; High Line			[redacted]	TAPPET	9	X	[redacted]	[redacted]
A	[redacted]	[redacted] ; High Line			[redacted]	TAPPET	3		242.09	[redacted]
A	[redacted]	[redacted] ; High Line			[redacted]	GASKET	1		70.99	[redacted]
A	[redacted]	[redacted] ; High Line			[redacted]	GASKET	1		62.54	[redacted]
A	[redacted]	[redacted] ; High Line			[redacted]	[redacted]	1		947.52	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

EXCESSIVE WEAR . THANKS

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE HAS A LOUD TICKING NOISE COMING FROM THE ENGINE, CHEC K AND ADVISE

(Claim) Cause:

CHECKED AND VERIFIED CONCERN AT THIS TIME WITH REMOVAL OF VALVE COVER IT WAS F OUND THE ROCKER AND PUSHROD TO HAVE SCARRING . RECOMMEND REPLACEMENT OF ROCKE R ASSEMBLIES AND PUSHRODS AT THIS TIME SOP [redacted] LIFTERS ,PUSHRODS SOP P ARTS ORDERED [redacted] JH [redacted]

(Claim) Correction:

FOLLOWED SERVICE INSTRUCTIONS, DISCHARGED A/C, DRAINED FLUIDS, REMOVED MISC C OMPONENTS TO ENABLE CAB REMOVAL, REMOVED PASSENGER CABIN. REMOVED ACCESORIES, TIMING COVER, VALVE COVER, REMOVED ROCKERS AND PUSH RODS, USED SPECIAL TOOLS TO CAPTURE LIFTERS, REMOVED [redacted], REMOVED LIFTERS. INSTALLED NEW LIFTER S, INSTALLED NEW [redacted], INSTALLED NEW PUSH RODS AND ROCKERS, TIGHTENED FOL LOWING TORQUE PROCEDURE. REASSEMBLED ALL PREVIOUSLY REMOVED COMPONENTS. RECHA RGED A/C, FILLED AND BLED COOLING SYSTEM, REPLACED OIL FILTER AND FILLED OIL . TEST DROVE, FOUND NO TICKING, ALL OPERATING AS DESIGNED

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	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**	TOMBALL DODGE INC	[redacted]	[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 - Schedule B ; To be used [redacted] Intervals	MC	MAINTENANCE CARE						[redacted]
[redacted]	Maintenance Allowance ; Fixed Cost Maintenance								[redacted]

RO Narratives

(RO) Customer Concern:

CHANGE OIL AND FILTER REPLACE FUEL FILTERS [redacted] INSPECTION

(RO) Cause:

E

(RO) Correction:

[redacted] DIESEL OIL CHANGE [redacted] OIL CHANGECOMPLETE CHANGE OIL AND FILTER [redacted] FUEL FILTER REPLACEMENT [redacted] REPLACED REPLACE FUEL FILTERS [redacted] [redacted] INSPECTION [redacted] 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]	BIG [redacted]	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**	$64.77	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	66 [redacted]
Address	2301 - 34TH STREET NORTH , ST PETERSBURG, FL 33713				

Condition Information

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

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Automatic Transmission Concern [Customer States vehicle will not drive forward at times. When it does it feels like its in [redacted] will drive in reverse with little issues. Check and advise] RSU 1 [[redacted] AISIN TRANSMISSION GEARS 1-4 INOP **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] RENTAL

(RO) Cause:

. . . .

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) EXPRESS LANE MULTI POINT INSPECTION [redacted] INTERNAL TRANS FAILURE. AFTER [redacted] WAS PERFORMED. TRANS WOULD NOTQUICKLEARN CORRECTLY. AND ON ROADTEST, TRANSWOULD SLIP SHIFT INTO [redacted] AND [redacted]. REMOVETRANS FOR INSPECTION. EXCESSIVE METAL INTRANS PAN. CHECK RECALL. PERFORMED CORRECTLY.REPLACE TRANS WITH NEW UNIT. REPROGRAM TCM,PERFORM QUICKLEARN PROCEDURE. ROADTEST,SHIFTING GOOD NOW. Transmission, Replace - automatic - Replace AS68RC/AS69RC (3 - HighlySkilled) LOP [redacted] 4x4 Equipped Skid Plate Equipped Pan, Oil - Replace or Reseal - Replace or Reseal Aisin Transmission(1 - Semi-Skilled) 4x4 Equipped Skid Plate Equipped [redacted] K1 Clutch /Input ShaftAssembly - Inspect andReplaceSub-Assembly(3 - Highly Skilled)2 -Transmission andTransfer Case [redacted] [redacted] prop shaft [redacted] skid plate [redacted] [redacted] defequipped [redacted]-60 [redacted] 4x4 equipped Transmission, Remove and install for recondition - AS68RC/AS69RC K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) LOP [redacted] LOP [redacted] LOP [redacted] LOP [redacted] [redacted] 20 performed [redacted] recall [redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay ([redacted]) RENTAL [redacted] RENTAL SUBLET REPAIRS

(RO) Technical Notes:

ORDER # [redacted] ERY RECI EPT TO SUPPORT EXTENSIVE RENTAL. THANK YOU FROM THE [redacted] WARRANTY CONTACT CEN TER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT WCC AGENT [redacted] [redacted] INCLUDE [redacted] & CONCERN. INTERNAL TRANSMISSION FAILURE K YOU.

[redacted] Narratives

(Claim) Customer Concern:

[CUSTOMER STATES VEHICLE WILL NOT DRIVE FORWARD AT TIMES. WHEN IT DOES IT FEE LS LIKE ITS IN [redacted] WILL DRIVE IN REVERSE WITH LITTLE ISSUES. CHECK A ND ADVISE]

(Claim) Cause:

AFTER [redacted] WAS PERFORMED. TRANS WOULD NOT QUICKLEARN CORRECTLY. AND ON ROADTEST, TRANS WOULD SLIP SHIFT INTO [redacted] AND [redacted]. REMOVE TRANS FOR INSPEC TION. EXCESSIVE METAL IN TRANS PAN. CHECK RECALL. PERFORMED CORRECTLY. INTERN AL TRANSMISSION FAILURE.

(Claim) Correction:

REPLACE TRANS WITH NEW UNIT. REPROGRAM TCM, PERFORM QUICK LEARN PROCEDURE. RO AD TEST, SHIFTING GOOD NOW.

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	$1,262.98	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	66	[redacted]
Address	2301 - 34TH STREET NORTH , ST PETERSBURG, FL 33713					

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1513.95	$114.82
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	6		105.19	$114.82
[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	1513.95	$229.63
[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	6		105.19	$229.63
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[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] 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]	FLUID AFT	6		105.19	$38.27
[redacted]		Transmission, Remove and install for recondition - [redacted] ; K1 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]	CLUTCHKIT	1	X	1513.95	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	6		105.19	[redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
[[redacted] AISIN TRANSMISSION GEARS 1-4 INOP **]

(Claim) Cause:
PERFORME[redacted]

(Claim) Correction:
[redacted] CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBLY - TRANSMIS SION AND TRANSFER CASE

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]		[redacted]		**Name**	[redacted]	**Zone**	66 [redacted]
Address	2301 - 34TH STREET NORTH , ST PETERSBURG, FL 33713						

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]T	1		58.58	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]T	1		58.58	$746.30
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]	
[redacted]		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]T	1		58.58	[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Pan, Oil - Replace or Reseal ; [redacted] Transmission			[redacted]	[redacted]T	[redacted]			
A	[redacted]	Pan, Oil - Replace or Reseal ; [redacted] Transmission			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Pan, Oil - Replace or Reseal ; [redacted] Transmission			[redacted]	[redacted]			[redacted]	
A	[redacted]	Loaner Car ; [redacted] Car			[redacted]	[redacted]T	1		58.58	[redacted]
A	[redacted]	Loaner Car ; [redacted] Car			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; [redacted] Car			[redacted]	BOLT	6		29.70	[redacted]
A	95400142	Loaner Car ; High Line Vehicles			[redacted]	[redacted]T	1		58.58	$2,050.00

A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	[redacted] ; High Line			[redacted]	BOLT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Automatic Transmission Concern [Customer States vehicle will not drive forward at times. When it does it feels like its in [redacted] will drive in reverse with little issues. Check and advise] [redacted] 1 [redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] RENTAL

(RO) Cause:

. . . .

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) EXPRESS LANE MULTI POINT INSPECTION [redacted] INTERNAL TRANS FAILURE. AFTER [redacted] WAS PERFORMED. TRANS WOULD NOTQUICKLEARN CORRECTLY. AND ON ROADTEST, TRANSWOULD SLIP SHIFT INTO [redacted] AND [redacted]. REMOVETRANS FOR INSPECTION. EXCESSIVE METAL INTRANS PAN. CHECK RECALL. PERFORMED CORRECTLY.REPLACE TRANS WITH NEW [redacted]. REPROGRAM TCM,PERFORM QUICKLEARN PROCEDURE. ROADTEST,SHIFTING GOOD NOW. Transmission, Replace - automatic - Replace [redacted]C (3 - HighlySkilled) [redacted] Equipped Skid Plate Equipped Pan, Oil - Replace or Reseal - Replace or Reseal Aisin Transmission(1 - Semi-Skilled) [redacted] Equipped Skid Plate Equipped [redacted] K1 Clutch /Input ShaftAssembly - Inspect andReplaceSub-Assembly(3 - Highly Skilled) [redacted] Transmission and Transfer Case [redacted] 0A-[redacted] prop shaft [redacted] skid plate [redacted] defequipped [redacted] 0A-[redacted] equipped Transmission, Remove and install for recondition - [redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] performed [redacted] recall [redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay ([redacted] Skilled) RENTAL [redacted] RENTAL SUBLET REPAIRS

(RO) Technical Notes:

ORDER # [redacted] ERY RECI EPT TO SUPPORT EXTENSIVE RENTAL. THANK YOU FROM THE FCA WARRANTY CONTACT CEN TER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT WCC AGENT [redacted] [redacted] INCLUDE VIN & CONCERN. INTERNAL TRANSMISSION FAILURE K YOU.

GCS Narratives

(Claim) Customer Concern:

[CUSTOMER STATES VEHICLE WILL NOT DRIVE FORWARD AT TIMES. WHEN IT DOES IT FEE LS LIKE ITS IN [redacted] WILL DRIVE IN REVERSE WITH LITTLE ISSUES. CHECK A ND ADVISE]

(Claim) Cause:

AFTER [redacted] WAS PERFORMED. TRANS WOULD NOT QUICKLEARN CORRECTLY. AND ON ROADTEST, TRANS WOULD SLIP SHIFT INTO [redacted] AND [redacted]. REMOVE TRANS FOR INSPEC TION. EXCESSIVE METAL IN TRANS PAN. CHECK RECALL. PERFORMED CORRECTLY. INTERN AL TRANSMISSION FAILURE.

(Claim) Correction:

REPLACE TRANS WITH NEW [redacted]. REPROGRAM TCM, PERFORM QUICK LEARN PROCEDURE. RO AD TEST, SHIFTING GOOD NOW.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	**Name**	[redacted]	**Zone** [redacted]
Address	2120 CHAPMAN RD , CHATTANOOGA, TN 37421		

Condition Information

Condition	[redacted]	Desc	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		294.[redacted]	$117.29
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	INDICATOR	1		55.25	$117.29
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		163.50	$117.29
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	INDICATOR	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	INDICATOR	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]			[redacted]	[redacted]	1		163.50	$39.10

		propeller shaft equipped								
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	9163.17	$117.29
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		[redacted]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	INDICATOR	1		[redacted]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	LINESASSY	1		163.50	$117.29
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - [redacted]-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - [redacted]-Skilled)			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - [redacted]-Skilled)			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - [redacted]-Skilled)			[redacted]	INDICATOR	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - [redacted]-Skilled)			[redacted]	LINESASSY	1		163.50	$136.84
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	INDICATOR	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	LINESASSY	1		163.50	$351.86
A	[redacted]	A/C Performance Test, recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	A/C Performance Test, recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair			[redacted]	BOLT	6		[redacted]	
A	[redacted]	A/C Performance Test, recovery and recharge ; Note: Powertrain - This operation is used			[redacted]	COOLER	1		[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]C	INDICATOR	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]	LINESASSY	1		[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM COMPLIMENTARY CROWN MULTI POINT INSPECTION.

(RO) Cause:

NA

(RO) Correction:

CUSTOMER STATES THE TRANS SHIFTS HARD WITHOUT A TRAILER ATTACHED AND NOT AT ALL WITH TRAILER ATTACHED. just had valve body replaced PROVIDED SHUTTLE SERVICE TO GUEST DURING VISIT.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION SHIFTING HARD

(Claim) Cause:

[redacted] [redacted] RETURNED..TRANSMISSION HAD [redacted] PAN AND IS SHIFTING AHRSH, ALREA DY HAD K1 CLUTCH RING REPLACED, THEN REPLACED VALVE BODY, PER STAR RECOMMEND ATION REPLACED TRANSMISSION..REMOVED AND REPLACED TRANSMISSION INSTALLED WIT H NEW TORQUE CONVERTER BOLTS REMOVED ANDREPLACED OIL COOLER AND LINES SET FLUI D LEVEL TO SPEC AND PERFORMED QUICKLEARN PROCEDURE TEST DROVE TRANSMISSION N OW SHIFTS SMOOTHLY THROUGH ALL GEARS

(Claim) Correction:

TRANSMISSION HAD [redacted] PAN AND IS SHIFTING AHRSH, ALREADY HAD K1 CLUTCH RIN G REPLACED, THEN REPLACED VALVE BODY, PER STAR RECOMMENDATION REPLACED TRANS MISSION..REMOVED AND REPLACED TRANSMISSION INSTALLED WITH NEW TORQUE CONVERTER BOLTS REMOVED ANDREPLACED OIL COOLER AND LINES SET FLUID LEVEL TO SPEC AND PERFORMED QUICKLEARN PROCEDURE TEST DROVE TRANSMISSION NOW SHIFTS SMOOTHLY T HROUGH ALL GEARS

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted]	[redacted]	
Build Date	[redacted]	**Plant**	[redacted]		**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**	$113.37	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	107.53	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]3AA	NUT	1		[redacted]	
A	[redacted]	Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM RECALL [redacted] DIESEL PM SENSOR [redacted] CERN[redacted]1AACERN[redacted]3AA (RECALLS) Customer States service engine light turn on check and advis e (IndicatorWarning Lights Concern) Customer States exhaust filter full power reduced mode warni ng light on check and advise (Exhaust System Concern) Emissions Recall [redacted] - [redacted]culate Matter Sensor (Recall1) (Check Tire Pressure) (Multi-point inspection) (Car Wash) customer request tire repair has nail left rear outer tire.

(RO) Cause:

TECH PULLED PCM CODE [redacted] CODE DI NOT COME BACK ON AT THIS TIME. TECH PERFORMED FLOW CHART AND #1 INJECTOR NUT IS WITHIN SPEC TECH FOUND FUEL INJECTOR HAS INTERNAL FAILURE ?

(RO) Correction:

Install PM sensor and reprogram [redacted] Authorized Modifications Label([redacted] Transmission Equipped TECH REMOVED AND REPLACED #1 FUEL INJECTOR AND CONNECTOR ALONG WITH FUEL LINE TUBE, TECH CLEARED CODES AND TEST DROVE VEHICLE CHECK ENGINE LIGHT NOR [redacted] LOP [redacted] TECH UNBALE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME. SEE LINE [redacted] INFLATED TO MANUFACTURER RECOMMENDED PRESSURE MULTIPOINT

INSPECTION COMPLETED ENGIEN OIL LEVEL IS [redacted] OVER FILLED. PERFORMED CAR WASH SUBLET OUT.LES SCHWAB TIRE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

SERVICE ENGINE LIGHT TURN ON

(Claim) Cause:

TECH PULLED PCM CODE [redacted] CODE DI NOT COME BACK ON AT THIS TIME. TECH PE RFORMED FLOW CHART AND #1 INJECTOR NUT IS WITHIN SPEC TECH FOUND FUEL INJECTO R HAS INTERNAL FAILURE

(Claim) Correction:

TECH REMOVED AND REPLACED #1 FUEL INJECTOR AND CONNECTOR ALONG WITH FUEL LINE TUBE, TECH CLEARED CODES AND TEST DROVE VEHICLE CHECK ENGINE LIGHT [redacted] LOP# [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500	[redacted]	CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY	[redacted]	**Coverage**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$3,554.48	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]			Failure [redacted]	Failure [redacted]	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]		Injector, Fuel ; [redacted] primary labor operation			[redacted]	INJECTOR	1	X	[redacted]	
[redacted]		Injector, Fuel ; 6.[redacted] primary labor operation			[redacted]	CONNECTOR	1		222.29	[redacted]
[redacted]		Injector, Fuel ; 6.[redacted] primary labor operation			[redacted]	TUBE	1		335.28	[redacted]
[redacted]		Injector, Fuel ; 6.[redacted] primary labor operation			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 1 - 6.7 [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	INJECTOR	1	X	[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 1 - 6.7 [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	CONNECTOR	[redacted]			[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 1 - 6.7 [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	TUBE	1		335.28	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 1 - 6.7 [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	GASKET	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM RECALL [redacted] DIESEL PM SENSOR [redacted] CERN[redacted]1AACERN[redacted]BAA (RECALLS) Customer States service engine light turn on check and advis e (IndicatorWarning Lights Concern) Customer States exhaust filter full power reduced mode warni ng light on check and advise (Exhaust System Concern) Emissions Recall [redacted] - [redacted]culate Matter Sensor (Recall1) (Check Tire Pressure) (Multi-point inspection) (Car Wash) customer request tire repair has nail left rear outer tire.

(RO) Cause:

TECH PULLED PCM CODE [redacted] DI NOT COME BACK ON AT THIS TIME. TECH PERFORMED FLOW CHART AND #1 INJECTOR NUT IS WITHIN SPEC TECH FOUND FUEL INJECTOR HAS INTERNAL FAILURE ?

(RO) Correction:

Install PM sensor and reprogram [redacted] Authorized Modifications Label([redacted] Transmission Equipped TECH REMOVED AND REPLACED #1 FUEL INJECTOR AND CONNECTOR ALONG WITH FUEL LINE TUBE, TECH CLEARED CODES AND

TEST DROVE VEHICLE CHECK ENGINE LIGHT [redacted] LOP[redacted] TECH UNBALE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME. SEE LINE [redacted] INFLATED TO MANUFACTURER RECOMMENDED PRESSURE MULTIPOINT INSPECTION COMPLETED ENGIEN OIL LEVEL IS [redacted] OVER FILLED. PERFORMED CAR WASH SUBLET OUT.LES SCHWAB TIRE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

SERVICE ENGINE LIGHT TURN ON

(Claim) Cause:

TECH PULLED PCM CODE [redacted] CODE DI NOT COME BACK ON AT THIS TIME. TECH PE RFORMED FLOW CHART AND #1 INJECTOR NUT IS WITHIN SPEC TECH FOUND FUEL INJECTO R HAS INTERNAL FAILURE

(Claim) Correction:

TECH REMOVED AND REPLACED #1 FUEL INJECTOR AND CONNECTOR ALONG WITH FUEL LINE TUBE, TECH CLEARED CODES AND TEST DROVE VEHICLE CHECK ENGINE LIGHT [redacted] LOP[redacted]

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**	$174.60	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	RANDOLPH CHRYSLER JEEP INC	**Zone**	32 [redacted]
Address	572 SOUTH MAIN ST , RANDOLPH, MA 02368				

Condition Information

Condition Code	[redacted]	[redacted] Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted] - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	SENSOR	[redacted]	[redacted]	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	LABEL	1		[redacted]
A	[redacted]	Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]	2		[redacted]
[redacted]		Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	RELAY	[redacted]	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Emissions Recall [redacted] - [redacted]culate Matter Sensor (Recall Cus tomer Satisfaction Notification 2) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) (Replace [redacted] fuel filters) Customer States check engine light is on Please check and ad vise (05-DIAGNOSE CHECK ENGINE LIGHT CONCERN) (Multi-point inspection according to maintenance interval)

(RO) Cause:

SAFETY RECALL SAFETY RECALL . RELATED TO RECALL COMPLIMENTARY

(RO) Correction:

PERFORMED RECALL PROCEDURE PERFORMED RECALL PROCEDURE Fuel Filter, r&r 6.7L [redacted] MULTI-POINT INSPECTION 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] 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**	$1,323.81	**Part**	$250.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	1215.50	$95.88
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			23.85	$95.88
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	6		84.46	$95.88
[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]	BOLT	6		23.85	$191.76
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	6		84.46	$191.76
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1	X	1215.50	[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	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1	X	1215.50	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	6		84.46	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	[redacted]	1	X	[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		23.85	[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]	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	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S VEHICLE WON'T SHIFT INTO [redacted], ONLY REVERSE IN OPERATIONAL - BUT WHEN ENG AGED SLAMS INTO GEAR

(Claim) Cause:

VERIFIED CONCERN AND SCANNED FOR CODES, RETRIEVED [redacted] FOR GEAR 1 SHIFT IN CORRECT RATIO. REFERENCED RELATED TSB 21-002-23 WHICH RELATES TO CODE AND C ONCERN.

(Claim) Correction:

FOLLOWING GUIDELINES OF TSB, REMOVED AND REPLACED THE K1 CLUTCH/INPUT SHAFT AN D SNAP RING. REASSEMBLED, CLEARED CODES AND ROAD TESTED, OKAY.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	74 [redacted]
Address	823 E CEDAR ST , RAWLINS, WY 82301				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	43.96	$16.85 [redacted]

RO Narratives

(RO) Customer Concern:

TRANSMISSION GOING INTO REVERSE BUTNOT ENGAGING IN DRVE RECALLS AND CAMPAIGNS PERFORMED - [redacted] GRID HEATER RELAY

(RO) Cause:

TRANSMSSION REPLACEMENT RECALL

(RO) Correction:

[redacted] verified customer concern of a celand no forward gears i checked codes andfound [redacted] followed service informationrecommend replace transmission, tsb [redacted]. a. customer was in contact with sellingdealership, and ramcare, did not wantoriginal transmission repaired, wanted itreplaced. our area manager [redacted] [redacted] contacted us on [redacted] and authorized areplacement transmission to be ordered forthe customer. removed and replacedtransmission and set fluid level clearedcodes test drove verified repair TRANS REPLACE TRANS -- DEF EQUIPED 4X4/AWD EQUIPPED [redacted] PROPELLER SHAFTEQUIPPED [redacted] removed and replaced heater gridrelay as per recall REPLACE RELAY, INTAKE AIRHEATER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION GOING INTO REVERSE, BUT NOT ENGAGING IN DRIVE

(Claim) Cause:

VERIFIED CONCERN, WILL NOT MOVE FORWARD, FOUND CEL [redacted] FOLLOWED DIAG. PE[redacted]A.

(Claim) Correction:

CUSTOMER WAS IN CONTACT WITH RAMCARE AND SELLING DEALERSHIP, DID NOT WANT HIS TRANSMISSION REPAIRED, WANTED REPLACEMENT TRANSMISSION, OUR AREA MANAGER [redacted] AND AUTHORIZED A REPLACEMENT TRANSMISS ON TO BE ORDERED, REMOVE[redacted]D REPLACED TRANSMISSION, SET FLUID LEVEL TO CORR ECT LEVEL, CLEARED DTC AND TEST DROVE TO VERIFY REPAIR, TRUCK DRIVES WELL

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	, ,		

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 [redacted]	X	47.08	$37.53 [redacted]

RO Narratives

(RO) Customer Concern:

C/S: transmission went out only moves backwards maybe the k1 radiator issue hard noises his vehicle is being towed in d CUST [redacted] CODES ON DASH. HESITATED TO GO. PARKED VEHICLE TUNED OFF. TURNED ON. WOULDNT GO INTO GEAR. JUST REVERSE. PUT BACK IN DRIVE AND IT KICKED IN BUT THEN STOPPED AND NOW WONT SHIFT INTO ANY GEAR MULTI POINT INSPECTION OPEN RECALL [redacted] OPEN RECALL Y43

(RO) Cause:

[redacted] total [redacted] [redacted] [redacted] [redacted] 21000a60 dtc [redacted] gear 1 shift incorrect ratio, truck does not have [redacted] - [redacted] forward gears, k1 clutch snap ring failed COURTESY INSPECTION [redacted] .2 total [redacted] replaced heater grid relay . part ordered ETA [redacted] .

(RO) Correction:

removed transmission and replaced k1 clutch assembly. reinstalled transmission, filled fluid and performed quick learn. test drove vehicle, drove good. dtc did not return PERFORMED MULTI POINT INSPECTION .

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S: TRANSMISSION WENT OUT ONLY MOVES BACKWARDS MAYBE THE K1 RADIATOR ISSUE HARD NOISES HIS VEHICLE IS BEING TOWED IN D CUST [redacted] CODES ON DASH. HESITA TED TO GO. PARKED VEHICLE TUNED OFF. TURNED ON. WOULDNT GO INTO GEAR. JUST RE VERSE. PUT BACK IN DRIVE AND IT KICKED IN BUT THEN STOPPED AND NOW WONT SHIF T INTO ANY GEAR

(Claim) Cause:

[redacted] [redacted] GEAR [redacted] INCORRECT [redacted], TRUCK DOES NOT HAVE [redacted]-[redacted] FORWARD GEARS, [redacted] CLUTCH SNAP RING FAILED

(Claim) Correction:

REMOVED TRANSMISSION AND REPLACED [redacted] CLUTCH ASSEMBLY. REINSTALLED TRANSMISSIO N, FILLED FLUID AND PERFORMED QUICK LEARN. TEST DROVE VEHICLE, DROVE GOOD [redacted] DID NOT RETURN

Warranty Claim Report

Vehicle Information

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

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1100.63	$112.60
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	4		42.89	$112.60
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	SEALER	1		[redacted]	
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		154.97	$112.60
[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]	[redacted]	4		42.89	$225.20
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	SEALER	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		154.97	$225.20
[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]	CLUTCHKIT	1	X	1100.63	$56.30
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			[redacted]	[redacted]	4		42.89	$56.30
[redacted]		Transmission, Remove and install for recondition -			[redacted]	SEALER	1		[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[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]	SEAL RING	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEALER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		21.59	[redacted]
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]	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]	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]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

C/S: transmission went out only moves backwards maybe the [redacted] radiator issue hard noises his vehicle is being towed in d CUST [redacted] CODES ON DASH. HESITATED TO GO. PARKED VEHICLE TUNED OFF. TURNED ON. WOULDNT GO INTO GEAR. JUST REVERSE. PUT BACK IN DRIVE AND IT KICKED IN BUT THEN STOPPED AND NOW WONT SHIFT INTO ANY GEAR MULTI POINT INSPECTION OPEN RECALL [redacted] OPEN RECALL Y43

(RO) Cause:

[redacted] total [redacted] [redacted] [redacted] [redacted] 21000a60 dtc [redacted] gear 1 shift incorrect ratio, truck does not have [redacted] - [redacted] forward gears, k1 clutch snap ring failed COURTESY INSPECTION [redacted] .2 total [redacted] replaced heater grid relay . part ordered ETA [redacted] .

(RO) Correction:

removed transmission and replaced [redacted] clutch assembly. reinstalled transmission, filled fluid and performed quick learn. test drove vehicle, drove good. dtc did not return PERFORMED MULTI POINT INSPECTION .

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S: TRANSMISSION WENT OUT ONLY MOVES BACKWARDS MAYBE THE K1 RADIATOR ISSUE HARD NOISES HIS VEHICLE IS BEING TOWED IN D CUST STATES CODES ON DASH. HESITA TED TO GO. PARKED VEHICLE TUNED OFF. TURNED ON. WOULDNT GO INTO GEAR. JUST RE VERSE. PUT BACK IN DRIVE AND IT KICKED IN BUT THEN STOPPED AND NOW WONT [redacted] INTO ANY GEAR

(Claim) Cause:

[redacted] [redacted] GEAR 1 [redacted] INCORRECT RATIO, TRUCK DOES NOT HAVE 1ST - [redacted] FORWARD GEARS[redacted] CLUTCH SNAP RING FAILED

(Claim) Correction:

REMOVED TRANSMISSION AND REPLACED [redacted] CLUTCH ASSEMBLY. REINSTALLED TRANSMISSIO N, FILLED FLUID AND PERFORMED QUICK LEARN. TEST DROVE VEHICLE, DROVE GOOD[redacted] DID NOT RETURN

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	74 [redacted]
[redacted]	823 E CEDAR ST , RAWLINS, WY 82301				

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] 4x4 pick-up only				TRANSMISS	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TRANSMISS	[redacted]		[redacted]	[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1 [redacted]	X	[redacted]	[redacted]
A	[redacted]6	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	[redacted]		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

TRANSMISSION GOING INTO REVERSE BUTNOT ENGAGING IN DRVE RECALLS AND CAMPAIGNS PERFORMED -[redacted] HEATER RELAY

(RO) Cause:

TRANSMSSION REPLACEMENT RECALL

(RO) Correction:

[redacted] verified customer concern of a celand no forward gears i checked codes andfound [redacted] followed service informationrecommend replace transmission, tsb [redacted]. a. customer was in contact with sellingdealership, and ramcare, did not wantoriginal transmission repaired, wanted itreplaced. our area manager Jordan [redacted] contacted us on [redacted] and authorized areplacement transmission to be ordered forthe customer. removed and replacedtransmission and set fluid level clearedcodes test drove verified repair TRANS REPLACE TRANS -- DEF EQUIPED 4X4/AWD EQUIPPED [redacted] PROPELLER SHAFTEQUIPPED [redacted] removed and replaced heater gridrelay as per recall REPLACE RELAY, INTAKE AIRHEATER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION GOING INTO REVERSE, BUT NOT ENGAGING IN DRIVE

(Claim) Cause:

VERIFIED CONCERN, WILL NOT MOVE FORWARD, FOUND CEL [redacted] FOLLOWED DIAG. PE[redacted]

(Claim) Correction:

CUSTOMER WAS IN CONTACT WITH RAMCARE AND SELLING DEALERSHIP, DID NOT WANT HIS TRANSMISSION REPAIRED, WANTED REPLACEMENT TRANSMISSION, OUR AREA MANAGER [redacted] AND AUTHORIZED A REPLACEMENT TRANSMISS ON TO BE ORDERED, REMOVED AND REPLACED TRANSMISSION, SET FLUID LEVEL TO CORR ECT LEVEL, CLEARED DTC AND TEST DROVE TO VERIFY REPAIR, TRUCK DRIVES WELL

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

Expense

Labor	[redacted]	**Sublet**	$1,368.22	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] CHRYSLER OF [redacted]	**Zone**	[redacted]
Address	1615 IOWA ST , [redacted], WA 98229				

Condition Information

Condition	[redacted]	**Desc**	**Failure**	**Failure Desc**	**Part Number**	[redacted] **Name**	**Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]	Radio/ Telematics Gateway Module ; Exchange unit	[redacted]	INTERNAL DEFECT	[redacted]	RADIO	1	X	1368.22	[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION CUSTOMER STATES HIS HEAD[redacted] HAS [redacted]. ONLY [redacted]. CANNONT ACCESSOR VEHICLE SETTINGS OR THE APPS IT WILL DEFAULT TO NAV. USING REAR CAMERA DOESNT ALLOW USEAGE OF TEH OTHER CAMERS WITH EH TOUCH SCREEN. PLEASE ADVISE. SOP HAS ARROVED. PERFORM OUTSTANDING RAPID RESPONSE TRANSMITTAL (RRT). [redacted] DIESEL PM SENSOR

(RO) Cause:

NA

(RO) Correction:

PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS. VERIFIED CUSTOMER CONCERN, VEHICLE AND APP FUNCTIONS UNAVAILABLE ON RADIO [redacted]. CANNOT ACCESS SETTINGS TO GET SIRIUS ID. UNABLE TO PERFORM UPDATE ON RADIO. RECOMMEND NEW RADIO DUE TO INTERNAL FAULT TO [redacted]. REPLACED RADIO MAIN [redacted] R&R STARTER NUT [redacted] PERFORMED INSPECTION AND VEHICLE DOES REQUIRE A PM SENSOR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HIS HEAD[redacted] HAS [redacted]. ONLY [redacted]. CANNONT ACCESSOR VEHICLE SETTINGS OR THE APPS IT WILL DEFAULT TO NA V. USING REAR CAMERA DOESNT ALLOW USEAGE OF TEH OTHER CAMERS WITH EH TOUCH SCR EEN. PLEASE ADVISE. SOP HAS ARROVED.

(Claim) Cause:

VERIFIED CUSTOMER CONCERN, VEHICLE AND APP FUNCTIONS UNAVAILABLE ON RADIO [redacted]

(Claim) Correction:

. CANNOT ACCESS SETTINGS TO GET SIRIUS ID. UNABLE TO PERFORM UPDATE ON RADIO.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	DP4L63 - RAM 4500 REG CAB CHASSIS
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[redacted]

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	***Name***	SPARTANBURG CHRYSLER DODGE JEEP INC	***Zone***	[redacted]
Address	1035 NORTH CHURCH ST EXT , SPARTANBURG, SC 29303				

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 [redacted]; Replace Intake [redacted] Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	46.99	$26.17 [redacted]

RO Narratives

(RO) Customer Concern:

[redacted] - HEAVY DUTY GRID HEATER RELAY

(RO) Cause:

NA

(RO) Correction:

COMPLETED [redacted] RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	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 Code			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]		Transmission [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	$98.41
[redacted]		Transmission [redacted] equipped pick-up only			[redacted]	FLUID AFT	8		134.06	$98.41
[redacted]		Transmission [redacted] equipped pick-up only			[redacted]	GREASE	1		70.28	$98.41
[redacted]		Transmission [redacted] equipped pick-up only			[redacted]	[redacted]	4		[redacted]	
[redacted]		Transmission [redacted] equipped pick-up only			[redacted]	[redacted]	4		32.73	$98.41
[redacted]		Transmission [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	8		134.06	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				GREASE	1		70.28	[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]	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	8		134.06	[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]		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]	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]	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]		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] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	8		[redacted]	[redacted]
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		[redacted]	
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		32.73	[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]	BOLT	6		28.39	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PERFORM MULTIPOINT INSPECTION

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES GENERA L CONCERN #1 [AFTER D RIVING VEHICLE FOR ABOUT [redacted], VEHICLE STOPPED AC CELERATING WHILE ON HIGHWAY. WILL NOT MOVE FORWARD , VEHICLE WILL GO IN REVERSE. CHECK ENGINE LIGHT D ID COME ON. CHECK AND ADVISE]

(Claim) Cause:

CS TRANS HAS NO FORWARD GEARS ,CEL ON SCAN VE HICAL [redacted] ACTIVE ,PREFORM TSB [redacted] A. FAILED SNAP RING .REPLACED K1 CLUTCH ASSEMBLY PER TSB

(Claim) Correction:

TSB [redacted] A LO P [redacted] K1 SNAP RING DISLODGE [redacted] 0A- [redacted] 2PEICE [redacted] DEF [redacted] 0A [redacted] SKID COMPLETED QUICK LEARN ,VERIFY REPAIR

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***	51 [redacted]
Address	1000 S MAIN , FRANKLIN, KY 42134				

Condition Information

Condition Code	[redacted]		***Failure Code***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Radio ; Radio, Check Software Level and Perform Update - RSU ONLY	RF							[redacted]
A	[redacted]R	Radio ; Create USB Jump Drive from Uconnect Website ([redacted] Only) - RSU ONLY								[redacted]

RO Narratives

(RO) Customer Concern:

RRT [redacted] RRT COMPLETE[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**	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**	BENNY BOYD C-D-J	**Zone**	63 [redacted]
Address	601 NORTH KEY AVE , LAMPASAS, TX 76550				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace [redacted] Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace [redacted] Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	LABEL	1		3.55	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace [redacted] Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	NUT	1		1.77	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 2 [Emissions Recall [redacted] - Particulate Matter Sensor **] General Concern #1 [MESSAGE ON SAYING BLIND SPOT UNAVAILABLE] General Concern #2 [MESSAGE CAME ONSTATING SERVICE AIR SUSPENSION IMMEDIATELY] *MULTIPOINT INSPECTION-TORQUE LUG NUTS TO SPEC --INITIAL___

(RO) Cause:

RECALL REPAIRS

(RO) Correction:

RECALL [redacted] PARTICULATE MATTER SENSOR AFTERMARKET BED AND LAMPS NO [redacted] AIR SUSPENSION MESSAGE ON FOUND LEFTAIR SPRING LINE TO BE DISCONNECTED. REPLACEDFITTING AND RECONNECTED LINE. TESTED AND ALLNORMAL AT THIS TIME. Reservoir, Air Suspension *MULTIPOINT INSPECTION-TORQUE LUG NUTS TO SPEC --INITIAL___ PERFORM [redacted] VEHICLE CHECKUP----PARKED_____LUGNUTS TORQUED INITIALED_____

(RO) Technical Notes:

VERIFY FOUND AIR SUSPENSION LEAKIN

GCS Narratives

(Claim) Customer Concern:

SERVICE AIR SUSPENSION MESSAGE COMING ON

(Claim) Cause:

AIR SUSPENSION MESSAGE ON FOUND LEFT AIR SPRING LINE TO BE DISCONNECTED

(Claim) Correction:

REINSTALL LINE LEFT AIR SPRING AND FITTING, RECHARGE SYSTEM. OK AT THIS TIME

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	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**	BENNY BOYD C-D-J	**Zone**	63 [redacted]
Address	601 NORTH KEY AVE , LAMPASAS, TX 76550				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted]
[redacted]	[redacted]	Reservoir, Air Suspension - Replace	65	[redacted]	

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 2 [Emissions Recall [redacted] - Particulate Matter Sensor **] General Concern #1 [MESSAGE ON SAYING BLIND SPOT UNAVAILABLE] General Concern #2 [MESSAGE CAME ONSTATING SERVICE AIR SUSPENSION IMMEDIATELY] *MULTIPOINT INSPECTION-TORQUE LUG NUTS TO SPEC --INITIAL___

(RO) Cause:

RECALL REPAIRS

(RO) Correction:

RECALL [redacted] SENSOR AFTERMARKET BED AND LAMPS NO WORK DONE 15591 AIR SUSPENSION MESSAGE ON FOUND LEFTAIR SPRING LINE TO BE DISCONNECTED. REPLACEDFITTING AND RECONNECTED LINE. TESTED AND ALLNORMAL AT THIS TIME. Reservoir, Air Suspension *MULTIPOINT INSPECTION-TORQUE LUG NUTS TO SPEC --INITIAL___ PERFORM [redacted] VEHICLE CHECKUP----PARKED_____LUGNUTS TORQUED INITIALED_____

(RO) Technical Notes:

VERIFY FOUND AIR SUSPENSION LEAKIN

GCS Narratives

(Claim) Customer Concern:

SERVICE AIR SUSPENSION MESSAGE COMING ON

(Claim) Cause:

AIR SUSPENSION MESSAGE ON FOUND LEFT AIR SPRING LINE TO BE DISCONNECTED

(Claim) Correction:

REINSTALL LINE LEFT AIR SPRING AND FITTING, RECHARGE SYSTEM. OK AT THIS TIME

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]		Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]		Radio ; Radio, Check Software Level and Perform Update - RSU ONLY	RF							[redacted]
A	[redacted] R	Radio ; Create USB Jump Drive from Uconnect Website ([redacted] Only) - RSU ONLY								[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] - Particulate Matter Sensor **] RSU 1 [RSU [redacted] 22-23MY DTDSHDCC RADIO [redacted] USB SOFTWARE U **]

(RO) Cause:

PARTS NOT AVAILABLE RSU [redacted]

(RO) Correction:

SENSOR NOT PRESENT/ NEEDS SENSOR INSTALLED/ PARTS ON BACKORDER Radio, Inspect Software Level and Perform Software Update|USB DRIVE [redacted] UPDATE [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**	D28H92 - RAM 3500 BIG HORN 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	**Zone**	35 [redacted]
Address	5202 JEFFERSON [redacted] HWY , FREDERICKSBURG, VA 22408				

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 ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]				
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]T	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]				
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	8		[redacted]	$201.26
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]T	1	X	1515.86	$201.26
[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]	FLUID AFT	8		[redacted]	$33.54
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted]T	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted]	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	8		[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	X	[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	[redacted]			
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
B	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]
B	[redacted]	Loaner Car ; High Line Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WHEN TOWING TRAILER TRUCK WOULD NOT MOVE, CHECK ENGINE LIGHT IS ON. CUSTOMER REQUEST ALTERNATE TRANSPORTATION. PROVIDED CUSTOMER WITH SAFFORD RENTAL VEHICLE. ORDERED PARTS FOR RECALL Y43 PM SENSOR FLASH TRANSMISSION CONTROL MODULE

(RO) Cause:

SNAP RING BROKE UNSIDE [redacted] CLUTCH PROVIDED CUSTOMER COURTESY RENTAL PER MANUFACTURER ALTERNATE TRANSPORTATION ALLOWANCE. LABOR OPS STANDARD RENTAL - [redacted] POSSIBLE ROUGH SGIFT

(RO) Correction:

INSTALL SCAN TOOL AND CHECK TROUBLE CODES, [redacted], REMOVE TRANSMISSION AND REPLACE [redacted] CLUCH ASSEMBLY,REASSEMBLE TRANSMISSION AND RETEST OK. FLASH TRANSMISSION CONTROL MODULE.

(RO) Technical Notes:

[redacted]-S CK WOULD NOT MOVE CHECK ENGINE LIGHT IS ON TECH FOUND SNAP RING BROKE INSIDE K1 CLUTCH TECH FOUND [redacted] TECH REMOVED AND REPLACED [redacted] CLUTCH ASSEMBLY AND REASSEMBLED TRANSMISSION CONDITION #2 DURING CUTOMERS CONCERN THAT TRUCK WOULD NOT MOVE AND CHECK ENGINE LIGHT IS ON TECH FOUND UPDATE FOR [redacted] FOUND APPLICABLE UPDATE TO [redacted] PERFORME[redacted] UPDATE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN TOWING TRAILER TRUCK WOULD NOT MOVE CHECK ENGINE LIGHT IS DURING CUTOMERS CONCERN THAT TRUCK WOULD NOT MOVE AND CHECK ENGINE LIGHT IS ON ON TECH FOUND UPDATE FOR [redacted]

(Claim) Cause:

TECH FOUDN SNAP RING BROKE INSIDE [redacted] CLUTCH TECH FOUND [redacted] [redacted] TECH FOUND APPLICABLE UPDATE TO [redacted]

(Claim) Correction:

TECH PERFORME[redacted] UPDATE TECH REMOVED AND REPLACED K1 CLUTCH ASSEMBLY AND REASSEMBLED TRANSMISSION

Warranty Claim Report

Vehicle Information

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

Dealer Information

[redacted]		[redacted]		***Name***	[redacted]	[redacted]	
Address	555 W STREET RD , WARMINSTER, PA 18974						

Condition Information

[redacted]	[redacted]	[redacted]***Desc***	***Failure***	***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	53.91	$31.97 [redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION WAS REPAIRED [redacted] IN [redacted] AND HE SEES THERE MAY BE A LEAK COMING FROM THE PAN AND/OR TRANS COOLER LINE CONNECTIONS [redacted] Ram Heavy Duty Grid Heater Relay] RECALL [redacted] [redacted] DIESEL PM SENSOR] MULTI-POINT INSPECTION: PERFORM (VISUAL INSPECTION. INSPECT TIRES, BRAKE SYSTEM (WHEN APPLICABLE), STEERING AND SUSPENSION COMPONENTS, EXHAUST SYSTEM, DRIVE BELTS, COOLANT/HEATER HOSES, FUEL LINES, GAS CAP, AIR FILTERS, WIPER BLADES, AND EXTERIOR LIGHTS. CUSTOMER WAS PRESENTED WITH MAINTENANCE MENU, CUSTOMER DEFERRED SERVICES AT THIS TIME.

(RO) Cause:

NA

(RO) Correction:

CLEAN OFF RETAINER. REPLACE GRID HEATER RELAY. ORDER PARTS.;. PERFORM CHAPMAN COMPLIMENTARY MULTI-POINT VEHICLE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RECALL [redacted]

(Claim) Cause:

OPEN RECALL

(Claim) Correction:

REPLACED GRID [redacted] RELAY

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

Dealer Information

[redacted]	***Name***	MORAN ST. [redacted]	[redacted]
Address	1250 S CARNEY DR , SAINT CLAIR, MI 48079		

Condition Information

Condition Code	[redacted]	***Desc***	***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A [redacted]	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	43.96	$22.56 [redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES LOUD BANG WHILE DRIVING AND VEHICLE WILL NOT SHIFT.CHECK AND ADVISE PERFORM RECALL 13A-HEATER GRID RELAY

(RO) Cause:

hads codes [redacted] removed trans pans an found debris inpan an no forward gears D

(RO) Correction:

[redacted] hads codes [redacted] removed transpans an found debris in pan an no forwardgears 8.1 removed an replaced trans on a4x4 vehicle an removed an replaced transcooler assembly also performed quick learn antopped off trans fluid an performed road testok after repairs was made. 5.8 trans removal21000a50 [redacted] 4x4 equipped [redacted] .9 transcooler [redacted] .2 active grille shudderremoval [redacted] CUSTOMER STATES GENERAL DID NOT GET AUTHORIZED CUSTOMER STATES GENERAL CUSTOMER STATES GENERA [redacted] .2 performed [redacted] 0813a182replaced grid relay CUSTOMER STATES GENERAL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES LOUD BANG WHILE DRIVING AND VEHICLE WILL NOT SHIFT. CHECK AND ADVISE

(Claim) Cause:

HAS CODES [redacted] REMOVED TRANS PANS AN FOUND DEBRIS IN PAN AN NO FORWARD GEARS

(Claim) Correction:

8.1 REMOVED AN REPLACED [redacted] A [redacted] VEHICLE AN REMOVED AN REPLACED [redacted] ASSEMBLY ALSO PERFORMED QUICK LEARN AN TOPPED OFF TRANS FLUID AN PERFOR MED ROAD TEST OK AFTER REPAIRS WAS MADE. 5.8 [redacted] 1.2 [redacted] EQUIPPED [redacted] .9 [redacted] ACTIVE GRILLE SHUDDER REMOV AL [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	W - Warranty	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	[redacted]

Expense

Labor	[redacted]	**Sublet**	$6,589.80	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	MORAN ST. [redacted]
[redacted]	1250 S CARNEY DR , SAINT CLAIR, MI 48079		

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP 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]	COOLER	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	8		95.20	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 [redacted] Skilled)			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	[redacted]
[redacted]	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	[redacted]			

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES LOUD BANG WHILE DRIVING AND VEHICLE WILL NOT SHIFT.CHECK AND ADVISE PERFORM RECALL 13A-HEATER GRID RELAY

(RO) Cause:

hads codes [redacted] removed trans pans an found debris inpan an no forward gears D

(RO) Correction:

[redacted] hads codes [redacted] removed transpans an found debris in pan an no forwardgears 8.1 removed an replaced trans on [redacted] vehicle an removed an replaced transcooler assembly also performed quick learn antopped off trans fluid an performed road testok after repairs was made. 5.8 trans removal21000a50 [redacted] equipped [redacted] .9 transcooler [redacted] .2 active grille shudderremoval [redacted] CUSTOMER STATES GENERAL DID NOT GET AUTHORIZED CUSTOMER STATES GENERAL CUSTOMER STATES GENERA [redacted] .2 performed [redacted] recall [redacted] grid relay CUSTOMER STATES GENERAL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES LOUD BANG WHILE DRIVING AND VEHICLE WILL NOT SHIFT. CHECK AND ADVISE

(Claim) Cause:

HAS CODES P0731 [redacted] REMOVED [redacted] PANS AN FOUND DEBRIS IN PAN AN NO FORWARD GEARS

(Claim) Correction:

8.1 REMOVED AN REPLACED [redacted] VEHICLE AN REMOVED AN REPLACED [redacted] ASSEMBLY ALSO PERFORMED QUICK LEARN AN TOPPED OFF [redacted] FLUID AN PERFOR MED ROAD TEST OK AFTER REPAIRS WAS MADE. 5.8 [redacted] EQUIPPED [redacted] ACTIVE GRILLE SHUDDER REMOV AL [redacted]

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

Expense

Labor	[redacted]	**Sublet**	$2,271.29	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	MORAN ST. [redacted]	[redacted]	[redacted]
[redacted]	1250 S CARNEY DR , SAINT CLAIR, MI 48079				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	BODY ASSY	1	X	[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FILTER	1		109.69	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			05189966AD	FLUID AFT	9		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			05189966AD	FLUID AFT	3		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	FLUID AFT	2		23.80	[redacted]
A	21950158 [redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC[redacted]C (3 - Highly Skilled)	[redacted]	CHECK [redacted]/SERVICE SO	[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE SO	[redacted]	FILTER	1		109.69	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	9		107.10	[redacted]
A	21950158 [redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC[redacted] (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE [redacted] SO	[redacted]	FLUID AFT	3		35.70	[redacted]
A	21950158 [redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC[redacted]C (3 - Highly Skilled)	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	2		23.80	[redacted]

RO Narratives

(RO) Customer Concern:

TOW IN-- CUSTOMER STATES WHILE DRI[redacted]G TRANS MADE A LOUD [redacted] NOISE LOST ALL FORWARD GEARS STILL HAD REVERSE PLEASE CHECK AND ADVISE PERFORM RECALL 13A [redacted] HEAVY DUTY GRID HEATER RELAY

(RO) Cause:

[redacted] checked wiringout checked ok

(RO) Correction:

CUSTOMER STATES GENERAL CUSTOMER STATES GENERAL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TOW IN-- CUSTOMER STATES WHILE DRIVING TRANS MADE A LOUD BANG NOISE LOST ALL F ORWARD GEARS STILL HAD REVERSE PLEASE CHECK AND ADVISE

(Claim) Cause:

ACTIVE CODE [redacted]

(Claim) Correction:

CHECKED WIRING OUT CHECKED OK. REMOVED TRANS [redacted] AND FOUND NO DEBRIS IN [redacted], REMOVED AND REPLACED VALVE BODY, PERFORMED QUICK LEARN ON TRANS PASSED TRIE D TO ENGAGE INTO GEAR HAD NO FORWARD GEARS. TRANS REPLACEMENET IS REQUIRED.

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	***LOP***	***LOP Desc***	***Failure Code***	***Failure Desc***	[redacted]					
A	[redacted]	[redacted]P/Speed Control and ITBM, Not Found ; Speed Control	OD							[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer Statescel is on and engine is in reduced power check and advise] Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] Particulate Matter Sensor **] RSU 1 [[redacted] [redacted] AISIN TRANSMISSION GEARS 1-4 INOP **] Multi-point inspection (according to maintenance interval) GENERAL REPAIRS (SERVICE DRIVE USE ONLY!!!)

(RO) Cause:

the right wheel speed sensor has an internal fault causing the abs light to intermittently come on.

(RO) Correction:

[redacted] the right rear wheel speed sensor hasan internal fault causing the abs light tointermittently come on. [redacted] the codewas not active at this time and could notduplicate. test drove [redacted] and the wheelspeed sensor was reading correctly andnothing was reading wrong with the witech podin the vehicle. customer requested to takethe vehicle due to traveling through and wecould not have the [redacted] [redacted] ABS/ESP/Speed Control andITBM, Trouble Not Found -No Repair/Trouble Not Found Speed Control (2 - Skilled) NO DTC DISCONNECT & RECONNECT BATTERY RELEARNED [redacted] [redacted] had to be ordered and customerwas waiting out of town PART(S) TO COMPLETE REPAIR SPECIAL ORDERED-VEHICLE IS DRIVABLE-RETURNED TO CUSTUNTIL PART ARRIVES PART(S) TO COMPLETE REPAIR SPECIAL ORDERED-VEHICLEIS DRIVABLE-RETURNED TO CUSTUNTIL PART ARRIVES [redacted] nothing performed NO WORK DONE Multi-point inspection (according to maintenanceinterval) QUICKLANE COMPLETE MULTI-PT INSPECTION SEE OTHER LINE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES CEL IS ON AND ENGINE IS IN REDUCED POWER C HECK AND ADVISE]

(Claim) Cause:

THE RIGHT REAR WHEEL SPEED SENSOR HAS AN INTERNAL FAULT CAUSING THE ABS LIGHT TO INTERMITTENTLY COME ON.

(Claim) Correction:

THE CODE WAS NOT ACTIVE AT THIS TIME AND COULD NOT DUPLICATE. TEST DROVE [redacted] AND THE WHEEL SPEED SENSOR WAS READING CORRECTLY AND NOTHING WAS READING WRONG WITH THE WITECH POD IN THE VEHICLE

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**	$1,403.85	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	51 [redacted]
Address	1000 S MAIN , FRANKLIN, KY 42134				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				SNAP RING	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	9		107.10	$128.11
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	3		35.70	$128.11
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				BEARING	1		30.52	$128.11
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		145.60	$128.11
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1	X	[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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		35.70	[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	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]	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]	CLUTCHKIT	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

C/S TRANSMISSION IS IN LIMP MODE. WILL MOVE IN REVERSE BUT BARELY IN DRIVE. FOUND [redacted] CLUTCH SNAP RING HAS COME APART CAUSING CODE [redacted] REPLACED K1 CLUTCH SNAP RING AND [redacted] CLUTCH KIT AND INPUT SHAFT ASSEMBLY NO ISSUES FOUND WITH K2 CLUTCH. REASSEMBLED AND TOPPED OFF WITH NEW FLUID TEST DROVE NORMAL AFTER REPAIRS MADE[redacted]) C/S [redacted] CLUTCH SNAP RING CAME OUT AND HAS GEAR RATIO OFF[redacted]) C/S ALSO NOTICED A DEF LEAK ON VEHICLE. ADDRESSED IN SEPERATE WARRANTY REPAIR[redacted]) PERFORM---FREE---MULTIPOINT INSPECTION INSPECTION COMPLETE[redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE TRANSMISSION IS IN LIMP MODE. WILL MOVE IN REVERSE BUT BAR ELY IN DRIVE

(Claim) Cause:

FOUND [redacted] GEAR [redacted] INCORRECT RATIO. FOUND SERVICE BULLETIN [redacted] FOR THIS TYPE OF PROBLEM. [redacted] CLUTCH SNAP RING REPAIR FOR AISIN. REMOVED TRANSMISSION AND FOLLOWED BULLETIN. FOUND SNAP RING IN [redacted] CLUTCH HAS COME A PART.

(Claim) Correction:

REPLACED K1 CLUTCH KIT AND INPUT SHAFT ASSEMBLY PARTS IN SERVICE BULLETIN. REP LACED SNAP RING. NO ISSUES FOUND WITH K2 CLUTCH. REASSEMBLED AND TOPPED OF F WITH NEW FLUID. TEST DROVE NORMAL AFTER REPAIRS MADE

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***	JOHNSON AUTO PLAZA INC	***Zone***	74 [redacted]
Address	12410 EAST 136TH AVENUE , BRIGHTON, CO 80601				

Condition Information

Condition Code	[redacted]	[redacted]	***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		[redacted]	
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	[redacted]			
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]3AA	[redacted]				

RO Narratives

(RO) Customer Concern:

AUTO.LIVE COURTESY VEHICLE INSPECTION RECALL CAMPAIG[redacted] [redacted] DIESEL PM SENSOR

(RO) Cause:

RECALL

(RO) Correction:

AUTO.LIVE COURTESY VEHICLE INSPECTION [redacted] RECALL [redacted] SENSOR ANDFLASHED PCM PER RECALL.
RECALL CAMPAIG[redacted] [redacted] DIESEL PM SENSOR RECALL OPS

(RO) Technical Notes:

NA

[redacted]

(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] ASSEMBLY PLANT	***Coverage Code***	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	***Name***	THE [redacted]	***Zone***	70 [redacted]
Address	2900 N MAIN ST , LOGAN, UT 84341				

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	60.06	$28.48 [redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		64.79	[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]	COOLER	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	1		64.79	[redacted]
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	COOLER	1		308.45	$73.78
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	FLUID AFT	1		64.79	$73.78
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	TRANSMISS	1	X	8416.58	$36.89
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	COOLER	1		308.45	$36.89
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	FLUID AFT	1		64.79	$36.89
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] AWD			[redacted]	COOLER	[redacted]			

		equipped								
A	21002766	Transmission, Replace - automatic ; [redacted]/AWD equipped			05189977AD	FLUID AFT	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])				TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])				COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])				FLUID AFT	1		[redacted]	

RO Narratives

(RO) Customer Concern:

General Concern #1 [CUSTOMER STATESLOUD NOISE WHEN PUTTING IN REVERSE] General Concern #2 [CUSTOMER STATESWILL NOT MOVE FORWARD] [redacted] Ram Heavy Duty Grid Heater Rel [redacted] [redacted] DIESEL PM SENSOR

(RO) Cause:

.

(RO) Correction:

technician verified customers concern andfound transmission not going in reverse ordrive and making excessive noises inside,technician removed transmission oil pan andfound excessive metal shavings, technicianremoved transmission and disassembletransmission for inspection, tech foundexcessive clutched burn and 2 planetary gearsdamaged, technician also found metal piecesinside torque converter and transmission pumpdamaged, technician r&r transmission assembly, clean cooler lines and r&r transmission oilcooler, technician turn on vehicle and add 3qts of fluid, tech perform quick learn andtest drove vehicle, done and pass by grm Transmission, Replace - automatic - Replace AS68RC/AS69RC (3 - Highly [redacted]) Transmission DEF equipped [redacted] [redacted] pick-up only Transmission, Replace - automatic [redacted]/AWD equipped Transmission, Replace - automatic Skid plate equipped Transmission, Replace - automatic [redacted] propeller shaft equipped Oil cooler, external / auxiliary Cooler TRANS DEF EQUIPPED [redacted] Transmission, Replace - automatic [redacted]/AWD equippedSKID PLATE FLUID OIL COOLER EXTERNAL AUX General Concern #2 [CUSTOMER STATES WILL NOTMOVE FORWARD] NO WORK PERFORMED NO WORK PERFORMED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES LOUD NOISE WHEN PUTTING IN REVERSE]

(Claim) Cause:

TRANMISSION [redacted]

(Claim) Correction:

TECHNICIAN VERIFIED CUSTOMERS CONCERN AND FOUND TRANSMISSION NOT GOING IN REVE RSE OR DRIVE AND MAKING EXCESSIVE NOISES INSIDE, TECHNICIAN REMOVED TRANSMIS SION OIL PAN AND FOUND EXCESSIVE METAL SHAVINGS, TECHNICIAN REMOVED TRANSMIS SION AND DISASSEMBLE TRANSMISSION FOR INSPECTION, TECH FOUND EXCESSIVE CLUTCHE D BURN AND [redacted] DAMAGED, TECHNICIAN ALSO FOUND METAL PIECES INS IDE TORQUE CONVERTER AND TRANSMISSION PUMP DAMAGED, TECHNICIAN R&R TRANSMISS ION ASSEMBLY , CLEAN COOLER LINES AND R&R TRANSMISSION OIL COOLER, TECHNICIA N TURN ON VEHICLE AND ADD [redacted] OF FLUID, TECH PERFORM QUICK LEARN AND TEST DR OVE VEHICLE, DONE AND PASS BY GRM

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	3211 NORTH WESTWOOD BLVD , POPLAR BLUFF, MO 63901				

Condition Information

Condition Code		Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]	Battery ; [redacted] batteries	[redacted]	BATTERY FAILED TEST	[redacted]	BATTERY	1	X	291.28	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRUCK HAS NO POWER (General Concern 1) Safety Recall [redacted] - Intake Air Grid Heater Relay (CAMPAIGNRE CALL)

(RO) Cause:

FOUND BATTERIES HAVE NO VOLTAGE, USING GR8, PERFORMED BATTERY TEST, [redacted] FAILED. RECALL [redacted]

(RO) Correction:

REPLACE BATTERIES AND VERIFY SYSTEMS OPERATING NORMAL R&R HEATER GRID RELAY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRUCK HAS NO POWER CUSTOMER STATES TRUCK HAS NO POWER

(Claim) Cause:

FOUND BATTERIES HAVE NO VOLTAGE, USING GR8, PERFORMED BATTERY TEST, [redacted] FAIL ED. FOUND BATTERIES HAVE NO VOLTAGE, USING GR8, PERFORMED BATTERY TEST, [redacted]H FAIL ED.

(Claim) Correction:

REPLACE BATTERIES AND VERIFY SYSTEMS OPERATING NORMAL REPLACE BATTERIES AND VERIFY SYSTEMS OPERATING NORMAL

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	***In Service Date***	[redacted]
Claim Type	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	3211 NORTH WESTWOOD BLVD , POPLAR BLUFF, MO 63901				

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	47.39	$24.48 [redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	3211 NORTH WESTWOOD BLVD , POPLAR BLUFF, MO 63901				

Condition Information

Condition	[redacted]	**Failure**	**Failure Desc**	**Part Number**	**Part Name**	[redacted] **Quantity**	**Failed**	**Expense**	**Expense**
[redacted]	Battery ; [redacted] batteries	[redacted]	BATTERY FAILED TEST	[redacted]	BATTERY	1	X	-291.28	([redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRUCK HAS NO POWER (General Concern 1) Safety Recall [redacted] - Intake Air Grid Heater Relay (CAMPAIGNRE CALL)

(RO) Cause:

FOUND BATTERIES HAVE NO VOLTAGE, USING GR8, PERFORMED BATTERY TEST, [redacted] FAILED. RECALL [redacted]

(RO) Correction:

REPLACE BATTERIES AND VERIFY SYSTEMS OPERATING NORMAL R&R HEATER GRID RELAY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRUCK HAS NO POWER CUSTOMER STATES TRUCK HAS NO POWER

(Claim) Cause:

FOUND BATTERIES HAVE NO VOLTAGE, USING GR8, PERFORMED BATTERY TEST, [redacted] FAIL ED. FOUND BATTERIES HAVE NO VOLTAGE, USING GR8, PERFORMED BATTERY TEST, [redacted]H FAIL ED.

(Claim) Correction:

REPLACE BATTERIES AND VERIFY SYSTEMS OPERATING NORMAL REPLACE BATTERIES AND VERIFY SYSTEMS OPERATING NORMAL

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	3211 NORTH WESTWOOD BLVD , POPLAR BLUFF, MO 63901				

Condition Information

Condition Code		Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]	Battery ; batteries	[redacted]	BATTERY FAILED TEST	[redacted]	BATTERY	2	X	582.55	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRUCK HAS NO POWER (General Concern 1) Safety Recall [redacted] - Intake Air Grid Heater Relay (CAMPAIGNRE CALL)

(RO) Cause:

FOUND BATTERIES HAVE NO VOLTAGE, USING GR8, PERFORMED BATTERY TEST, [redacted] FAILED. RECALL [redacted]

(RO) Correction:

REPLACE BATTERIES AND VERIFY SYSTEMS OPERATING NORMAL R&R HEATER GRID RELAY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRUCK HAS NO POWER CUSTOMER STATES TRUCK HAS NO POWER

(Claim) Cause:

FOUND BATTERIES HAVE NO VOLTAGE, USING GR8, PERFORMED BATTERY TEST, [redacted] FAIL ED. FOUND BATTERIES HAVE NO VOLTAGE, USING GR8, PERFORMED BATTERY TEST, [redacted]H FAIL ED.

(Claim) Correction:

REPLACE BATTERIES AND VERIFY SYSTEMS OPERATING NORMAL REPLACE BATTERIES AND VERIFY SYSTEMS OPERATING NORMAL

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500	[redacted]	CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage Code**	[redacted]	

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	1		15.20	$89.69
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GREASE	1		63.74	$89.69
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	SEAL RING	1		7.33	$89.69
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		32.72	$89.69
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		39.96	$89.69
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	WASHER	1		8.67	$89.69
[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]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	1		15.20	$179.39
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				GREASE	1		63.74	$179.39
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]	4		51.14	$179.39
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]	1		7.33	$179.39
[redacted]		Transmission, Remove and install for recondition -			[redacted]	[redacted]	1		[redacted]	

		[redacted]C ; 4X4 equipped								
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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 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	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		39.96	$44.85
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	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	FLUID AFT	1		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
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]	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]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			06506497AA	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] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1312.39	[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]	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]	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	[redacted]			
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		32.72	[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]	GASKET	1		39.96	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	68085955AA	WASHER	1		8.67	$687.65
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]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	

RO Narratives

(RO) Customer Concern:

TRUCK SHOP MULTI - POINT INSPECTION CUSTOMER STATES DIAGNOSIS CUSTOMER STATES DIAGNOSIS PERFORM RRT

(RO) Cause:

[redacted] active. k1 clutch snap ring dislodged.

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

[redacted] ACTIVE. [redacted] CLUTCH SNAP RING DISLODGED [redacted] CLUTCH INPUT SHAFT ASSY.

(Claim) Correction:

INSPECT AND REPLACE SUB ASSY. [redacted] PROPELLER SHAFT, SKID PLATE, DEF AND 4X4 EQ UIPPED. PERFORMED QUICK LEARN AND TEST DROVE VEH AFTER REPAIRS, OPERATING A S DESIGNED

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	**Name**	[redacted] DODGE CITY JEEP	**Zone**	[redacted]
Address	12103 HICKMAN RD , URBANDALE, IA 50323		

Condition Information

Condition	[redacted]	Desc	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Plate, adapter transmission ; Crankshaft to flywheel, [redacted] diesel engine			[redacted]	[redacted]			[redacted]	
A	[redacted]	Plate, adapter transmission ; Crankshaft to flywheel, [redacted] diesel engine			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Plate, adapter transmission ; Crankshaft to flywheel, [redacted] diesel engine			[redacted]	[redacted]			78.95	$648.29
A	[redacted]	Plate, adapter transmission ; Crankshaft to flywheel, [redacted] diesel engine			[redacted]	FLYWHEEL	1	X	1688.46	$648.29
A	[redacted]	Plate, adapter transmission ; Crankshaft to flywheel, [redacted] diesel engine			[redacted]	TRANSMISS	1		8859.21	$648.29
A	[redacted]	Plate, adapter transmission ; Crankshaft to flywheel, [redacted] diesel engine			[redacted]	ADAPTER	[redacted]			$648.29
A	[redacted]	Plate, adapter transmission ; Crankshaft to flywheel, [redacted] diesel engine			[redacted]	[redacted]			26.32	$648.29
A	[redacted]1	Plate, adapter transmission ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]1	Plate, adapter transmission ; [redacted] propeller shaft equipped			[redacted]	BOLT	1		[redacted]	
A	[redacted]1	Plate, adapter transmission ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]1	Plate, adapter transmission ; [redacted] propeller shaft equipped			[redacted]	FLYWHEEL	1	X	[redacted]	
A	[redacted]1	Plate, adapter transmission ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	[redacted]			
A	[redacted]1	Plate, adapter transmission ; [redacted] propeller shaft equipped			[redacted]	ADAPTER	[redacted]			[redacted]
A	[redacted]1	Plate, adapter transmission ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]7	Flexplate, torque converter drive automatic	[redacted]	BROKEN OR	[redacted]	[redacted]			[redacted]5.37	$0.00

		transmission ; Cummins Diesel Engine		CRACKED						
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine	[redacted]	BROKEN OR CRACKED	[redacted]	BOLT	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine	[redacted]	BROKEN OR CRACKED	[redacted]	OIL	9		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine	[redacted]	BROKEN OR CRACKED	[redacted]	[redacted]	1	X	[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine	[redacted]	BROKEN OR CRACKED	[redacted]	TRANSMISS	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine	[redacted]	BROKEN OR CRACKED	[redacted]	ADAPTER	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine	[redacted]	BROKEN OR CRACKED	[redacted]	OIL	3		[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]			[redacted]	BOLT	1		[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]			[redacted]	BOLT	1		[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]			[redacted]	OIL	9		[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]			[redacted]	[redacted]	1	X	[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]			[redacted]	TRANSMISS	1		[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]			[redacted]	ADAPTER	1		[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]			[redacted]	OIL	3		[redacted]	
B	[redacted]	Pump, water ; 6.7 liter diesel engine	[redacted]	LEAKS-GASKET DEFECT	[redacted]	[redacted]	1		18.24	$142.31
B	[redacted]	Pump, water ; [redacted] diesel engine	[redacted]	LEAKS-GASKET DEFECT	[redacted]	PUMP	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE [redacted] DOES NOT RUN. TRUCK STARTED TO RUNS VERY ROUG CUSTOMER STATES THAT THE WATER PUMP IS LEAKING H. DIED ON THE INTERSTATE ([redacted] MECHANICAL CONCERN DIESEL)

(Claim) Cause:

PRESSURE CHECK AND VERIFIED WATER PUMP IS LEAKING CHECK AND VERIFIED. INSPECT FOUND FLEX PLATE HAD FAILED. REMOVED TRANSMISSIO N AND INSPECT FOUND TORQUE CONVERTER AND TRANSMISSION PUMP ARE DAMAGED FROM F LEX PLATE FAILURE. THE COST OF THE PUMP AND CONVERTER ARE [redacted] COMPARED T O REPLACEMENT. ALSO DAMAGED THE STARTER AND THE TRANSMISSION ADAPTER PLATE. ALSO FOUND [redacted] FOR THE BELL HOUSING IS MISSING AND 1 FOR THE RIGHT STIFFEN ER BRACKET IS ALSO MISSING.

(Claim) Correction:

REPLACED WATER PUMP AND BLED COOLING SYSTEM REPLACED ADAPTER PLATE ,CAM SEAL AND FLEXPLATE. REPLACED TRANSMISSION AND REP LACED MISSING BOLTS. REPLACED STARTER. REPLACED CONVERTER BOLTS. CHECK FLUID OK. PERFORMED QUICKLEARN. TEST DROVE AND RECHECK OK

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] DODGE CITY JEEP	**Zone**	51	[redacted]
Address	[redacted]					

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Starter ; 6.7 liter diesel engine [redacted]			[redacted]	STARTER	1	X	[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins [redacted]		[redacted]	[redacted]	STARTER	1	X	[redacted]	
A	[redacted]	[redacted] Authorization ; Authorization			[redacted]	STARTER	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

STARTER IS NOT ENGAGING. [redacted] REPAIR AS PER DISTRICT MANAGER STARTER IS NOT ENGAGING. [redacted] REPAIR AS PER DISTRICT MANAGER CUSTOMER STATES THAT THE ENGINE DOES NOT RUN. TRUCK STARTED TO RUNS VERY ROUGH

(Claim) Cause:

INTERNAL FAILURE OF STARTER AND NOT ENGAGING INTERNAL FAILURE OF STARTER AND NOT ENGAGING CHECK AND VERIFIED. INSPECT FOUND FLEX PLATE HAD FAILED. REMOVED TRANSMISSION

(Claim) Correction:

REPLACED STARTER AND VERIFIED IS WORKING AS DESIGNED. REPLACED STARTER AND VERIFIED IS WORKING AS DESIGNED. REPLACED ADAPTER PLATE ,CAM SEAL AND FLEXPLATE. REPLACED TRANSMISSION AND REPL

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]	Zone	71 LOS ANGELES
[redacted]	555 W CYPRESS AVENUE , REDDING, CA 96001				

Condition Information

Condition Code	[redacted]	Failure	Failure Desc	Part Number	Part Name	Quantity	Failed	Expense	Expense
[redacted]	Clutch, fan ; diesel engine			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	Clutch, fan ; 6.7 liter diesel engine			[redacted]	[redacted]T	1		[redacted]	[redacted]
[redacted]	Clutch, fan ; 6.7 liter diesel engine			[redacted]	[redacted]T	1		[redacted]	[redacted]
[redacted]	Clutch, fan ; diesel engine			[redacted]	DAMPER	1		499.01	[redacted]
A [redacted]	Clutch, fan ; diesel engine			[redacted]	SHIM	1		390.32	[redacted]
[redacted]	Clutch, fan ; diesel engine			[redacted]	BOLT	1		31.79	[redacted]
A [redacted]	Clutch, fan ; diesel engine			[redacted]	SCREW	[redacted]			
[redacted]	Clutch, fan ; diesel engine			[redacted]	SCREW	[redacted]			
[redacted]	Clutch, fan ; diesel engine			[redacted]	[redacted]	5		86.46	[redacted]
A [redacted]	Clutch, fan ; 6.7 liter diesel engine			68359842AD	CLUTCH	1		469.37	[redacted]
[redacted]	Clutch, fan ; diesel engine			[redacted]	FAN	1		72.96	[redacted]
[redacted]	Clutch, fan ; diesel engine			[redacted]	PULLEY	1		770.75	[redacted]
A [redacted]	Clutch, fan ; diesel engine			[redacted]	[redacted]	1		[redacted]	
[redacted]	Clutch, fan ; diesel engine			[redacted]	[redacted]	[redacted]			
[redacted]	Clutch, fan ; diesel engine			[redacted]	TUBE	1		148.14	[redacted]
[redacted]	Clutch, fan ; diesel engine			[redacted]	GASKET	1		15.65	[redacted]
[redacted]	Clutch, fan ; diesel engine			[redacted]	SEAL	1		[redacted]	
[redacted]	Clutch, fan ; diesel engine			[redacted]	COVER	1		207.51	[redacted]
[redacted]	Clutch, fan ; diesel engine			[redacted]	ADHESIVE	1		13.50	[redacted]
[redacted]	Clutch, fan ; diesel engine			[redacted]	O RING	[redacted]			
A [redacted]	Clutch, fan ; 6.7 liter diesel engine			[redacted]	O RING	2		23.55	[redacted]
[redacted]	Clutch, fan ; diesel engine			[redacted]	GASKET	1		15.65	[redacted]

A	[redacted]	Clutch, fan ; [redacted] diesel engine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Clutch, fan ; [redacted] diesel engine			[redacted]	RETAINER	2		[redacted]	
A	[redacted]	Clutch, fan ; 6.7 liter diesel engine			[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Clutch, fan ; [redacted] diesel engine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Clutch, fan ; 6.7 liter diesel engine			[redacted]	PUSHROD	1		[redacted]	
A	[redacted]	Clutch, fan ; 6.7 liter diesel engine			[redacted]	FLYWHEEL	1		[redacted]	
A	[redacted]	Clutch, fan ; [redacted] diesel engine			[redacted]	NUT	1		[redacted]	
A	[redacted]	Clutch, fan ; 6.7 liter diesel engine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Clutch, fan ; [redacted] diesel engine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Clutch, fan ; [redacted] diesel engine			[redacted]	FLUID	1		[redacted]	
A	[redacted]	Clutch, fan ; 6.7 liter diesel engine			[redacted]	PUSH PIN	6		[redacted]	
A	[redacted]	Clutch, fan ; [redacted] diesel engine			[redacted]	OIL	9		[redacted]	
A	[redacted]	Clutch, fan ; [redacted] diesel engine			[redacted]	OIL	3		[redacted]	
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			R8570760AA	ENGINE	1	X	[redacted]	
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	GASKETKIT	1		[redacted]	
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	GASKETKIT	1		[redacted]	
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	DAMPER	1		[redacted]	
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	SHIM	1		390.32	$0.00
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	SCREW	4		[redacted]	
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			06509459AA	SCREW	4		[redacted]	
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	ANTIFREEZ	5		[redacted]	
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	CLUTCH	1		469.37	$0.00
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	FAN	1		[redacted]	
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	PULLEY	1		[redacted]	
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	BELT	1		[redacted]	
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	FLUID	2		24.21	$0.00
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	TUBE	1		148.14	$0.00

A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	SEAL	1		24.29	$0.00
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	COVER	1		207.51	$0.00
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	ADHESIVE	1		13.50	$0.00
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	O RING	2		[redacted]	
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			05011921AA	O RING	2		[redacted]	
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	GASKET	1		9.96	$0.00
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	RETAINER	2		16.96	$0.00
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			68581420AA	GASKET	1		[redacted]	
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	PUSHROD	1		[redacted]	
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	FLYWHEEL	1		1600.79	$0.00
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			05086769AA	NUT	1		[redacted]	[redacted]
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	GASKET	1		15.65	$0.00
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	FLUID	1		[redacted]	
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	PUSH PIN	6		36.07	$0.00
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	OIL	9		[redacted]	[redacted]
A	[redacted]	Sensor, Crankshaft position ; [redacted] diesel engine			[redacted]	OIL	3		[redacted]	[redacted]
A	[redacted]	Engine, short block ; [redacted] diesel engine	[redacted]	CRANKSHAFT DEFECT	[redacted]	ENGINE	1	X	[redacted]	
A	[redacted]	Engine, short block ; [redacted] diesel engine	[redacted]	CRANKSHAFT DEFECT	[redacted]	GASKETKIT	1		[redacted]	[redacted]
A	[redacted]	Engine, short block ; [redacted] diesel engine	[redacted]	CRANKSHAFT DEFECT	[redacted]	GASKETKIT	1		581.36	$2,412.77
A	[redacted]	Engine, short block ; [redacted] diesel engine	[redacted]	CRANKSHAFT DEFECT	[redacted]	DAMPER	1		[redacted]	
A	[redacted]	Engine, short block ; [redacted] diesel engine	[redacted]	CRANKSHAFT DEFECT	[redacted]	SHIM	1		[redacted]	[redacted]
A	[redacted]	Engine, short block ; [redacted] diesel engine	[redacted]	CRANKSHAFT DEFECT	[redacted]	BOLT	1		[redacted]	

A	[redacted]	Engine, short block ; 6.7 liter diesel engine	25	CRANKSHAFT DEFECT	[redacted]	SCREW	4		67.19	[redacted]
A	[redacted]	Engine, short block ; 6.7 liter [redacted]		CRANKSHAFT DEFECT	[redacted]	SCREW	4		67.19	[redacted]
A	[redacted]	Engine, short block ; 6.7 liter [redacted]		CRANKSHAFT DEFECT	[redacted]	ANTIFREEZ	5		86.46	[redacted]
A	[redacted]	[redacted] short block ; diesel engine	25	CRANKSHAFT DEFECT	[redacted]	CLUTCH	1		469.37	[redacted]
A	[redacted]	Engine, short block ; 6.7 liter [redacted]		CRANKSHAFT DEFECT	[redacted]	FAN	1		[redacted]	[redacted]
A	[redacted]	Engine, short block ; 6.7 liter [redacted]		CRANKSHAFT DEFECT	[redacted]	PULLEY	1		770.75	[redacted]
A	[redacted]	[redacted] short block ; diesel engine	25	CRANKSHAFT DEFECT	[redacted]	BELT	1		86.05	[redacted]
A	[redacted]	Engine, short block ; 6.7 liter [redacted]		CRANKSHAFT DEFECT	[redacted]	[redacted]				[redacted]
A	[redacted]	Engine, short block ; 6.7 liter diesel engine	25	CRANKSHAFT DEFECT	[redacted]	TUBE	1		148.14	[redacted]
A	[redacted]	Engine, short block ; 6.7 liter [redacted]		CRANKSHAFT DEFECT	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Engine, short block ; 6.7 liter [redacted]		CRANKSHAFT [redacted]	[redacted]	SEAL	1		24.29	[redacted]
A	[redacted]	Engine, short block ; 6.7 liter [redacted]		CRANKSHAFT DEFECT	[redacted]	COVER	1		207.51	[redacted]
A	[redacted]	[redacted] short block ; [redacted]		CRANKSHAFT DEFECT	[redacted]	ADHESIVE	1		13.50	[redacted]
A	[redacted]	Engine, short block ; 6.7 liter [redacted]		CRANKSHAFT DEFECT	05016648AA	O RING	2		[redacted]	[redacted]
A	[redacted]	[redacted] short block ; diesel engine	25	CRANKSHAFT DEFECT	[redacted]	O RING	2		[redacted]	[redacted]
A	[redacted]	Engine, short block ; 6.7 liter [redacted]		CRANKSHAFT DEFECT	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Engine, short block ; 6.7 liter [redacted]		CRANKSHAFT DEFECT	68437471AA	GASKET	1		9.96	[redacted]
A	[redacted]	[redacted] short block ; diesel engine	25	CRANKSHAFT DEFECT	06102163AA	RETAINER	2		16.96	[redacted]
A	[redacted]	Engine, short block ; 6.7 liter [redacted]		CRANKSHAFT DEFECT	[redacted]	SENSOR	1		147.56	[redacted]
A	[redacted]	Engine, short block ; 6.7 liter [redacted]		CRANKSHAFT DEFECT	[redacted]	GASKET	1		431.49	[redacted]
A	[redacted]	[redacted] short block ; diesel engine	25	CRANKSHAFT DEFECT	[redacted]	[redacted]	1		65.71	[redacted]
A	[redacted]	Engine, short block ; 6.7 liter [redacted]		CRANKSHAFT DEFECT	68444379AA	[redacted]	1		1600.79	[redacted]
A	[redacted]	[redacted] short block ; diesel engine	25	CRANKSHAFT DEFECT	[redacted]	NUT	1		14.25	[redacted]
A	[redacted]	[redacted] short block ; diesel engine	25	CRANKSHAFT DEFECT	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Engine, short block ; 6.7 liter [redacted]		CRANKSHAFT DEFECT	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	[redacted] short block ; diesel engine	25	CRANKSHAFT DEFECT	[redacted]	FLUID	1		12.02	[redacted]
A	[redacted]	Engine, short block ; 6.7 liter [redacted]		CRANKSHAFT DEFECT	06501916	[redacted]	6		[redacted]	[redacted]
A	[redacted]	Engine, short block ; 6.7 liter [redacted]		CRANKSHAFT DEFECT	68218930AB	OIL	9		58.99	[redacted]
A	[redacted]	[redacted] short block ; diesel engine	25	CRANKSHAFT DEFECT	68218930AB	OIL	3		[redacted]	[redacted]
A	09000169	Engine, short block ; 4 X 4/AWD equipped			[redacted]	ENGINE	1	X	15316.17	[redacted]
A	09000169	Engine, short block ; 4 X 4/AWD equipped			68503525AA	[redacted]	1		1561.26	[redacted]
A	09000169	Engine, short block ; 4 X 4/AWD equipped			[redacted]	[redacted]	1		581.36	[redacted]
A	09000169	Engine, short block ; 4 X 4/AWD equipped			68538446AA	DAMPER	1		499.01	[redacted]
A	09000169	Engine, short block ; 4 X 4/AWD equipped			68143869AA	SHIM	1		390.32	[redacted]
A	09000169	Engine, short block ; 4 X 4/AWD equipped			[redacted]	BOLT	1		[redacted]	[redacted]
A	09000169	Engine, short block ; 4 X 4/AWD equipped			[redacted]	SCREW	4		67.19	[redacted]

A	09000169	Engine, short block ; 4 X [redacted] equipped			06509459AA	SCREW	4		[redacted]	
A	09000169	Engine, short block ; 4 X [redacted] equipped			68163849AB	ANTIFREEZ	[redacted]			
A	09000169	Engine, short block ; 4 X [redacted] equipped			68359842AD	CLUTCH	1		[redacted]	
A	09000169	Engine, short block ; 4 X [redacted] equipped			68359841AC	FAN	1		[redacted]	
A	09000169	Engine, short block ; 4 X [redacted] equipped			05086958AA	PULLEY	1		[redacted]	
A	09000169	Engine, short block ; 4 X [redacted] equipped			05281816AA	BELT	1		[redacted]	
A	09000169	Engine, short block ; 4 X [redacted] equipped			68218057AC	FLUID	2		24.21	[redacted]
A	09000169	Engine, short block ; 4 X [redacted] equipped			68445161AA	TUBE	1		[redacted]	
A	09000169	Engine, short block ; 4 X [redacted] equipped			05183354AB	GASKET	1		[redacted]	
A	09000169	Engine, short block ; 4 X [redacted] equipped			[redacted]	SEAL	1		[redacted]	
A	09000169	Engine, short block ; 4 X [redacted] equipped			68533281AA	COVER	1		[redacted]	
A	09000169	Engine, short block ; 4 X [redacted] equipped			68082860AB	ADHESIVE	1		[redacted]	
A	09000169	Engine, short block ; 4 X [redacted] equipped			05016648AA	O RING	2		33.76	[redacted]
A	09000169	Engine, short block ; 4 X [redacted] equipped			05011921AA	O RING	2		[redacted]	
A	09000169	Engine, short block ; 4 X [redacted] equipped			05183354AB	GASKET	1		[redacted]	
A	09000169	Engine, short block ; 4 X [redacted] equipped			68437471AA	GASKET	1		9.96	[redacted]
A	09000169	Engine, short block ; 4 X [redacted] equipped			06102163AA	RETAINER	2		[redacted]	
A	09000169	Engine, short block ; 4 X [redacted] equipped			68581417AA	SENSOR	1		147.56	[redacted]
A	09000169	Engine, short block ; 4 X [redacted] equipped			68581420AA	GASKET	1		[redacted]	
A	09000169	Engine, short block ; 4 X [redacted] equipped			68447792AA	PUSHROD	1		[redacted]	
A	09000169	Engine, short block ; 4 X [redacted] equipped			68444379AA	FLYWHEEL	1		1600.79	[redacted]
A	09000169	Engine, short block ; 4 X [redacted] equipped			05086769AA	[redacted]				
A	09000169	Engine, short block ; 4 X [redacted] equipped			05183354AB	GASKET	1		[redacted]	
A	09000169	Engine, short block ; 4 X [redacted] equipped			68450922AA	GASKET	1		[redacted]	
A	09000169	Engine, short block ; 4 X [redacted] equipped			68218064AC	FLUID	1		[redacted]	
A	09000169	Engine, short block ; 4 X [redacted] equipped			[redacted]	PUSH PIN	6		36.07	[redacted]
A	09000169	Engine, short block ; 4 X [redacted] equipped			[redacted]	OIL	[redacted]			
A	09000169	Engine, short block ; 4 X [redacted] equipped			[redacted]	OIL	3		[redacted]	
A	09000172	Engine, short block ; Diagnostic Time Allowance, [redacted] Diesel Engine, Short and Long Block			[redacted]	[redacted]	1	X	15316.17	[redacted]
A	09000172	Engine, short block ; Diagnostic Time Allowance, [redacted] Diesel Engine, Short and Long Block			[redacted]	[redacted]T	1		1561.26	[redacted]
A	09000172	Engine, short block ; Diagnostic Time Allowance, [redacted] Diesel Engine, Short and Long Block			[redacted]	[redacted]T	1		581.36	[redacted]

A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	DAMPER	1		[redacted]	
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	SHIM	1		[redacted]	
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	BOLT	1		31.79	$288.71
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	SCREW	4		67.19	$288.71
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	SCREW	4		67.19	$288.71
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	[redacted]	5		[redacted]	
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	CLUTCH	1		[redacted]	
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	FAN	1		[redacted]	
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	PULLEY	1		[redacted]	
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	BELT	1		86.05	$288.71
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	FLUID	2		24.21	$288.71
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	TUBE	1		148.14	$288.71
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins			[redacted]	COVER	1		[redacted]	

		Diesel Engine, Short and Long Block								
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	ADHESIVE	1		13.50	$288.71
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	O RING	2		[redacted]	
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	O RING	2		[redacted]	
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	RETAINER	2		16.96	$288.71
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	SENSOR	1		147.56	$288.71
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	PUSHROD	1		[redacted]	
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	FLYWHEEL	1		[redacted]	
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			05086769AA	NUT	1		[redacted]	
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	GASKET	1		15.65	$288.71
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	GASKET	1		119.81	$288.71
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			68218064AC	FLUID	1		12.02	$288.71

A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	PUSH PIN	6		[redacted]	[redacted]
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	OIL	9		[redacted]	
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	OIL	3		19.66	[redacted]
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			R8570760AA	[redacted]	1	X	[redacted]	[redacted]
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	GASKETKIT	1		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	GASKETKIT	1		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	DAMPER	1		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	SHIM	1		[redacted]	[redacted]
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	SCREW	4		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	SCREW	4		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	ANTIFREEZ	5		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	CLUTCH	1		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	FAN	1		[redacted]	[redacted]
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	PULLEY	1		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	BELT	1		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	FLUID	2		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	SEAL	1		[redacted]	[redacted]
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	COVER	1		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	ADHESIVE	1		[redacted]	

A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	O RING	2		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	O RING	2		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	RETAINER	2		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	PUSHROD	1		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	FLYWHEEL	1		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	NUT	1		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	FLUID	1		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	PUSH PIN	6		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	OIL	9		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] in bed wiring connectors.			[redacted]	OIL	3		[redacted]	
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	ENGINE	1	X	[redacted]	
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	GASKETKIT	1		1561.26	
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	GASKETKIT	1		581.36	
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	DAMPER	1		499.01	
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	SHIM	1		[redacted]	
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	SCREW	4		67.19	
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	SCREW	4		67.19	

A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	[redacted]	5		[redacted]	
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	CLUTCH	1		469.37	$0.00
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	FAN	1		72.96	$0.00
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	PULLEY	1		770.75	$0.00
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	BELT	1		[redacted]	
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	FLUID	2		[redacted]	
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	GASKET	1		15.65	$0.00
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	[redacted]	1		24.29	$0.00
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	COVER	1		[redacted]	
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	ADHESIVE	1		[redacted]	
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	O RING	2		[redacted]	
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	O RING	2		23.55	$0.00
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	GASKET	1		15.65	$0.00
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	GASKET	1		9.96	$0.00
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	RETAINER	2		[redacted]	
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	GASKET	1		431.49	$0.00
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	PUSHROD	1		65.71	$0.00
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	FLYWHEEL	1		1600.79	$0.00
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	NUT	1		[redacted]	
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	GASKET	1		119.81	$0.00
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	FLUID	1		12.02	$0.00

A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	PUSH PIN	6		[redacted]	
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	OIL	9		58.99	[redacted]
A	[redacted]	Case/cover, timing chain or belt ; Cover, [redacted] diesel engine			[redacted]	OIL	3		19.66	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	ENGINE	1	X	[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			68503525AA	GASKETKIT	1		[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			68503526AA	GASKETKIT	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	DAMPER	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	SHIM	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	SCREW	4		[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	SCREW	4		[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	ANTIFREEZ	5		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	CLUTCH	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	FAN	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	PULLEY	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission			[redacted]	BELT	1		[redacted]	

		; Cummins Diesel Engine								
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	FLUID	2		[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	COVER	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	ADHESIVE	1		[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	O RING	2		[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	O RING	2		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	RETAINER	2		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	SENSOR	1		[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			68447792AA	PUSHROD	1		[redacted]	[redacted]

A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	FLYWHEEL	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	NUT	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	FLUID	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	PUSH [redacted]				
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	OIL	9		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	OIL	3		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	1	X	[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKETKIT	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKETKIT	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	DAMPER	1		499.01	
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]	BOLT	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction			[redacted]	SCREW	4		[redacted]	

		with appropriate repair Labor Operation.								
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	SCREW	4		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	5		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	CLUTCH	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	PULLEY	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID	2		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	COVER	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	ADHESIVE	1		13.50	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	O RING	2		33.76	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	O RING	2		23.55	[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]	GASKET	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	RETAINER	2		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	SENSOR	1		147.56	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		431.49	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	PUSHROD	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLYWHEEL	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	NUT	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID	1		12.02	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	PUSH [redacted]				[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	9		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	3		[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM MULTI-POINT INSPECTION ENGINE REPAIR

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STS [redacted] PULLEY IS LOOSE AND BELT IS FALLING OFF

(Claim) Cause:

FOUND DAMPER BOLTS SHEARED OFF AND DAMAGED [redacted] THREADS RTIMING COVER [redacted] S ENSOR TENSIONER PULLIES AND BELT DAMAGED. FAN AND BLADES DAAMGED. FOUND BROK EN PIECES OF [redacted]

(Claim) Correction:

REPALCED SHORT BLOCK AND BROKEN ITEMS. ADDED FLUIDS TEST DROVBE OK NOW

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted] CREW CAB 4X4
Build Date	[redacted]	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	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**	JOHNSON AUTO PLAZA INC	**Zone**	74 [redacted]
Address	12410 EAST 136TH AVENUE , BRIGHTON, CO 80601				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Module, Telematics Box (TBM) Backup Flash ; Module, Telematics Box ([redacted]) - Reprogram	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

CLIENT STATES THAT THE SERVICE UCONNECT MESSAGE CAME ON THE RADIO CK AND ADVISE

(RO) Cause:

.

(RO) Correction:

[redacted] FOUND THE SERVICE U-CONNECT MESSAGEIS ON AND THE [redacted] MODULE NEEDS TO BEUPDATED. PERFORMED [redacted] UPDATE. TESTED ANDALL CHECKED GOOD AT THIS TIME. ELECTRICAL OPS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CLIENT STATES THAT THE SERVICE UCONNECT MESSAGE CAME ON THE RADIO CK AND ADVI SE

(Claim) Cause:

SOFTWARE OUT OF DATE

(Claim) Correction:

[redacted] FOUND THE SERVICE U-CONNECT MESSAGE IS ON AND THE [redacted]2 ,,,,MODUL E NEEDS TO BE UPDATED. PERFORMED [redacted] UPDATE. TESTED AND ALL ,,,,CHECKED GOOD AT THIS TIME. **********

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]		***Failure*** [redacted]	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - [redacted] liter Diesel - Midship Tank		[redacted]	[redacted]	MODULEKIT	1	X	[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	MODULEKIT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CEL ON FOR FUEL SENSOR

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF CEL IS ON. CHECKED SERVICE LIBRARY FOR TECH NICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, RAPID SERV ICE UPDATES AND RECALLS AND FOUND NO DOCUMENTS RELATED TO THE VEHICLES CONCE RN. PERFORMED A VISUAL INSPECTION AND FOUND NOTHING ABNORMAL. ACCESSED THE D IAGNOSTIC PORT AND PERFORMED A SCAN TO FIND ACTIVE CODE [redacted] WHICH IS RE LATED TO FUEL LEVEL

SENSOR [redacted]. CHECKED FOR ANY SOFTWARE UPDATES T O FIND NO RELEVANT SOFTWARE UPDATES DUE. PER FLOW CHART FOR [redacted]. VERI FY THAT THE FUEL PUMP CONNECTOR IS PROPERLY CONNECTED AND LOCKED. PLACED BOR E SCOPE ON TOP OF TEH FUEL TANK WAS ABLE TO VERIFIY THE PUMP IS CONNECTOR IS SEATED AND LOCKED IN PLACE. CHECK THE FUEL PUMP AND [redacted] HARNESS CONNECTORS AND TERMINALS FOR PUSHED OUT, SPREAD, CORRODED OR DIRTY TERMINALS. TO GAIN A CCESS TO THE [redacted] FOR INSPECT OF THE C5 CONNECTOR REMOVED THE LEFT [redacted] S IDE COWL TRIM PANEL,THE AMPLIFIER FOUND NO SPREAD, CORRODED OR DIRTY TERMINA LS AT THE [redacted]. LIFTED THE VEHICLE AND REMOVED THE FUEL TANK TYO GAIN ACCE SS TO THE FUEL PUMP CONNECTOR INSEPCTED AND FOUND NO SPREAD, CORRODED OR DIR TY TERMINALS. CONNECTED THE [redacted] C5 CONNECTOR. THEN CHECKED THE ABILITY OF THE [redacted] TO READ THE FUEL LEVEL SENSOR SIGNAL CORRECTLY. CONNECTED THE RESISTOR B OX UP TO CIRCUIT N4 AND [redacted] AT THE FUEL PUMP CONNECTOR TURNED THE IGNITION ON AND MONITORED THE SIGNAL VOLTAGE ON THE SCAN TOOL, WHILE VARYING THE RESI STANCE ON THE ELECTRICAL TEST LEAD KIT BETWEEN APPROXIMATELY 50 AND [redacted] FOUND VOLTAGE IS CHANGING BETWEE[redacted] AND [redacted] WHILE CHANGING THE RESISTANCE. PER FLOW CHART NEED TO REPLACE THE FUEL LEVEL SENSOR, THE SE NSOR IS PART OF THE FUEL PUMP MODULE.

(Claim) Correction:

FOUND THE IN TANK FUEL LEVEL SENDER IS THE POINT OF CONCERN. FURTHER EXAMINATI ON FOUND THE IN TANK FUEL LEVEL SENDER HAS AN INTERMITTENT OPEN CIRCUIT. REM OVED THE FUEL TANK TO GAIN ACCESS TO THE IN TANK FUEL LEVEL SENDER. ACCESSED , REMOVED AND REPLACED THE IN TANK FUEL LEVEL SENDER AND REINSTALLED ALL COM PONENTS REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL. CLEARED ALL [redacted]GNOSTIC [redacted] [redacted]S AND VERIFIED [redacted]S DID NOT RETURN. PERFORMED A FINAL [redacted]GNOSTIC SCAN TO CONFIRM REPAIRS. ROAD TESTED THE VEHICLE [redacted] TO VERIF Y REPAIRS DOCUMENTED THE VEHICLE IN MILEAGE AS [redacted] AND THE VEHICLE O UT MILEAGE AS [redacted]. THE SYSTEM IS NOW OPERATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

VIN	[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	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	8528 LOMAS BLVD NE , ALBUQUERQUE, NM 87110				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]		Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	
[redacted]		Emissions Recall [redacted] [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	NUT	1	X	[redacted]	
[redacted]		Emissions Recall [redacted] [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	1		102.92	[redacted]
[redacted]		Emissions Recall [redacted] [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		3.72	[redacted]

RO Narratives

(RO) Customer Concern:

GENERAL INSPECTION CUSTOMER STATES IN FOR RECALL ALRO RECALL [redacted] RECALL [redacted]

(RO) Cause:

f F

(RO) Correction:

GENERAL INSPECTION CUSTOMER STATES IN FOR RECALL ALRO [redacted] RECALL [redacted] PERF RECALL [redacted], REPLACETHE INTAKE HEATER RELAY Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) [redacted] RECALL [redacted] PERF RECAL[redacted], Install PMsensor and reprogram PCM. Install AuthorizedModifications Label([redacted]

TransmissionEquipped) Emissions Recall [redacted] - Particulate Matter Sensor- Replace Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only) (1 - Semi-Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28P92 - RAM 3500 [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***	HELFMAN DODGE INC	***Zone***	63 [redacted]
Address	7720 KATY FREEWAY , HOUSTON, TX 77024				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	LABEL	1		3.29	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	91.04	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	NUT	1		1.65	[redacted]

RO Narratives

(RO) Customer Concern:

RECALL [redacted] DIESEL PM SENSOR

(RO) Cause:

PER RECALL

(RO) Correction:

INSTALLED PM SENSOR AND REPROGRAMMED PCM.

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

RECALL Y43 DIESEL PM SENSOR

(Claim) Cause:

PER RECALL

(Claim) Correction:

INSTALLED PM SENSOR AND REPROGRAMMED PCM.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DP9L64 - 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**	[redacted]
Address	, ,				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	[redacted]	[redacted]				
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	[redacted]	[redacted]	1		152.01	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE SO	[redacted]	[redacted]	[redacted]			
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	COOLER	1		133.42	$198.99
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	[redacted]				
[redacted]		Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		133.42	[redacted]
[redacted]		Digital Imaging ; Process time			[redacted]	[redacted]	1		152.01	[redacted]
[redacted]		Digital Imaging ; Process time			[redacted]	FLUID AFT	2		25.59	[redacted]
[redacted]		Digital Imaging ; Process time			[redacted]	[redacted]	[redacted]			[redacted]
[redacted]		Labor Tax Only ; [redacted]			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Labor Tax Only ; [redacted]			[redacted]	COOLER	1		133.42	[redacted]

A	[redacted]	Labor Tax Only ; Puerto Rico			[redacted]	T[redacted]	1		152.01	[redacted]
A	[redacted]	Labor Tax Only ; [redacted]			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Labor Tax Only ; [redacted]			[redacted]	BOLT	6		21.67	S[redacted]

RO Narratives

(RO) Customer Concern:

TRANS AUTOMATICA CI LA UNIDAD NO COGE LOS CAMBIOS CONDICION DE MANEJO CI NO PUEDE MANEJAR LA UNDIAD ESTA TRANC ADA UNIDAD EN GRUA C/I REALIZAR DIAGNOSTICO DE LA UNIDAD. [redacted] DIAGNOSTICO TIEN E UN CARGO [redacted] CONTROL DE CALIDAD CLIENTE INFORMA HACER INSPECCION DE [redacted] INCLUYE: CORREAS ALTERNADOR Y AC, MANGAS DE RADIADOR Y SISTEMA DE ENFRIAMIENTO, NIVELES Y CONDICION DE FLUIDOS, BATERIA Y TERMINALES, FILTRO DE AIRE, FILTRO DE AIRE DE MOTOR, INSPECCION DE SISTEMA DE FRENOS, CONDICION Y NIVEL DE DESGASTE EN NEUMATICOS.

(RO) Cause:

TRANSMISSION UNIDAD NO COGE CAMBIOS INSPECCION

(RO) Correction:

SE INSPECCIONO LA UNIDAD Y LA MISMA PRESENTA P0731, [redacted], SE REALIZO PRUEBA Y LA UNIDAD NO COGE DRIVE NO ENGRANA, SE INSPECCIONO EL NIVEL DE ACEITE Y ESTA CORECTO SE EL MISMO TIENE OLOR A QUEMADO Y PRESENTA PARTICULAS DE METAL, SE REALIZO REMOCION DEL CRANK DE TRANSMICON ENCONTRANDO PARTICULAS DE METAL QUE PROBIENE DEL INTERIOR DE LA TRANSMICION LA MISMA AMERITA REMPLAZO ESTIMADO PARA [redacted], SE PROCEDIO A REEMPLAZAR TRANSMISSION SEGUN INDICA FABRICANTE PARA LUEGO REALIZAR QUICKLANE Y REALIZO ROAD TEST ENCONTRANDO QUE CONDICION NO DUPLICO QUEDANDO LA MISMA CORREGIDA SE CORRIO UNIDAD DE MILLAGE [redacted] A MILLAGE [redacted] UNIDAD ESTA ESTA COGIENDO CAMBIOS CORRECTAMENTE SE REALIZO INSPECCION MULTIPUNTOS.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CI LA UNIDAD NO COGE LOS CAMBIOS

(Claim) Cause:

TRANSMISSION

(Claim) Correction:

SE INSPECCIONO LA UNIDAD Y LA MISMA PRESENTA P0731, [redacted], SE REALIZO PRUEBA Y LA UNIDAD NO COGE DRIVE NO ENGRANA, SE INSPECCIONO EL NIVEL DE ACEITE Y EST A CORECTO SE EL MISMO TIENE OLOR A QUEMADO Y PRESENTA PARTICULAS DE METAL, S E REALIZO REMOCION DEL CRANK DE TRANSMICON ENCONTRANDO PARTICULAS DE METAL Q UE PROBIENE DEL INTERIOR DE LA TRANSMICION LA MISMA AMERITA REMPLAZO ESTIMADO PARA [redacted], SE PROCEDIO A REEMPLAZAR TRANSMISSION SEGUN INDICA FABRICANTE PAR A LUEGO REALIZAR QUICKLANE Y REALIZO ROAD TEST ENCONTRANDO QUE CONDICION NO D UPLICO QUEDANDO LA MISMA CORREGIDA

Warranty Claim Report

Vehicle Information

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

Condition Information

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

RO Narratives

(RO) Customer Concern:

Emissions Recall [redacted] - Particulate Matter Sensor (Recall Cus tomer Satisfaction Notification 1) Software Flash for PCM (Flash Software 1) Install Cust supplied cabin filter (Accessories 1) Replace crank case filter (Accessories 2) Cust states the check engine light is on (General Concern 1)

(RO) Cause:

FACTORY RECALL E TECH REPLACED AIR FILTER

(RO) Correction:

PERFORM RECALL AS REQUIRED RECALL COMPLETED PCM FLASHED COMPLETED COMPLETED IF CHECK ENGINE LIGHT COMES ON, CUST TO COME BACK

(RO) Technical Notes:

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***	$112.95	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted]	[redacted]	***Failure***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Part Expense***	***LOP Expense***
[redacted]		Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	
[redacted]		Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				[redacted]
[redacted]		Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		3.88	[redacted]

RO Narratives

(RO) Customer Concern:

Emissions Recall [redacted] - Particulate Matter Sensor (Recall Cus tomer Satisfaction Notification 1) Software Flash for PCM (Flash Software 1) Install Cust supplied cabin filter (Accessories 1) Replace crank case filter (Accessories 2) Cust states the check engine light is on (General Concern 1)

(RO) Cause:

FACTORY RECALL E TECH REPLACED AIR FILTER

(RO) Correction:

PERFORM RECALL AS REQUIRED RECALL COMPLETED PCM FLASHED COMPLETED COMPLETED IF CHECK ENGINE LIGHT COMES ON, CUST TO COME BACK

(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**	DP5L66 - 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**		**Zone**	71
Address	[redacted]				

Condition Information

[redacted] Code	LOP	LOP Desc	[redacted] Code	[redacted] Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Module, steering column control ; SCCM, includes turn signal switch, clock spring, steering angle sensor where applicable		NOISY	[redacted]	CLOCKSPRI	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

STEERING WHEEL CONCERN WHILE MAKING TURNS MAKES NOISE CHECK AND REPORT

(RO) Cause:

VERIFIED CUSTOMER CONCERN AND FOUND THE CLOCK SPRING TO BE FAULTY MAKING A CLICKING NOISE IN THE STEERING WHEEL CAN BE FELT AS WELL REC. CLOCKSPRING

(RO) Correction:

DISCONNECTED BOTH BATTERIES, REMOVED AIRBAG AND STEERING WHEEL. REMOVED LOWER KNEE SHIELD, REMOVED STEERING WHEEL TRIM UPPER AND LOWER. DISCONNECTED ALL CONNECTORS AND REMOVED OLD CLOCK SPRING. INSTALL NEW CLOCK SPRING AND RECONNECTED ALL CONNECTORS. ENSURED CLOCK SPRING IS IN CORRECT ORIENTATION AND REINSTALLED STEERING WHEEL WITH NEW LOCK TIGHT ON THE BOLT AND TOQUED TO SPEC. REINSTALLED ALL OTHER REMOVED PARTS AND MADE SURE EVERYTHING ON THE STEERING WHEELIS WORKING WHICH IT IS. TEST DROVE TO ENSURE CLICKING NOISE IS GONE AND IT IS NO FURTHER REPAIRS NEEDED AT THIS TIME. [redacted] GOODWILL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NOISE WHILE TURNING

(Claim) Cause:

FOUND NOISE FROM CLOCK SPRING

(Claim) Correction:
REPLACEDD

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - RAM 5500 [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***	$4,505.34	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition	[redacted]	[redacted]	***Failure***	***Failure Desc***	***Part Number***	***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]		Arm, valve rocker ; [redacted] diesel engine - One cylinder	[redacted]	BROKEN OR CRACKED	[redacted]	INJECTOR	3		[redacted]	[redacted]
[redacted]		Arm, valve rocker ; [redacted] diesel engine - One cylinder	[redacted]	BROKEN OR CRACKED	[redacted]	CONNECTOR	3		649.55	[redacted]
[redacted]		Arm, valve rocker ; [redacted] diesel engine - One cylinder	[redacted]	BROKEN OR CRACKED	[redacted]	ARM	1	X	[redacted]	
A	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	INJECTOR	[redacted]			
A	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	CONNECTOR	[redacted]			
A	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	ARM	1	X	[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 1 - [redacted] liter			[redacted]	INJECTOR	3		[redacted]	$78.40
A	[redacted]	Injector, Fuel ; Cylinder 1 - [redacted] liter			[redacted]	CONNECTOR	[redacted]			
[redacted]		Injector, Fuel ; Cylinder 1 - [redacted]			[redacted]	ARM	1	X	[redacted]	
[redacted]		Injector, Fuel ; Cylinder 4 - [redacted]			[redacted]	INJECTOR	3		[redacted]	[redacted]
[redacted]		Injector, Fuel ; Cylinder 4 - [redacted]			[redacted]	CONNECTOR	[redacted]			
[redacted]		Injector, Fuel ; Cylinder 4 - [redacted]			[redacted]	ARM	1	X	[redacted]	
[redacted]		Injector, Fuel ; Cylinder 5 - [redacted] liter			[redacted]	INJECTOR	3		[redacted]	[redacted]
[redacted]		Injector, Fuel ; [redacted] - [redacted]			[redacted]	CONNECTOR	[redacted]			
[redacted]		[redacted] Fuel ; [redacted] - [redacted] liter			[redacted]	ARM	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Engine Performance Concern (Diesel) [CUSTOMER STATES CEL ON] Multi-point inspection (according to maintenance interval) Engine Performance Concern (Diesel) [CUSTOMER STATES SERVICE EXHAUST MESSAGE ON]

(RO) Cause:

E

(RO) Correction:

DID NOT PERFORM THIS REPAIR AT THIS TIME [redacted] MULTIPLE [redacted] [redacted], AMONGST OTHERS.BLOWS WHITE SMOKE ON ACCEL. PERFORM INJECTORKILL TEST ON [redacted], [redacted] HAS NOCHANGE AT IDLE OR ELEVATED RPMS. REPLACE[redacted] AND CONNECTOR TUBE. WHEN VALVECOVER OFF FOUND ROCKER ARM FOR [redacted]BROKEN. INSPECT PUSH ROD AND [redacted] OK NOTBENT. INSTALL NEW ROCKER ARM FOR [redacted] REASSEMBLE. OUT OF SPEC IDLE SMOOTHNESS,PERFORM INJECTOR KILL TEST, [redacted]S 1 AND [redacted] SHOWING SIGNS OF CONCERN. HIGH PRESSUREFUEL SYSTEM TEST CONFIRMS THAT. REPLACE[redacted] AND 4 FUEL INJECTORS AND CONNECTORTUBES. TEST DRIVE WHITE SMOKE HAS NOT BEENPRESENT. DROV[redacted], RAN OK, GOOD POWER,NO SMOKE. NO CHECK ENGINE LIGHT. SHIPPINGTRUCK AT THIS POINT CUSTOMER FROM OUT OF TOWN Arm, valve rocker - Replace [redacted] diesel engine - [redacted]) Injector, Fuel - Test andReplace [redacted] primarylabor operation (2 - Skilled) Injector, Fuel Cylinder 1Injector, Fuel Cylinder 4Injector, Fuel Cylinder 5 ROCKER ARM-Replace (B) INJECTOR, FUEL-Replace (A) Multi-point inspection (according to maintenanceinterval) MOPAR EXPRESS LANE INSPECTION SEE B ENGINE- MINOR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CEL ON

(Claim) Cause:

INSPECTED AND VERIFIED CUSTOMER CONCERN, MULTIPLE [redacted] [redacted], AMONGST OTHERS. BLOWS WHITE SMOKE ON ACCEL. PERFORM INJECTOR KILL TEST ON [redacted], [redacted] HAS NO CHANGE AT IDLE OR ELEVATED RPMS. REPLACED [redacted] AND CONNECTOR TUBE. WHEN VALVE COVER OFF FOUND ROCKER ARM FO[redacted] BROKEN. INSPECT PU SH ROD AND [redacted]H OK NOT BENT. INSTALL NEW ROCKER ARM FO[redacted]. REASSEMB LE OUT OF SPEC IDLE SMOOTHNESS, PERFORM INJECTOR KILL TEST, [redacted]S 1 AND [redacted] SHOWING SIGNS OF CONCERN. HIGH PRESSURE FUEL SYSTEM TEST CONFIRMS THAT. REPLACE [redacted] 1 AND 4 FUEL INJECTORS AND CONNECTOR TUBES. TEST DRIVE, WHITE SMOKE HAS NOT BEEN PRESENT. DROVE [redacted], RAN OK, GOOD POWER NO SMOKE NO C HECK ENGINE LIGHT, SHIPPING RUCK AT THIS POINT, CUSTOMER FROM OUT OF TOWN

(Claim) Correction:

REPLACE [redacted] AND 4 FUEL INJECTORS AND CONNECTOR TUBES. INSTALL NEW ROCKE R ARM FO[redacted], REPLACED [redacted] AND CONNECTOR TUBE.

Warranty Claim Report

Vehicle Information

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

Dealer Information

Code	[redacted]	**Name**	LUM'S AUTO CENTER INC	**Zone**	70 [redacted]
Address	1625 EXCHANGE ST , ASTORIA, OR 97103				

Condition Information

Condition Code	[redacted]	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	[redacted]	2		14.94	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	[redacted]	1		37.65	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	[redacted]	1		39.58	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	[redacted]			[redacted]4.71	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	[redacted]			[redacted]5.40	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	[redacted]			[redacted]5.55	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	CLUTCHKIT	1	X	1130.36	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	BOLT	6		22.18	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			68456960AA	[redacted]			[redacted]0.16	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			68253770AA	BEARING	1		33.57	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	HUB	1		315.70	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	BEARING	1		32.96	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	SNAP RING	1		9.63	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	BOLT	1		6.39	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			[redacted]	[redacted]	4		44.04	[redacted]
A	[redacted]	Transmission ; DEF equipped 2500-[redacted] 4x4 pick-up only			68269569AA	[redacted]	5		56.60	[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]	O-RING	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68085955AA	WASHER	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253814AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253815AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253816AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269548AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269550AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[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			68253770AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68254056AB	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253772AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	SNAP RING	1		[redacted]	

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06506497AA	BOLT	1		[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			05019061AB	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253940AA	SEAL [redacted]	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269569AA	SEAL [redacted]	5		[redacted]	[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]	O-[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244638AA	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[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			68253816AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68269548AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68269549AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	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]	BOLT	6		[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1		[redacted]	[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	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]	SEAL RING	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	5		[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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		34.42	$34.30
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			68253814AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	RACE	1		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253816AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269548AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269550AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253772AA	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	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]	SEAL RING	4		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68019782AA	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	2		14.94	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		37.65	[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]	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		27.72	[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]	RACE	1		14.71	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		15.40	[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]	RACE	1		15.55	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		13.09	[redacted]
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]		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]		6		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		33.57	[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]	HUB	1		315.70	[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]	BEARING	1		32.96	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	
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]	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	[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	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]	SEAL RING	1		6.31	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT ON DASH AND VEHILCE HAS IRREGULAR SHIFT

(Claim) Cause:

VERIFIED CONCERN AND PULLED CODES INCLUDE [redacted] IN RELATION TO SERVICE BULLE TIN, REMOVED TRANSMISSION AND DETERMINED TRANSMISSION CLUTCHKIT NEEDS REPLAC ED

(Claim) Correction:

PERFORM REPAIRS AND REINSTALL TRANSMISSION PER SERVICE BULLETIN

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$6,983.99	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	5215 SUNSET BLVD , LEXINGTON, SC 29072		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	CONVERTER	1	[redacted]	[redacted]	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	[redacted]	1		1965.38	[redacted]
A	[redacted]	Flexplate, torque converter drive automatic transmission ; Cummins Diesel Engine			[redacted]	FLUID [redacted]				[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted]C/AS69RC ; [redacted] Series			[redacted]	CONVERTER	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted]C/AS69RC ; [redacted] Series			[redacted]	[redacted]	1		1965.38	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; [redacted] Series			[redacted]	FLUID [redacted]				[redacted]
[redacted]		Torque converter - replace ; Torque converter-Replace- [redacted] TD Cummins w [redacted] Trans (3 - Highly Skilled)		CLUTCH DEFECT	[redacted]	CONVERTER	1	X	[redacted]	[redacted]
[redacted]		Torque converter - replace ; Torque converter-Replace- [redacted] TD Cummins w/ Aisin [redacted] Trans (3 - Highly Skilled)	[redacted]	CLUTCH DEFECT	[redacted]	[redacted]	1		1965.38	[redacted]
[redacted]		Torque converter - replace ; Torque converter-Replace- [redacted] TD Cummins w/ Aisin [redacted] Trans (3 - Highly Skilled)	[redacted]	CLUTCH DEFECT	[redacted]	FLUID AFT	8		137.50	[redacted]
B	[redacted]	ParkView, backup assist ; Camera assembly	[redacted]	INTERNAL DEFECT	[redacted]	CAMERA	1	X	[redacted]	
B	1860F2AP	FOTA Backup Flash - Radio ; Radio, Check Software Level and Perform Update			[redacted]	CAMERA	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CS TRUCK IS VERY LOUD WHEN YOU HIT THE GAS IT QUITES DOWN- C HECK AND ADVISE (Engine Performance Concern) (Multi-point inspection according to maintenance interval) CS THE RADIO SCREEN IS BLURRY - CHECK AND ADVISE (ELECTRICAL SYSTEM DIAGNOSIS)

(RO) Cause:

ALL THE NOISE IS COMING FROM THE BELL HOUSING. THERE ARE NO DTC. THE CUSTOMER STATED [redacted] WAS [redacted] AND THEN ALL OF A SUDDEN STARTED TO MAKE THE NOISE. TEST DROVE AND IS FINE WHEN YOU ARE ON THE GAS DRIVING BUT VERY LOAD IN PARK OR NURTAL. SHIFTS HARD. THERE IS NO SIGNS OF METAL IN THE FLUID AND THE SAMPLE LOOKS GOOD. LEVEL IS GOOD. ALL THE NOISE IS COMING FROM THE BELL HOUSING. REMOVED AND CHECKED THE FLY WHEEL AND SOME OF THE TEETH ON THE FLYWHEEL IS ROUND AND LOOKS TO BE BENT. CUSTOMER WAS TOW AND TOOK [redacted]. INSPECTED THE [redacted] CONVERTER AND WHEN REMOVING HERD SOMETHING INSIDE OF THE CONVERTER THAT IS LOOS CLUNCK TYP NOISE. PERFORM MULTI-POINT INSPECTION THE ONLY SCREEN THAT SEEMS BLURRY IS THE BACK UP CAMERA. THERE IS ALSO AN UPDATE FOR THE RADIO. SB[redacted]AT TIMES THERE IS A BLANK SCREEN.

(RO) Correction:

REMOVED THE FLY WHEEL AND TORQUE CONVERTER, HAD TO REPLACE THE INPUT SHAFT SEALS. LUBED SEALS AND INSTALLED NEW TORQUE CONVERTER. THE FLY WHEEL LOOKS TO NEED TO BE REPLACED ALSO. IS WORPED. REPLACED THE FLY WHEEL AND BOLTS. FLUSHED THE TRANSMISSION LINES AND COOLER. INSTALLED ALL REMOVED PARTS. FILLED TRANSMISSION FLUID AND CLEARED AN DTC AND TEST DROVE. RECHECKED THE FLUID LEVEL AND PERFORMED A QUICKLEARN. TIME STAMP O[redacted] DIAG .9 PERFORMED MULTIPOINT INPSECTION. REPLACED THE BACK UP CAMERA, AND IT HELP SOME. CREATED AN USB AND UPDATED THE RADIO SOFTWARE. NORMAL OPERATION FOR PICTURE. 1860F2AP .6 [redacted] [redacted] STAMP ON RO.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS THE RADIO SCREEN IS BLURRY - CHECK AND ADVISE CS TRUCK IS VERY LOUD WHEN YOU HIT THE GAS IT QUITES DOWN- C | | HECK AND ADVISE

(Claim) Cause:

THE ONLY SCREEN THAT SEEMS BLURRY IS THE BACK UP CAMERA. | | THERE IS ALSO AN UPDATE FOR THE RADIO. | | ALL THE NOISE IS COMING FROM THE BELL HOUSING. THERE ARE NO | | 2. SB[redacted] | | DTC. THE CUSTOMER STATED [redacted] WAS [redacted] AND THEN ALL OF | | 3. AT TIMES THERE IS A BLANK SCREEN. A SUDDEN STARTED TO MAKE THE NOISE. TEST DROVE AND IS FINE | | 4. WHEN YOU ARE ON THE GAS DRIVING BUT VERY LOAD IN PARK OR | | 5. NURTAL. SHIFTS HARD. THERE IS NO SIGNS OF METAL IN THE FLUID | | 6. AND THE SAMPLE LOOKS GOOD. LEVEL IS GOOD. | | 7. ALL THE NOISE IS COMING FROM THE BELL HOUSING. | | 8. REMOVED AND CHECKED THE FLY WHEEL AND SOME OF THE TEETH ON | | 9. THE FLYWHEEL IS ROUND AND LOOKS TO BE BENT. CU STOMER WAS TOW | |10. AND TOOK [redacted]. INSPECTED THE [redacted] CO NVERTER AND WHEN | |11. REMOVING HERD SOMETHING INSIDE OF THE CONVERTER THAT IS LOOS | |12. CLUNCK TYP NOISE.

(Claim) Correction:

REPLACED THE BACK UP CAMERA, AND IT HELP SOME. | | MORE-> CREATED AN USB AND UPDATED THE RADIO SOFTWARE. | | NORMAL OPERATION FOR PICTURE. REMOVED THE FLY WHEEL AND TORQUE CONVERTER, HAD TO REPLACE | | 2. THE INPUT SHAFT SEALS. LUBED SEALS AND INSTALLED NEW TORQUE | | 3. CONVERTER. THE FLY WHEEL LOOKS TO NEED TO BE REPLACED ALSO. | | 4. IS WORPED. REPLACED THE FLY WHEEL AND BOLTS. FLUSHED THE | | 5. TRANSMISSION LINES AND COOLER. INSTALLED ALL REMOVED PARTS. | | 6. FILLED TRANSMISSION FLUID AND CLEARED AN DTC AND TEST DROV E. | | 7. RECHECKED THE FLUID LEVEL AND PERFORMED A QUICKLEARN.

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

Dealer Information

Code	[redacted]	***Name***	MUSSON-PATOUT AUTOMOTIVE GROUP INC	***Zone***	[redacted]
Address	1200 E MAIN ST , NEW IBERIA, LA 70560				

Condition Information

Condition Code	[redacted]		***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP 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]	
A	[redacted]	Customer Satisfaction Notification 71A - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Verify No Failures Have Occurred or Symptoms are Present	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

RECALL CHECK ENGINE LIGHT (DTC S) RECALL AUTO TRANS CONCERN

(RO) Cause:

The transmission will not shift into/or out of can experience an engine compartment fire

(RO) Correction:

[redacted] - Transmission DEF equipped [redacted] 4x4 pick-up on [redacted] - ly; [redacted] SEE LINE 2

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON PE RFORM DTC INSPECTION

(Claim) Cause:

THE TRANSMISSION WILL NOT SHIFT INTO/OR OUT OF [redacted] AND REVERS E [redacted] ARE STILL AVAILABLE. SNAP RING BROKE THAT HOLDS K1 CLUTCH PACK IN PL ACE CAUSING DAMAGE TO CLUTCH PACK ASSY

(Claim) Correction:

R&R TRANSMISSION ASSY TO REPLACE CLUTCH PACK / SHAFT ASSY AND ASSOCIATED COMP ONENTS REINSTALL TRANSMISSIONN, REFILL WITH FLUID AND ROAD TEST CAS[redacted] CASE 2 [redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	**Name**	MUSSON-PATOUT AUTOMOTIVE GROUP INC	**Zone** [redacted]
[redacted]	1200 E MAIN ST , NEW IBERIA, LA 70560		

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		13.66	$100.98
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		7.83	$100.98
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		34.95	$100.98
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		42.68	$100.98
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		9.26	$100.98
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	SNAP RING	1		[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	8		129.87	$100.98
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1401.79	$100.98
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	RACE	1		[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	BEARING	1		41.[redacted]	$100.98
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	GREASE	1		68.08	$100.98
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		13.66	$201.96
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		7.83	$201.96
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		34.95	$201.96
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted]	1		[redacted]	

		[redacted]C ; 4X4 equipped								
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]	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]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253813AB	RACE	1		[redacted]	[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]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		42.68	$33.66
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 ; Two piece propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	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 ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	HUB	1		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	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]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		13.66	$774.18
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]	SNAP RING	1		11.94	$774.18
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		129.87	$774.18
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	

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

RO Narratives

(RO) Customer Concern:

RECALL CHECK ENGINE LIGHT (DTC S) RECALL AUTO TRANS CONCERN

(RO) Cause:

The transmission will not shift into/or out of can experience an engine compartment fire

(RO) Correction:

[redacted] - [redacted]; [redacted] - [redacted]; [redacted] - [redacted]; [redacted] - Transmission DEF equipped [redacted] 4x4 pick-up on [redacted] - ly; [redacted] SEE LINE 2

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON PE RFORM DTC INSPECTION

(Claim) Cause:

THE TRANSMISSION WILL NOT SHIFT INTO/OR OUT OF [redacted] - [redacted] AND REVERS E [redacted] ARE STILL AVAILABLE. SNAP RING BROKE THAT HOLDS [redacted] CLUTCH PACK IN PL ACE CAUSING DAMAGE TO CLUTCH PACK ASSY

(Claim) Correction:

R&R TRANSMISSION ASSY TO REPLACE CLUTCH PACK / SHAFT ASSY AND ASSOCIATED COMP ONENTS REINSTALL TRANSMISSIONN, REFILL WITH FLUID AND ROAD TEST CAS [redacted] CASE 2 [redacted]

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

Expense

Labor	[redacted]	**Sublet**	$1,885.52	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	1710 S 1ST STREET , YAKIMA, WA 98901				

Condition Information

Condition	[redacted]	Desc	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transfer Case ; [redacted] liter	[redacted]	[redacted] DEFECT	[redacted]	TRANSFER	1	X	[redacted]	[redacted]
A	[redacted]	Transfer Case ; [redacted] liter	[redacted]	[redacted] DEFECT	[redacted]	LUBRICANT	2		[redacted]	[redacted]
A	[redacted]	Transfer Case ; Skid Plate Equipped			[redacted]	TRANSFER	1	X	[redacted]	
A	[redacted]	Transfer Case ; Skid Plate Equipped			[redacted]	LUBRICANT	[redacted]			

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON...ADVISE

(RO) Cause:

[redacted] TRANSFER CASE DAMAGE

(RO) Correction:

[redacted] REMOVED T-CASE AND INSPECT,DISASSEMBLED. FLUID DARK. FOUND BROKEN PARTSAND METAL DEBRIS THROUGHOUT T-CASE. REMOVEDAND REPLACED T-CASE TO REPAIR. REPLACE TRANSFER CASE ASSEMBLY ADD FOR SKID PLATE ADD FOR DEF

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT ON

(Claim) Cause:

[redacted] SET-IMPLASAUBLE DATA FROM T/CASE. CHECKED ALL ACTUATOR MOTOR CIRCUI TS-OK. CANT MANUALLY SHIFT INTO 2H. ACTUATOR MOTOR WORKS OK. REMOVED T/CASE AND DISASSEMBLED-SEVERL BROKEN PARTS AND METAL DEBRIS IN CASE

(Claim) Correction:

REPLACED TRANSFER CASE AND RECHECKED OK

Warranty Claim Report

Vehicle Information

[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**		**Zone**	35
Address	, ,				

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 ([redacted] REQUIRED)	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	ANTIFREEZ	2		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	GASKET	1		17.29	$565.70
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	GASKET	1		10.79	$58.02
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	ANTIFREEZ	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	GASKET	1		17.29	$58.02
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		10.79	$29.01
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	ANTIFREEZ	[redacted]			
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		292.38	$29.01
[redacted]		Transmission, Replace - automatic ; [redacted]			[redacted]	GASKET	1		17.29	$29.01

		propeller shaft equipped								
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	GASKET	1		10.79	$87.03
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	ANTIFREEZ	2		51.70	$87.03
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	GASKET	1		17.29	$87.03
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted]			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	ANTIFREEZ	2		51.70	$261.09
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted] Skilled)			[redacted]	GASKET	1		17.29	$261.09
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		10.79	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	ANTIFREEZ	[redacted]			[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

STAR AND FEILED REP INVOLVED

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES 1ST TO [redacted] IS SHORT AND [redacted] TO [redacted] OUT THEN CLUN KS INTO GEAR

(Claim) Cause:

TCM FLASH, INTERNAL FAILURE OF TRANSMISSION VERIFIED CONCERN, NO DTCS. FLASHE D TCM AND PERFORMED QUICKLEARN FOR CONCERN. TEST DROVE, TRANSMISSION SLIPS ON [redacted] AND [redacted]. OPENED STAR CASE AND STAR ADVISED TO REMOVE VALVE BODY AND INSPECT FOR CLUTCH DAMAGE. REMOVED VALVE BODY, AIR TESTED CLUTCHES FOR CO RRECT OPERATION. REASSEMBLED VEHICLE TO REMOVE FROM SHOP. FOUND B1 BRAKE CLUT CH SEVERELY DAMAGED. UPDATED STAR CASE AND STAR ADVISED TO REPAIR TRANSMISSIO N OR REPLACE FOR CUSTOMER SATISFACTION

(Claim) Correction:

REPLACED TRANSMISSION ASSEMBLY AND REPLACED TRANSMISSION OIL COOLER, REASSEMB LED VEHICLE, FILLED TRANSMISSION FLUID, PERFORMED QUICKLEARN AND TEST DROVE, CONDITION CORRECTED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - RAM 5500 [redacted] CHASSIS
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage Code***	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	74 [redacted]
Address	HIGHWAY 71 AND 52 , BUTLER, MO 64730				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A [redacted]	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	47.32	$26.03 [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	DD8L93 - RAM 3500 CREW CAB CHASSIS [redacted]
Build Date	[redacted]	Plant	[redacted] TRUCK ASSEMBLY PLANT	Coverage Code	[redacted]

Claim Information

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

Expense

Labor	[redacted]	$23,174.68	Part	$450.00	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	[redacted]
Address	2380 MILITARY RD , NIAGARA FALLS, NY 14304		

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]	Line/tube fuel ; Tube fuel injector supply primary labor operation- [redacted] diesel engine	[redacted]	FUEL LEAK	[redacted]	TUBE	1	X	[redacted]	[redacted]
A	[redacted]	Line/tube fuel ; Tube fuel injector supply primary labor operation- [redacted] diesel engine	[redacted]	FUEL LEAK	[redacted]	TUBE	1		[redacted]	
A	[redacted]	Line/tube fuel ; Tube fuel injector supply primary labor operation- [redacted] diesel engine	[redacted]	FUEL LEAK	[redacted]	TUBE	1		[redacted]	
A	[redacted]	Line/tube fuel ; Tube fuel injector supply primary labor operation- [redacted] diesel engine	[redacted]	FUEL [redacted]	[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Line/tube fuel ; Tube fuel injector supply primary labor operation- [redacted] diesel engine	[redacted]	FUEL LEAK	[redacted]	TUBE	1		[redacted]	
A	[redacted]	Line/tube fuel ; Tube fuel injector supply primary labor operation- [redacted] diesel engine	43	FUEL LEAK	[redacted]	TUBE	1		[redacted]	
A	[redacted]	Line/tube fuel ; Cylinder 1			[redacted]	TUBE	1	X	[redacted]	
A	[redacted]	Line/tube fuel ; Cylinder 1			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Line/tube fuel ; Cylinder 1			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Line/tube fuel ; Cylinder 1			68480000AA	TUBE	1		[redacted]	

A	[redacted]	Line/tube fuel ; Cylinder 1			[redacted]	[redacted]				[redacted]
A	[redacted]	Line/tube fuel ; Cylinder 1			[redacted]	[redacted]				[redacted]
A	147010D2	Line/tube fuel ; Cylinder 2			[redacted]	[redacted]				
A	147010D2	Line/tube fuel ; Cylinder 2			[redacted]	[redacted]				
A	[redacted]	Line/tube fuel ; Cylinder 2			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Line/tube fuel ; Cylinder 2			[redacted]	[redacted]				
A	[redacted]	Line/tube fuel ; Cylinder [redacted]			[redacted]	[redacted]				
A	[redacted]	Line/tube fuel ; Cylinder [redacted]			[redacted]	[redacted]				[redacted]
A	147010D3	Line/tube fuel ; Cylinder 3			[redacted]	[redacted]				[redacted]
A	147010D3	Line/tube fuel ; Cylinder 3			[redacted]	[redacted]				
A	147010D3	Line/tube fuel ; Cylinder 3			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Line/tube fuel ; Cylinder 3			[redacted]	[redacted]				[redacted]
A	[redacted]	Line/tube fuel ; Cylinder [redacted]			[redacted]	[redacted]				
A	[redacted]	Line/tube fuel ; Cylinder 3			[redacted]	[redacted]				
A	147010D4	Line/tube fuel ; Cylinder 4			[redacted]	[redacted]				
A	147010D4	Line/tube fuel ; Cylinder 4			[redacted]	[redacted]				
A	147010D4	Line/tube fuel ; Cylinder 4			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Line/tube fuel ; Cylinder 4			[redacted]	[redacted]				[redacted]
A	[redacted]	Line/tube fuel ; Cylinder 4			[redacted]	[redacted]				[redacted]
A	[redacted]	Line/tube fuel ; Cylinder [redacted]			[redacted]	[redacted]				[redacted]
A	[redacted]	Line/tube fuel ; Cylinder 5			[redacted]	[redacted]				
A	147010D5	Line/tube fuel ; Cylinder 5			[redacted]	[redacted]				
A	147010D5	Line/tube fuel ; Cylinder 5			[redacted]	TUBE	1		[redacted]	[redacted]
A	147010D5	Line/tube fuel ; Cylinder 5			[redacted]	[redacted]				
A	[redacted]	Line/tube fuel ; Cylinder [redacted]			[redacted]	[redacted]				
A	[redacted]	Line/tube fuel ; Cylinder 5			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Line/tube fuel ; Cylinder 6			[redacted]	[redacted]				[redacted]
A	147010D6	Line/tube fuel ; Cylinder 6			[redacted]	[redacted]				
A	147010D6	Line/tube fuel ; Cylinder 6			[redacted]	TUBE	1		[redacted]	[redacted]
A	147010D6	Line/tube fuel ; Cylinder 6			[redacted]	[redacted]				
A	[redacted]	Line/tube fuel ; Cylinder [redacted]			[redacted]	[redacted]				[redacted]
A	[redacted]	Line/tube fuel ; Cylinder [redacted]			[redacted]	[redacted]				[redacted]
A	[redacted]	[redacted] High			[redacted]	[redacted]				[redacted]
A	[redacted]	[redacted] High			[redacted]	[redacted]				[redacted]
A	[redacted]	[redacted] ; High Line Vehicles			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	[redacted] ; High Line Vehicles			[redacted]	[redacted]				[redacted]

A	[redacted]	[redacted] ; High Line Vehicles			[redacted]	TUBE	1		371.74	[redacted]
A	[redacted]	[redacted]			[redacted]	TUBE	1		[redacted]	[redacted]
B	[redacted]	Seal, drive [redacted] oil ; All Other[redacted]	[redacted]	[redacted]	[redacted]	[redacted]				[redacted]
B	[redacted]	Seal, drive [redacted] oil ; All Other[redacted]	[redacted]	[redacted]	[redacted]	[redacted]				[redacted]
C	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	[redacted]				[redacted]
C	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	INJECTOR	6	X	[redacted]	
C	[redacted]	Injector, Fuel ; Cylinder 1 [redacted] liter		CHECK [redacted] SERVICE [redacted] SO	[redacted]	[redacted]				$85.13
C	[redacted]	Injector, Fuel ; Cylinder 1 [redacted] liter		CHECK [redacted] SERVICE [redacted] SO	[redacted]	INJECTOR	6	X	19716.48	$85.13
C	[redacted]2	Injector, Fuel ; [redacted]			[redacted]	[redacted]				
C	[redacted]2	Injector, Fuel ; [redacted]				INJECTOR	6	X	[redacted]	
C	[redacted]3	Injector, Fuel ; [redacted]			[redacted]	[redacted]				
C	[redacted]3	Injector, Fuel ; [redacted]				INJECTOR	6	X	[redacted]	
C	[redacted]4	Injector, Fuel ; [redacted]				[redacted]				
C	[redacted]4	Injector, Fuel ; [redacted]				INJECTOR	6	X	[redacted]	
C	[redacted]5	Injector, Fuel ; Cylinder [redacted]			[redacted]	[redacted]				
C	[redacted]5	Injector, Fuel ; Cylinder [redacted]			[redacted]	INJECTOR	6	X	[redacted]	
C	[redacted]6	Injector, Fuel ; [redacted]				[redacted]				
C	[redacted]6	Injector, Fuel ; [redacted]			[redacted]	INJECTOR	6	X	[redacted]	

RO Narratives

(RO) Customer Concern:

General Concern #1 DEF MESSAGE ON DASH. General Concern #2 DRIVE PINION SEAL IS LEAKING OIL GENERAL CONCERN Upon replacement of fuel lines. Technician test drove vehicle and code returned. Followed diagnosis:

(RO) Cause:

Technician scanned vehicle. [redacted] DIESEL PARTICULATE FILTER REGENERATION TOO FREQUENT Technicians checked for fuel related DTCs. Found none. Technician continued and followed diag flow chart. Checked for exhaust leaks. Found none in system. Technician inspected airbox for obstructions. Found snorkel to be clean and in good condition. Technician continued diagnosis and checked intake system for oil leak. found no oil in intake. Technician inspected turbocharger for damage to impeller and for proper wheel clearance. found all good. Found no oil leak in exhaust. Technician checked dpf sensors and hoses for proper operation. All good. found no blockage or leaks in DPF. found no shorts to voltage when testing soot delta pressure signal circuit. continued diag and checked valve train found good clearance and operation. all seals look good. Checked CCV system. all good. Technician checked fuel delivery system. Found fuel lines to be leaking diesel. Technician recommends replacing. fuel lines and retesting. tECHNICIAN VERIFIED CONCERN. TECHNICIAN FOUND PINION SEAL TO BE WARPED AND LEAKING OIL. tECHNICIAN RECOMMENDS RPELACING Technician scanned vehicle. [redacted] DIESEL PARTICULATE FILTER REGENERATION TOO FREQUENT Technicians checked for fuel related

DTCs. Found none. Technician continued and followed diag flow chart. Checked for exhaust leaks. Found none in system. Technician inspected airbox for obstructions. Found snorkel to be clean and in good condition. Technician continued diagnosis and checked intake system for oil leak. found no oil in intake. Technician inspected turbocharger for damage to impeller and for proper wheel clearance. found all good. Found no oil leak in exhaust. Technician checked dpf sensors and hoses for proper operation. All good. found no blockage or leaks in

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[DRIVE [redacted] IS LEAKING [redacted] GENERAL CONCERN #1 [DEF MESSAGE ON DASH. GENERAL CONCERNUPON REPLACEMENT OF FUEL LINES. TECHNICIAN TEST DROVE VEHICLE A ND CODE RETURNED.FOLLOWED DIAGNOSIS:

(Claim) Cause:

TECHNICIAN SCANNED VEHICLE.P2459-00-DIESEL PARTICULATE FILTER REGENERATION TOO TECHNICIAN VERIFIED CONCERN. TECHNICIAN FOUND [redacted] TO BEWARPED AND LEAK FREQUENTTECHNICIANS CHECKED FOR FUEL RELATED DTCS. FOUND [redacted] C ING [redacted]. TECHNICIAN RECOMMENDS RPELACING TECHNICIAN SCANNED VEHICLE.P2459-00-DIESEL PARTICULATE FILTER REGENERATION TOO FREQUENTTECHNICIANS CHECKED FOR FUEL RELATED DTCS. FOUND [redacted] C ONTINUED ANDFOLLOWED DIAG FLOW CHART. CHECKED FOR EXHAUST LEAKS. FOU ND NONE IN SYSTEM.TECHNICIAN INSPECTED AIRBOX FOR OBSTRUCTIONS. FOUND SNO ONTINUED ANDFOLLOWED DIAG FLOW CHART. CHECKED FOR EXHAUST LEAKS. FOU ND NONE IN SYSTEM.TECHNICIAN INSPECTED AIRBOX FOR OBSTRUCTIONS. FOUND SNO RKEL TO BE CLEAN AND INGOOD CONDITION. TECHNICIAN CONTINUED DIAGNOSIS AND CHEC KED INTAKE SYSTEM FOR [redacted]. FOUND N[redacted] IN INTAKE. TECHNICIAN INSPECTED RKEL TO BE CLEAN AND INGOOD CONDITION. TECHNICIAN CONTINUED DIAGNOSIS AND CHEC KED INTAKE SYSTEM FO[redacted]. FOUND N[redacted] IN INTAKE. TECHNICIAN INSPECTED TURBOCHARGER FOR DAMAGE TOIMPELLER AND FOR PROPER WHEEL CLEARANCE. FOUND ALL GOOD.FOUND NO [redacted] IN EXHAUST. TECHNICIAN CHECKED DPF SENSORS AND HOSES F TURBOCHARGER FOR DAMAGE TOIMPELLER AND FOR PROPER WHEEL CLEARANCE. FOUND ALL GOOD.FOUND N[redacted] LEAK IN EXHAUST. TECHNICIAN CHECKED DPF SENSORS AND HOSES F ORPROPER OPERATION. ALL GOOD. FOUND NO BLOCKAGE OR LEAKS IN DPF. FOUND NO SH ORPROPER OPERATION. ALL GOOD. FOUND NO BLOCKAGE OR LEAKS IN DPF. FOUND NO SH ORTS TOVOLTAGE WHEN TESTING SOOT DELTA PRESSURE SIGNAL CIRCUIT.CONTINUED DIAG AND CHECKED VALVE TRAIN FOUND GOOD CLEARANCE AND OPERATION. [redacted] ORTS TOVOLTAGE WHEN TESTING SOOT DELTA PRESSURE SIGNAL CIRCUIT.CONTINUED DIAG AND CHECKED VALVE TRAIN FOUND GOOD CLEARANCE AND OPERATION. [redacted] OD. CHECKED CCV SYSTEM. ALL GOOD.TECHNICIAN CHECKED FUEL DELIVERY SYSTEM.FOU ND FUEL LINES TO BE LEAKING DIESEL. TECHNICIAN RECOMMENDS REPLACING. FUEL LI OD. CHECKED CCV SYSTEM. ALL GOOD TECHNICIAN CHECKED FUEL DELIVERY SYSTEM.TECH NESAND RETESTING. NICIAN BEGAN CHECKING FUEL DELIVERY SYSTEM INJECTOR RETURN FLOW TEST. FOLLOW EDCHRYSLER DIAG TECHNICIAN INSTALLED [redacted] RUBBER HOSE. REMOVED FUEL PUMP RE TURNLINE. INSTALLED ADAPTER. ALLOWED IDLE. MEASURED FLOW. FOUND HIGHEST FLOW . FOUNDHIGHEST ML DELTA TO BE HIGHER THAN SPEC. TECHNICIAN REPLACED INJECTOR AND RETESTED.FOUND ALL INJECTORS TO BE BAD. REPLACED FUEL INJECTORS AND CONNE CTORS PER DIAGCHART VEHICLE PASSED RETURN FLOW TEST AFTER ALL NEW INJECTORS

(Claim) Correction:

TECHNICIAN REPLACED SEAL. VEHICLE IS OPERATING AS DESIGNED. REPLACED FUEL LINES. TEST DROVE AND CODE RETURNED. SEE JOB LINE BELOW TECHNICIAN REPLACED INJECTOR AND RETESTED.FOUND ALL INJECTORS TO BE BAD. REPLA CED FUEL INJECTORS AND CONNECTORS PER DIAGCHART VEHICLE PASSED RETURN FLOW T EST AFTER ALL NEW INJECTORS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	DP5L94 - RAM 5500 CREW CAB CHASSIS
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage Code***	[redacted]

Claim Information

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

Expense

Labor	[redacted]	***Sublet***	$1,058.25	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition	[redacted]		***Failure***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Gasket, cylinder head cover ; [redacted] liter diesel engine		CHECK ENGINE/SERVICE ENGINE SO	[redacted]	GASKET	1	X	1058.25	[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

(Claim) Cause:

FOUND [redacted]-FUEL INJECTOR [redacted]/OPEN-- DISCONNECTED THE VALVE COV ER PASS THROUGH [redacted] CONNECTOR, MEASURED THE RESISTANCE BETWEEN ALL BAN[redacted] CIRCUITS OF THE VALVE COVER PASS THROUGH CONNECTOR TERMINALS, RESIST ANCE WAS BELOW [redacted] BETWEEN CIRCUITS INDICATING LOW OHMS,

(Claim) Correction:

REPLACED THE VALVE COVER PASS THROUGH [redacted], CLEARED DTC'S, ROAD TESTED VEH ICLE WARNING LIGHT NO LONGER PRESENT--VERIFIED REPAIR

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]		Transmission : DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission : DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		126.50	$110.03
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted]	1	X	1347.62	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	2		126.50	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	[redacted]	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [Customer States truck went into reverse then when back into drive and would not move forward after that. Check and advise]

(RO) Cause:

.

(RO) Correction:

[redacted] Gear 1 Shift IncorrectRatio (This DTC will set during a key cycleand shifting intoDrive) Removed transmissionand disassembled for inspection and foundsnap ring for K1 clutch had come off andpiston seal damaged for K1 clutch. ReplacedK! clutch and re assembled. Test drove anddrove good. R and R 21000a61 [redacted] piecedriveshaft [redacted] DEF [redacted] Transmission, Remove and install for recondition - [redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) INJECTOR TUBE INJECTOR TUBE INJECTOR TUBE INJECTOR TUBE INJECTOR TUBE INJECTOR TUBE

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES TRUCK WENT INTO REVERSE THEN WHEN BACK INTO DRIVE AND WOULD NOT MOVE FORWARD AFTER THAT. CHECK AND ADVISE]

(Claim) Cause:

[redacted] GEAR [redacted] INCORRECT RATIO (THIS DTC WILL SET DURING A KEY CYCLE AND SHIFTING INTODRIVE) REMOVED TRANSMISSION AND DISASSEMBLED FOR INSPECTIO N AND FOUND SNAP RING FOR K1 CLUTCH HAD COME OFF AND [redacted] DAMAGED FOR K1 CLUTCH.

(Claim) Correction:

REPLACED K! CLUTCH AND RE ASSEMBLED. TEST DROVE AND DROVE GOOD. R AND R

Warranty Claim Report

Vehicle Information

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

Dealer Information

Code	[redacted]	**Name**	[redacted] CHRYSLER DODGE JEEP RAM	**Zone**	[redacted]
Address	126 FORNI ROAD , PLACERVILLE, CA 95667				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]				
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1326.12	[redacted]
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	HUB	1		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	BEARING	1		38.66	[redacted]
[redacted]		Transmission - [redacted] equipped pick-up only			00000NPN	SYN ATF	1		313.40	[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]	HUB	1		370.37	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BEARING	1		38.66	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			00000NPN	SYN ATF	1		313.40	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1326.12	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	HUB	1		370.37	[redacted]
[redacted]		Transmission, Remove and install for recondition -			[redacted]	BEARING	1		38.66	[redacted]

		[redacted] C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			00000NPN	SYN ATF	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[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]	HUB	1		370.37	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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	00000NPN	SYN ATF	1		[redacted]	

RO Narratives

(RO) Customer Concern:

VEHICLE WAS TOWED IN! VEHICLE LOST POWER. VEHICLE HAS NO FORWARD GEARS, ONLY REVERSE AND PARK Recall / Customer Satisfaction Notification 2 [Emissions Recall [redacted] - Particulate Matter Sensor **] PERFORM MULTI-POINT VEHICLE INSPECTION. CHECK TIRE PRESSURE ANDSET TO VEHICLE MANUFACTURER'S SPECSAND RECORD [redacted] ON REPAIR ORDER

(RO) Cause:

NA

(RO) Correction:

[redacted] TRANS CONCERN. CONFIRMED COMPLAINT OFNO FORWARD GEARS, BUT REVERSE OK. FOUND FLUIDFULL AND CLEAN. FOUND [redacted] ([redacted]. THERE IS ABULLETIN [redacted] FOR THIS CONCERN. AS PERBULLETIN AND CONSULTING STAR (CASE [redacted]) STARTED TO PERF PROCEDURE BYREMOVING TRANS ASSY. DISASSEMBLED TRANS ASPER PROCEDURE AND FOUND SNAP RING ISDISLODGED. ORDERED NECESSARY PARTS FORREPAIR. REPAIRED TRANS AS PERBULLETIN.REINSTALLED TRANS, FILLED ATF,QUICKLEARN, ROAD TESTED-OK AT THIS TIME. Transmission, Remove and install for recondition - [redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] SHAFTSKID PLATE EQUIPPED DEFG EQUIPPED [redacted] EQUIPPED [redacted] SHAFTSKID PLATE EQUIPPED DEFG EQUIPPED [redacted] EQUIPPED [redacted] PARTS AREN'T CURRENTLY AVAILABLE FORYOUR VEHICLE. YOU ARE ON THE WAITING LIST ANDWILL BE CONTACTED WHEN YOUR PARTS ARRIVE. Recall / Customer Satisfaction Notification2 [Emissions Recall [redacted] -Particulate Matter Sensor**] PERFORM RECALL AS NEEDED [redacted] PERFORMED VISUAL MULTI-POINTINSPECTION ON THE VEHICLE. PLEASE SEE REVIEWINSPECTION SHEET ATTACHED. PERFORM MULTI-POINT VEHICLE INSPECTION. CHECKTIRE PRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD [redacted] ON REPAIR ORDER PERFORM MULTI-POINT VEHICLE INSPECTION. CHECK TIREPRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD [redacted] ON REPAIR ORDER

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

VEHICLE WAS TOWED IN! VEHICLE LOST POWER. VEHICLE HAS NO FORWARD GEARS, ONLY REVERSE AND PARK

(Claim) Cause:

CONFIRMED COMPLAINT OF NO FORWARD GEARS, BUT REVERSE OK. FOUND FLUID FULL AND CLEAN. FOUN[redacted]. THERE IS A BULLETIN [redacted] FOR THIS CONCERN. AS PER BULLETIN AND CONSULTING STAR (CASE [redacted]2) STARTED TO PERF PROCED URE BY REMOVING TRANS ASSY. DISASSEMBLED TRANS AS PER PROCEDURE AND FOUND SNA P RING IS DISLODGED. ORDERED NECESSARY PARTS FOR REPAIR. REPAIRED TRANS AS P ER BULLETIN.REINSTALLED TRANS, FILLED ATF, QUICKLEARN, ROAD TESTED-OK AT [redacted].

(Claim) Correction:

REPAIRED TRANS AS PER BULLETIN.REINSTALLED TRANS, FILLED ATF, QUICKLEARN, ROAD TESTED-OK AT [redacted].

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28M92 - RAM 3500 LIMITED CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	CROWLEY CHRY-JEEP-DODGE INC	**Zone**	32[redacted]
Address	1461 FARMINGTON AVENUE , BRISTOL, CT 06010				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP 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 / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** [redacted] Transmission Gears 1-4 Inop] Replace [redacted] Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** [redacted] - [redacted] Ram Heavy Duty Grid Heater Relay] Engine Oil & Filter Change with Tire Rotation No Charge Concern #1 [Customer states DEF gauge only reads FULL or EMPTY - no in between]

(RO) Cause:

Cleans fuel injector deposits and prevents black fuel fiter plugging in HPCR systems and prevents entrained water from freezing.

(RO) Correction:

This recall has already been completed per [redacted]* Close CNS LOPLOP: [redacted] 0.1 [redacted] DIESEL FUEL SYSTEM SERVICE REPLACE FILTERS SINGLE OR DUAL. ADD MOPAR DIESEL FUEL INJECTER CLEANER\FUEL CONDITIONER. Replace intake heater grid relayLOP [redacted] 0.2 Completed Oil and Filter Change With Tire Rotation Customer to return at a later date and leave vehicle for [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**	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**	$1,522.13	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	JOHNSON AUTO PLAZA INC	[redacted]	74 [redacted]
Address	12410 EAST 136TH AVENUE , BRIGHTON, CO 80601				

Condition Information

Condition Code	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]	[redacted] EGR/Cooler bypass ; diesel engine - Pick Up Only	[redacted]	[redacted] OR OUT	[redacted]	GASKET	1		[redacted]	
[redacted]	[redacted] EGR/Cooler bypass ; diesel engine - Pick Up Only	[redacted]	[redacted] OR OUT	[redacted]	GASKET	1		[redacted]	
[redacted]	[redacted] EGR/Cooler bypass ; diesel engine - Pick Up Only	[redacted]	[redacted] OR OUT	[redacted]	COVER	1		48.32	[redacted]
[redacted]	[redacted] EGR/Cooler bypass ; diesel engine - Pick Up Only	[redacted]	[redacted] OR OUT	[redacted]	VALVE	1	X	[redacted]	
[redacted]	[redacted] EGR/Cooler bypass ; diesel engine - Pick Up Only	[redacted]	[redacted] OR OUT	[redacted]	GASKET	1		41.70	[redacted]

RO Narratives

(RO) Customer Concern:

AUTO.LIVE COURTESY VEHICLE INSPECTION CUSTOMER STATES CHECK ENGINE LIGHT IS ON

(RO) Cause:

. .

(RO) Correction:

AUTO.LIVE COURTESY VEHICLE INSPECTION [redacted] STARTED BY SCANNING FOR CODES ANDFOUND SET PCM [redacted] EGR Cooler Bypass Bank1 Position Sensor Circuit Performance-Active. FOR THE CODE STARTED BY CHECKING THEWIRING TO THE BYPASS VALVE AND CHECKED OK.ATTEMPTED TO MANUALLY MOVE THE VALVE ANDFOUND THE BYPASS VALVE WILL NOT TURN AND ISLOCKED UP. REMOVED AND REPLACED THE BYPASSVALVE AND THEN CLEARED THE CODE. TEST DROVEAND VERIFIED REPAIR WHEN DONE. CUSTOMER STATES CHECK ENGINE LIGHT IS ON DRIVABILITY (DIESEL)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON

(Claim) Cause:

FOUND SET PCM [redacted] EGR ,,,,COOLER BYPASS [redacted] 1 POSITION SENSOR CIRCUIT P ERFORMANCE-

(Claim) Correction:

[redacted] STARTED BY SCANNING FOR CODES AND FOUND SET PCM [redacted] EGR ,,,,COOL ER BYPASS [redacted]K 1 POSITION SENSOR CIRCUIT PERFORMANCE- ACTIVE. FOR ,,,,THE COD E STARTED BY CHECKING THE WIRING TO THE BYPASS VALVE AND CHECKED ,,,,OK. ATTE MPTED TO MANUALLY MOVE THE VALVE AND FOUND THE BYPASS VALVE ,,,,WILL NOT TURN AND IS LOCKED UP. REMOVED AND REPLACED THE BYPASS VALVE ,,,,AND THEN CLEARE D THE CODE. TEST DROVE AND VERIFIED REPAIR WHEN DONE. ********** **********

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

Expense

Labor	[redacted]	**Sublet**	$133.35	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted]	[redacted] Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		3.57	[redacted]
[redacted]		Customer Satisfaction Notification 71A - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Verify No Failures Have Occurred or Symptoms are Present	UC	UNCODABLE (NARRATIVE REQUIRED)					[redacted]

RO Narratives

(RO) Customer Concern:

RECALL1 RECALL2 MULTI POINT INSPECTION CUSTOMER STATES

(RO) Cause:

The Particulate Matter(PM)Sensoron about

(RO) Correction:

[redacted] [redacted] PERFORMED [redacted] SERVICE (DUE TO TOWING), AND CLEANED RESIDUAL GREASE OFF OF BRACKET

(RO) Technical 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	F - Service Contract	***Repair Date***	[redacted]
Claim Status	Paid	***Mileage (Miles)***	[redacted]

Expense

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

Dealer Information

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

Condition Information

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

(Claim) Cause:
NA

(Claim) Correction:
NA

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***	[redacted]

Claim Information

Claim #	[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***	CRONIC INC	***Zone***	66 [redacted]
Address	2515 N EXPRESSWAY , GRIFFIN, GA 30223				

Condition Information

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

RO Narratives

(RO) Customer Concern:

Customer States TRANS WENT OUT WHILE CUSTMER WAS TOWING (Aut omatic Transmission Concern) Safety Recall [redacted] - Intake Air Grid Heater Relay [redacted] (Recall Customer Satisfaction Notification 1) BACK BUMPER DAMAGE ON PASS SIDE AND NO KEY PERFORM FREE MULTI-POINT INSPECTION CHIRPING NOISE IN ENGINE AREA CUSTOMER STATES PERFORM RECAL[redacted], PM SENSOR

(RO) Cause:

Gear ratio error in [redacted]. No forward gears are working. Only reverse works. According to bulletin [redacted] the [redacted] clutch hub must be inspected. [redacted] clutch snap ring found dislodged. [redacted] c MULTI-POINT INSPECTION Idler pulley wobbling and chirping. [redacted]

(RO) Correction:

Replaced [redacted] clutch hub assembly. Replaced seals. Topped off fluid. Test drove, ok. Replaced intake air grid heater relay and tested, ok. c MULTI-POINT INSPECTION PERFORMED Replaced idler pulley and tested, ok. Installed PM sensor, label, and flashed PCM. Tested, ok.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANS WENT OUT WHILE CUSTMER WAS TOWING

(Claim) Cause:

GEAR RATIO ERROR IN [redacted]. NO FORWARD GEARS ARE WORKING. ONL Y REVERSE WORKS. ACCORDING TO BULLETIN [redacted] THE [redacted] HUB MUST BE I NSPECTED. [redacted] SNAP RING FOUND DISLODGED.

(Claim) Correction:

REPLACED [redacted] HUB ASSEMBLY. REPLACED SEALS. TOPPED OFF FLUID. TEST DR OVE, OK.

Warranty Claim Report

Vehicle Information

[redacted]		**Year**	[redacted]	**Body**	DP0L94 - [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]	74	[redacted]
Address	[redacted]				

Condition Information

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

RO Narratives

(RO) Customer Concern:

CUSTOMER REPORTS THE CHECK ENGINE LIGHT IS ON. MISCELLANEOUS MAINTENANCE. PERFORM RECALL [redacted]. REPLACE INTAKE AIR HEATER MULTIPOINT INSPECTION. PERFORM DIESEL LUBE, OIL, AND FILTER WITH REPLACE [redacted] DIESEL FUEL FILTERS [redacted] REPLACE AIR FILTER. CUSTOMER REQUESTS REPLACE CABIN AIR FILTER.

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted]	CAB	[redacted]
Build Date	[redacted]	**Plant**	[redacted]	TRUCK ASSEMBLY PLANT	**Coverage**	[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**	7[redacted]	[redacted]
Address	200 ALPINE STREET , LONGMONT, CO 80501						

Condition Information

Condition	[redacted]	Desc	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Rod, valve push ; [redacted] diesel engine-one			[redacted]	ARM	1	X	[redacted]	[redacted]
A	[redacted]	Rod, valve push ; [redacted] diesel engine-one			[redacted]	PUSHROD	[redacted]			
[redacted]		Rod, valve push ; rocker shaft - each additional			[redacted]	[redacted]				[redacted]
[redacted]		Rod, valve push ; rocker shaft - each additional			[redacted]	PUSHROD	[redacted]			[redacted]
A	09800119	Arm, valve rocker ; [redacted] diesel engine - One cylinder	ML	[redacted] SERVICE SO	[redacted]	[redacted]				[redacted]
A	09800119	Arm, valve rocker ; [redacted] diesel engine - One cylinder	ML	[redacted] SERVICE SO	[redacted]	PUSHROD	[redacted]			[redacted]
A	[redacted]0	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	ARM	1	X	[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	PUSHROD	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REPORTS THE CHECK ENGINE LIGHT IS ON

(Claim) Cause:

CHECKED AND FOUND ENGINE MISFIRE, DTC [redacted], [redacted], [redacted] AND [redacted]. PERFORMED DIAG FOR [redacted]. NO VISUAL DAMAGE TO [redacted] LINE. REMOVED A ND INSPECT [redacted] LINE. NO OBSTRUCTIONS IN FUEL LINE DURING INSPECTION. REMOVED DELIVERY TUBE. NO DAMAGE TO RESTRICTIONS. [redacted] 5 INTAKE ROCKER TO PUSH ROD SEAT BROKEN. WEAR TO INTAKE PUSHROD AND EXHAUST PUSHROD ONCE ROCKER ARM ASSY WAS REMOVED FOR INSPECTION.

(Claim) Correction:

REPLACED [redacted] 5 ROCKER [redacted] [redacted] 5 INTAKE AND EXHAUST PUSHROD. CLEARED A LL DTCS AND TEST DROVE. NO DTCS RESET

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P81 - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

Claim #	[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**	

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	1625 AUTO PARKWAY SOUTH , ESCONDIDO, CA 92029				

Condition Information

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

RO Narratives

(RO) Customer Concern:

Perform DTC Inspection [CUSTOMER STATES VEHICLE TRANSMISSION HAS GONE OUT. VEHICLE STOPPED MO[redacted]G INGEAR. VEHICLE TOWED IN FOR INSPECTION. PLEASE CHECK AND ADVISE.] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Multi-point inspection (according to maintenance interval) Inspect Tire Pressure Quality Control Check VEHICLE RENTAL PROVIDED TO CLIENT

(RO) Cause:

NA

(RO) Correction:

[redacted] [redacted] SNAP RING CAME LOOSEVERIFIED CUSTOMER CONCERN. NO FORWARD GEAR,ONLY REVERSE. SERVICE BULLETIN [redacted] FORK1 [redacted]. REMOVED TRANSMISSION, REPLACED K1[redacted] ASSEMBLY WITH NEW PUMP SEALS ANDGASKETS. SEALED BOLTS. INITIALLEDTRANSMISSION. ADDED FLUID TO PROPER LEVEL.ROAD TEST 2 [redacted]. Perform DTC Inspection [CUSTOMER STATES VEHICLE TRANSMISSION HAS GONE OUT. VEHICLE STOPPED MO[redacted]NG IN GEAR. VEHICLE TOWED IN FOR INSPECTION. PLEASE CHECK AND ADVISE.] DRIVEABILITY [redacted] AIR GRID RELAY MAY CATCH FIRE.REPLACED AIR GRID RELAY. Recall / Customer Satisfaction Notification1 [Safety Recall [redacted]- Intake Air Grid Heater Relay **] [redacted] INSPECTION INSPECTION Multi-point inspection (according to maintenanceinterval) Perform courtesy multi-point vehicle inspection including fluid levels, airfilters, belts, hoses, fuel and exhaust systems, brake pads, lights, horn,wiper blades, steering and suspension systems, tires, and a visual batteryinspection. [redacted] IN ACCORDANCE WITH THE CALIFORNIA AIRRESOURCES BOARD THE AIR PRESSURE IN YOURVEHICLES TIRES HAVE BEEN CHECKED AND ADJUSTEDIF NECESSARY TO THE MANUFACTURESSPECIFICATIONS. LF [redacted] [redacted] RF [redacted] LR [redacted] RR [redacted] Inspect Tire Pressure INSPECT TIRE PRESSURE POST SERVICE [redacted] QUALITY CONTROL PERFORMED BY [redacted] [redacted] QUALITY CONTROL PERFORMED BY [redacted] [redacted] Quality Control Check QUALITY CONTROL ALL VEHICLES WILL BE ROAD TESTED TO ASSURE ALL REPAIRS ARE PERFORMED SUCCESSFULLY. [redacted] CUSTOMER TOOK RENTAL FROM FCA VEHICLE RENTAL PROVIDED TO CLIENT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM DTC INSPECTION [CUSTOMER STATES VEHICLE TRANSMISSION HAS GONE OUT. VEH ICLE STOPPED MOVING IN GEAR. VEHICLE TOWED IN FOR INSPECTION. PLEASE CHECK AND ADVISE.]

(Claim) Cause:

[redacted] CLUTCH SNAP RING CAME LOOSE

(Claim) Correction:

VERIFIED CUSTOMER CONCERN. NO FORWARD GEAR, ONLY REVERSE. SERVICE BULLETIN [redacted] FOR K1 CLUTCH. REMOVED TRANSMISSION, REPLACED K1 CLUTCH ASSEMBLY WITH NEW PUMP SEALS AND GASKETS. SEALED BOLTS. INITIALLED TRANSMISSION. ADDED FL UID TO PROPER LEVEL. ROAD TEST [redacted]. TOP OF TRANSMISSION DIPSTICK BROKEN OFF. REPLACED DIPSTICK.

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**	[redacted]
Address	1625 AUTO PARKWAY SOUTH , ESCONDIDO, CA 92029				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission · [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission · [redacted] equipped pick-up only			[redacted]	[redacted]			23.90	$105.95
[redacted]		Transmission · [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission · [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission · [redacted] equipped pick-up only			[redacted]	GREASE	1		59.18	$105.95
[redacted]		Transmission · [redacted] equipped pick-up only			[redacted]	[redacted]	1		6.81	$105.95
[redacted]		Transmission · [redacted] equipped pick-up only			[redacted]	O[redacted]	1		30.38	$105.95
[redacted]		Transmission · [redacted] equipped pick-up only			[redacted]	GASKET	1		37.10	$105.95
[redacted]		Transmission · [redacted] equipped pick-up only			[redacted]	WASHER	1		8.05	$105.95
[redacted]		Transmission · [redacted] equipped pick-up only			[redacted]	FLUID AFT	2		114.37	$105.95
[redacted]		Transmission · [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission · [redacted] equipped pick-up only			[redacted]	INDICATOR	1		51.05	$105.95
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	[redacted] T	1	X	1218.44	[redacted]
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		59.18	[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]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	INDICATOR	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
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	2		[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			05019061AB	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]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	4		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	INDICATOR	1		[redacted]	
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		23.90	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	2		13.78	[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]	BOLT	4		27.56	[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]	GREASE	1		59.18	[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]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[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	[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]	INDICATOR	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Perform DTC Inspection [CUSTOMER STATES VEHICLE TRANSMISSION HAS GONE OUT. VEHICLE STOPPED MOVING INGEAR. VEHICLE TOWED IN FOR INSPECTION. PLEASE CHECK AND ADVISE.] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Multi-point inspection (according to maintenance interval) Inspect Tire Pressure Quality Control Check VEHICLE RENTAL PROVIDED TO CLIENT

(RO) Cause:

NA

(RO) Correction:

[redacted] SNAP RING CAME LOOSEVERIFIED CUSTOMER CONCERN. NO FORWARD GEAR,ONLY REVERSE. SERVICE BULLETIN [redacted] FORK1 [redacted]. REMOVED TRANSMISSION, REPLACED K1[redacted] ASSEMBLY WITH NEW PUMP SEALS ANDGASKETS. SEALED BOLTS. INITIALLEDTRANSMISSION. ADDED FLUID TO PROPER LEVEL.ROAD TES[redacted]. Perform DTC Inspection [CUSTOMER STATES VEHICLE TRANSMISSION HAS GONE OUT. VEHICLE STOPPED MOVING IN GEAR. VEHICLE TOWED IN FOR INSPECTION. PLEASE CHECK AND ADVISE.] DRIVEABILITY [redacted] AIR GRID RELAY MAY CATCH FIRE.REPLACED AIR GRID RELAY. Recall / Customer Satisfaction Notification1 [Safety Recall [redacted]- Intake Air Grid Heater Relay **] [redacted] INSPECTION INSPECTION Multi-point inspection (according to maintenanceinterval) Perform courtesy multi-point vehicle inspection including fluid levels, airfilters, belts, hoses, fuel and exhaust systems, brake pads, lights, horn,wiper blades, steering and suspension systems, tires, and a visual batteryinspection. [redacted] IN ACCORDANCE WITH THE [redacted] AIRRESOURCES BOARD THE AIR PRESSURE IN YOURVEHICLES TIRES HAVE BEEN CHECKED AND ADJUSTEDIF NECESSARY TO THE MANUFACTURESSPECIFICATIONS. LF [redacted] RF [redacted] LR [redacted] RR [redacted] Inspect Tire Pressure INSPECT TIRE PRESSURE POST SERVICE [redacted] QUALITY CONTROL PERFORMED BY [redacted] QUALITY CONTROL PERFORMED BY [redacted] Quality Control Check QUALITY CONTROL ALL VEHICLES WILL BE ROAD TESTED TO ASSURE ALL REPAIRS ARE PERFORMED SUCCESSFULLY. [redacted] CUSTOMER TOOK RENTAL FROM FCA VEHICLE RENTAL PROVIDED TO CLIENT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM DTC INSPECTION [CUSTOMER STATES VEHICLE TRANSMISSION HAS GONE OUT. VEH ICLE STOPPED MOVING IN GEAR. VEHICLE TOWED IN FOR INSPECTION. PLEASE CHECK AND ADVISE.]

(Claim) Cause:

[redacted] SNAP RING CAME LOOSE

(Claim) Correction:

VERIFIED CUSTOMER CONCERN. NO FORWARD GEAR, ONLY REVERSE. SERVICE BULLETIN [redacted] FOR K1 [redacted]. REMOVED TRANSMISSION, REPLACED K1 [redacted] ASSEMBLY WITH NEW PUMP SEALS AND GASKETS. SEALED BOLTS. INITIALLED TRANSMISSION. ADDED FL UID TO PROPER LEVEL. ROAD TEST [redacted]. TOP OF TRANSMISSION DIPSTICK BROKEN OFF. REPLACED DIPSTICK.

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

Dealer Information

Code	[redacted]	**Name**	CRONIC INC	**Zone**	66	[redacted]	
Address	2515 N EXPRESSWAY , GRIFFIN, GA 30223						

Condition Information

Condition Code	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	[redacted]	$68.24
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	FLUID AFT	8		95.20	$68.24
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	[redacted]				
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	8		95.20	[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] propeller shaft equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	8		95.20	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]				
[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

Customer States TRANS WENT OUT WHILE CUSTMER WAS TOWING (Aut omatic Transmission Concern) Safety Recall [redacted]- Intake Air Grid Heater Relay [redacted] (Recall Customer Satisfaction Notification 1) BACK BUMPER DAMAGE ON PASS SIDE AND NO KEY PERFORM FREE MULTI-POINT INSPECTION CHIRPING NOISE IN ENGINE AREA CUSTOMER STATES PERFORM RECALL Y43, PM SENSOR

(RO) Cause:

Gear ratio error in [redacted]. No forward gears are working. Only reverse works. According to bulletin [redacted] the [redacted] clutch hub must be inspected. [redacted] clutch snap ring found dislodged. [redacted] c MULTI-POINT INSPECTION Idler pulley wobbling and chirping. Y43

(RO) Correction:

Replaced [redacted] clutch hub assembly. Replaced seals. Topped off fluid. Test drove, ok. Replaced intake air grid heater relay and tested, ok. c MULTI-POINT INSPECTION PERFORMED Replaced idler pulley and tested, ok. Installed PM sensor, label, and flashed PCM. Tested, ok.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANS WENT OUT WHILE CUSTMER WAS TOWING

(Claim) Cause:

GEAR RATIO ERROR IN [redacted]. NO FORWARD GEARS ARE WORKING. ONL Y REVERSE WORKS. ACCORDING TO BULLETIN [redacted] THE K1 CLUTCH HUB MUST BE I NSPECTED. [redacted] CLUTCH SNAP RING FOUND DISLODGED.

(Claim) Correction:

REPLACED K1 CLUTCH HUB ASSEMBLY. REPLACED SEALS. TOPPED OFF FLUID. TEST DR OVE, OK.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	CROWLEY CHRY-JEEP-DODGE INC	**Zone**	32[redacted]
Address	1461 FARMINGTON AVENUE , BRISTOL, CT 06010				

Condition Information

Condition Code	[redacted]		Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Verify No Failures Have Occurred or Symptoms are Present	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** [redacted] Transmission Gears 1-4 Inop] Replace [redacted] Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** 13A - 2021-2023 Ram Heavy Duty Grid Heater Relay] Engine Oil & Filter Change with Tire Rotation No Charge Concern #1 [Customer states DEF gauge only reads FULL or EMPTY - no in between]

(RO) Cause:

Cleans fuel injector deposits and prevents black fuel fiter plugging in HPCR systems and prevents entrained water from freezing.

(RO) Correction:

This recall has already been completed per [redacted]* Close CNS LOPLOP: [redacted] 0.1 PEFORM DIESEL FUEL SYSTEM SERVICE REPLACE FILTERS SINGLE OR DUAL. ADD MOPAR DIESEL FUEL INJECTER CLEANER\FUEL CONDITIONER. Replace intake heater grid relayLOP [redacted] 0.2 Completed Oil and Filter Change With Tire Rotation Customer to return at a later date and leave vehicle for [redacted].

(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**	D28M81 - RAM 3500 LIMITED [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

[redacted]	**Name**	[redacted] OF	[redacted]	**Zone**	3[redacted] [redacted]
Address	[redacted]				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	SENSOR	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	LABEL	1		3.86	[redacted]
B	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE ([redacted] REQUIRED)	CSTP[redacted]1AA	RELAY	[redacted]	[redacted]	57.66	$23.01

RO Narratives

(RO) Customer Concern:

RC2 RECALL TRANSMISSION CONCERN REPLACE ENGINE MOUNTED AND FRAME MOUNTED FUEL FILT CHANGE OIL AND FILTER, LUBRICATE CHASSIS(DIESEL EN FUEL SYSTEM CONCERN

(RO) Cause:

INSTALLED K1 CLUTCH AND K2 CLUTCH*OIL PUMP AND

(RO) Correction:

[redacted] - [redacted] [redacted] - Safety Recall [redacted] Intake Air Grid Heater Relay Rep[redacted]2 - lace Intake Air Grid Heater Relay [redacted] - TRANSMISSION REMOVE AND INSTALL; [redacted]0 - [redacted]; [redacted] - [redacted]; [redacted] - TRANSMISSION DEF EQUIPPED [redacted] PICK UP; [redacted] - RECONDITION TRANSMISSION; [redacted] - TRANS QUICK LEARN [redacted]4 - FILTER/REGULATOR ASSEMBLY, FUEL-HOUSING ASSEMBLY 6 [redacted] - .7

(RO) Technical Notes:

[redacted] FILTER CHANGE* CAP WAS SEIZED TIGHT* BROKE WHEN LOOSENING NGINE MOUNTED FUEL FILTER WAS EVER BEING REPLACED AND CAP WAS SEIZED/CROSS THREADED (TIGHT). THANKS!!

GCS Narratives

(Claim) Customer Concern:

[redacted] FILTER REPLACEMENT REQUIRED VEHICLE WAS TOWED IN WOULD NOT ENGAGE DRIVE

(Claim) Cause:

DISASSEMBLED TRANS FOUND [redacted] SNAP RING CAME OUT OF DRUM ENGINE MOUNTED FUEL FILTER HOUSING CAP SEIZED TIGHT* CRACKED WHEN LOOSENING

(Claim) Correction:

INSTALLED K1 AND K2 CLUTCH ASSEMBLY'S *OIL PUMP* BELL HOUSING REPLACEMENT OF FUEL FILTER HOUSING

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	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**	SHIVELY MOTORS OF SHIPPENSBURG	**Zone**	3[redacted]
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]	BOLT	6		[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]	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		33.61	$69.02
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SEAL RING	4		52.52	$379.63
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SEAL RING	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	FLUID AFT	1		16.16	$379.63
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	FLUID AFT	8		124.88	$379.63
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	[redacted]KIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	SEAL RING	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	GASKET	1		41.04	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted] DEFECT	[redacted]	FLUID AFT	[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]	[redacted]	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[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	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	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]	[redacted]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	[redacted]	4		[redacted]	[redacted]

A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	SEAL RING	1		[redacted]	
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]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	FLUID AFT	[redacted]			
B	[redacted]	Filter/regulator assembly, fuel ; Housing, Fuel Filter - [redacted] diesel engine	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	HOUSING	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

RC2 RECALL TRANSMISSION CONCERN REPLACE ENGINE MOUNTED AND FRAME MOUNTED FUEL FILT CHANGE OIL AND FILTER, LUBRICATE CHASSIS(DIESEL EN FUEL SYSTEM CONCERN

(RO) Cause:

INSTALLED K1 CLUTCH AND K2 CLUTCH*OIL PUMP AND

(RO) Correction:

[redacted] - Safety Recall [redacted] Intake Air Grid Heater Relay Rep [redacted] 2 - lace Intake Air Grid Heater Relay [redacted] - TRANSMISSION REMOVE AND INSTALL; [redacted] 0 - [redacted]; [redacted] - [redacted]; [redacted] - TRANSMISSION DEF EQUIPPED [redacted] PICK UP; [redacted] - RECONDITION TRANSMISSION; [redacted] - TRANS QUICK LEARN [redacted] 4 - FILTER/REGULATOR ASSEMBLY, FUEL-HOUSING ASSEMBLY 6 [redacted] - .7

(RO) Technical Notes:

[redacted] FUEL FILTER CHANGE* CAP WAS SEIZED TIGHT* BROKE WHEN LOOSENING NGINE MOUNTED FUEL FILTER WAS EVER BEING REPLACED AND CAP WAS SEIZED/CROSS THREADED (TIGHT). THANKS!!

GCS Narratives

(Claim) Customer Concern:

[redacted] FUEL FILTER REPLACEMENT REQUIRED VEHICLE WAS TOWED IN WOULD NOT ENGAGE DRIVE

(Claim) Cause:

DISASSEMBLED TRANS FOUND K1 SNAP RING CAME OUT OF DRUM ENGINE MOUNTED FUEL FILTER HOUSING CAP SEIZED TIGHT* CRACKED WHEN LOOSENING

(Claim) Correction:

INSTALLED K1 AND K2 CLUTCH ASSEMBLY'S *OIL PUMP* BELL HOUSING REPLACEMENT OF FUEL FILTER HOUSING

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	M - Mopar	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	[redacted]

Expense

Labor	[redacted]	**Sublet**	$527.04	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**		**Zone**	51
[redacted]					

Condition Information

Condition Code	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted] Sensor, wheel speed-Anti-lock brakes ; rear - right	[redacted]	BURNED OR BURNED OUT	[redacted]	SENSOR	1	X	[redacted]	
B	[redacted] Sensor, NOX - Downstream ; [redacted] liter diesel	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	SENSOR	1	X	[redacted]	

RO Narratives

([redacted]) Customer Concern:

[redacted] INSPEC[redacted]N REPLACE PCV FILTER REPLACE FUEL FILTERS ANTI-LOCK BRAKE LIGHT MOPAR CLAIM [redacted] CUSTOMER STATES CHECK [redacted] LIGHT ON MOPAR CLAIM RO [redacted] CHANGE [redacted] OIL AND FILTER REPLACE CABIN FILTER REPLACE REAR BRAKE PADS PERFORM 4X4 SERVICE Customer states preform [redacted] Customer states abs code for lft rear

([redacted]) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF REPLACE FUEL FILTERS. PERFORMED A [redacted] FUEL FILTER EXAMINA[redacted]N. TOOK A FUEL SAMPLE TO VERIFY CONDI[redacted]N AND IS OK. FOUND THE [redacted] [redacted] FUEL FILTER IS THE POINT OF CONCERN. FURTHER EXAMINA[redacted]N FOUND THE [redacted] [redacted] FUEL FILTER IS DUE FOR MAINTENANCE. FURTHER DIAGNOSTICS FOUND THE SECONDAR[redacted] FUEL FILTER IS ALSO A POINT OF CONCERN. FURTHER EXAMINA[redacted]N FOUND THE SECONDAR[redacted] FUEL FILTER IS DUE FOR MAINTENANCE. VERIFIED THE CUSTOMER'S CONCERN OF A WARNING LAMP. CHECKED SERVICE LIBRARY FOR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, RAPID SERVICE UPDATES AND REC[redacted]S AND FOUND NO DOCUMENTS RELATED TO THE VEHICLES CONCERN. ROAD TESTED THE VEHICLE [redacted] AND REVERIFIED THE CUSTOMER'S CONCERN OF WARNING LIGHT. PERFORMED A VISUAL INSPEC[redacted]N AND FOUND NOTHING ABNORMAL. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED [redacted] FIND ACTIVE CODE[redacted] - RIGHT REAR WHEEL SPEED SENSOR-CIRCUIT CURRENT OUT OF RANGE. CHECKED FOR ANY SOFTWARE UPDATES TO FIND NO RELEVANT SOFTWARE UPDATES DUE. PERFORMED A WHEEL SPEED SENSOR EXAMINA[redacted]N AND DIAGNOSTIC FINDING [redacted] PINS TIGHT. OHM THE RIGHT REAR SPEED SENSOR. FOUND IT [redacted] HACE A OPEN CIRCUIT. FOUND THE RIGHT REAR WHEEL SPEED SENSOR IS THE POINT OF CONCERN. FURTHER EXAMINA[redacted]N FOUND THE RIGHT REAR WHEEL SPEED SENSOR HAS AN OPEN CIRCUIT. VERIFIED THE CUSTOMER'S CONCERN OF A CHECK [redacted]E LIGHT. CHECKED SERVICE LIBRARY FOR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, RAPID SERVICE UPDATES AND REC[redacted]S AND FOUND NO DOCUMENTS RELATED TO THE VEHICLES CONCERN. PERFORMED A VISUAL INSPEC[redacted]N NOTHING ABNORMAL. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED

([redacted]) Correction:

NA

([redacted]) 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**	DD3L93 - [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**	$4,168.03	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	12020 US HIGHWAY 301 , DADE CITY, FL 33525				

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]3	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] chassis only	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	CONVERTER	1	X	[redacted]	[redacted]
A	[redacted]1	Filter diesel particulate (DPF) ; [redacted] equipped - [redacted] diesel			[redacted]	CONVERTER	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

MULTIPOINT INSPECTION DIAG DIAG AIR FILTER DIESEL FUEL FILTER

(RO) Cause:

NA

(RO) Correction:

REPLACE AIR FILTER REPLACED DIESEL FUEL FILTER/FILTERS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S CEL ON

(Claim) Cause:

[redacted] INTERNAL CRACK IN DPF

(Claim) Correction:

REPLACED DPF

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**	$8,570.68	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	8415.00	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	COOLER	1		89.84	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	TRANSMISS	1	X	8415.00	[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]			[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	COOLER	1		89.84	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE WILL GO IN REVERSE BUT WILL NOT MOVE IN DRIVE

(RO) Cause:

VERIFIED CUSTOMERS CONCERN. VEHICLE WOULD NOT MOVE OR SHIFT. VEHICLE ONLY HAD REVERSE AS AN OPTION. DIAGNOSTIC CODE GEAR 1 SHIFT INCORRECT RATIO WAS PRESENT. TECHNICIAN REMOVED TRANSMISSION PAN AND FOUND METAL IN THE TRANSMISSION FLUID AND CONTAMINATION THROUGHOUT THE TRANSMISSION SYSTEM. TRANSMISSION OIL COOLER WAS BLOWN OUT ALONG WITH TRANSMISSION LINES

(RO) Correction:

REPLACED TRANSMISSION, REPLACED TRANSMISSION OIL COOLER REPLACED TRANSMISSION LINES. TOPPED OFF FLUID AND TEST DROVE [redacted] TECHNICIAN VERIFIED VEHICLE IS OPERATING AS DESIGNED.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL GO IN REVERSE BUT WILL NOT MOVE IN DRIVE CUSTOMER STATES VEHICLE WILL GO IN REVERSE BUT WILL NOT MOVE IN DRIVE CUSTOMER STATES VEHICLE WILL GO IN REVERSE BUT WILL NOT MOVE IN DRIVE

(Claim) Cause:

VERIFIED CUSTOMERS CONCERN. VEHICLE WOULD NOT MOVE OR SHIFT. VEHICLE ONLY HAD VERIFIED CUSTOMERS CONCERN. VEHICLE WOULD NOT MOVE OR SHIFT. VEHICLE ONLY HAD VERIFIED CUSTOMERS CONCERN. VEHICLE WOULD NOT MOVE OR SHIFT. VEHICLE ONLY HAD

(Claim) Correction:

REPLACED TRANSMISSION, REPLACED TRANSMISSION OIL COOLER REPLACED TRANSMISSION REPLACED TRANSMISSION, REPLACED TRANSMISSION OIL COOLER REPLACED TRANSMISSION REPLACED TRANSMISSION, REPLACED TRANSMISSION OIL COOLER REPLACED TRANSMISSION

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DP0L64 - 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]	**Zone**	[redacted]
Address	1880 HIGHWAY 290 W , BRENHAM, TX 77833				

Condition Information

Condition Code	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	FLUID AFT	2		110.33	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	FLUID AFT	3		40.83	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	BOLT	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 ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	[redacted]			[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]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	[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]	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]	[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]		4		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	3		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	$30.48
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]		4		26.58	$30.48
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	GASKET	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted]			[redacted]	FLUID AFT	3		[redacted]	

		[redacted] propeller shaft equipped								
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
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]	GASKET	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]	FLUID AFT	3		[redacted]	
B	[redacted]	Valve Body			[redacted]	CLUTCHKIT	1	X	[redacted]	
B	[redacted]	Valve Body			[redacted]	BOLT	4		[redacted]	
B	[redacted]	Valve Body			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Valve Body			[redacted]	GASKET	1		[redacted]	
B	[redacted]	Valve Body			[redacted]	FLUID AFT	3		165.49	[redacted]
B	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	CLUTCHKIT	1	X	1175.35	$533.47
B	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	4		[redacted]	
B	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		[redacted]	
B	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	3		[redacted]	
C	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	7325.95	$594.44
C	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	4		[redacted]	
C	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		[redacted]	
C	[redacted]	Transmission, Replace - automatic ;	UC	UNCODABLE (NARRATIVE	[redacted]	WASHER	1		6.33	$594.44

		[redacted]		REQUIRED)						
C	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	7325.95	$30.48
C	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	4		[redacted]	
C	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
C	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
C	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	7325.95	$91.45
C	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	4		54.44	$91.45
C	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	GASKET	1		[redacted]	
C	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	WASHER	1		[redacted]	
C	[redacted]	[redacted]			[redacted]	TRANSMISS	1	X	[redacted]	
C	[redacted]				[redacted]	FLUID AFT	4			
C	[redacted]				[redacted]	GASKET	1		15.53	$228.63
C	[redacted]				[redacted]	WASHER	1		[redacted]	
C	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSMISS	1	X	[redacted]	
C	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	4		[redacted]	
C	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		[redacted]	
C	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	WASHER	1		6.33	$533.47

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

REMOVE TRANS PAN AND VALVE BODY TO AIR CHECK [redacted] REPAIR. THIS IS STATED IN TECH NOTES AND IN THE ATTACHED STAR CASE. TIME WAS REDUCED . THE [redacted] IS FOR REMOVING THE AFTERMARKET PTO (ALSO NOTED IN TECH NOTES) FOR THE [redacted] REPAIR AND TRANSMISSION REPLACE. THE CUSTOMER PAID FOR THE ORIGINAL REMOVAL AND AM APPROVED THE TIME DUE TO PART FAILURE [redacted]. PLEASE SEE AM NOTES. REMOVE TRANS PAN AND VALVEBODY TO AIR CHECK [redacted] ADDITIONAL PTO. CUSTOMER PAID FOR [redacted]. INTERNAL TRANS FAILURE [redacted] I N CONDITION 2 AND 3 AS THEY ARE FOUND TO BE UNSUPPORTED AS PER TECH

NOTES.2) [redacted] DIAGNOSIS TIME IS FOUND TO BE EXCESSIVE AS PER TECH NOTES 1)AS PER DIAGNOSIS PERFORMED- [redacted] DIAGNOSIS PERFORMED TO FIND THE CAUSE OF CONCERN [redacted] 3)INSPECTION AND CORRECTIVE ACTION TAKEN TO REPAIR- [redacted] ALONG WITH THE CORRESPONDING LOP USED PLEASE REDUCE TO [redacted] AS THAT IS ALL THAT IS SU PPORTED. THANK YOU FROM THE [redacted] WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] AGENT [redacted] OM, INCLUDE VIN & CONCERN.

GCS Narratives

(Claim) Customer Concern:

AFTER K1 WAS REPLACED AGAIN IT DOES NOT HAVE A [redacted]. CS TRUCK WILL DRIVE IN REVERSE BUT NO PULL OR FORWARD [redacted]. TOWED IN. TEST DROVE TRUCK AFTER K1 ASSEMBLY REPAIR AND TRUCK HAS ALL [redacted] EXCEPT [redacted]

(Claim) Cause:

[redacted] INCORRECT RATION-FOUND [redacted] SNAP RING DISLODGED. INTERNAL TRANS FAILURE. K[redacted] NOT MOVING DURING AIR CHECK

(Claim) Correction:

CONTACTED STAR AND REQUESTED TO AIR CHECK [redacted] AGAIN. REMOVED TRANS PAN AN OPEN STAR CASE AND WAS INSTRUCTED TO AIR CHECK K[redacted]. REMOVED TRANS PAN AN PE[redacted] A INSPECT AND REPLACED INPUT SHAFT ASSEMBLY. D VALVE BODY TO AIR CHECK K[redacted], K[redacted] WILL NOT MOVE WHILE AIR CHECK D VALVE BODY TO AIR CHECK K[redacted], [redacted] WILL NOT MOVE. STAR INSTRUCTE D TO REPLACE [redacted] ASSEMBLY AGAIN. REINSTALLED VALVE BODY AND TRANS PAN ING. STAR REQUESTED TO REPLACE TRANSMISSION. REPLACED TRANSMISSION TO REPAIR . WITH NEW GASKET.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	LOCHMANDY MOTOR SLS INC	**Zone**	42	DETROIT
Address	920 NORTH NAPPANEE ST. , ELKHART, IN 46515					

Condition Information

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

RO Narratives

(RO) Customer Concern:

PREP NEW VEHICLE

(RO) Cause:

prep

(RO) Correction:

prep new vehicle

(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**	D28L92 - RAM 3500 [redacted]	CREW CAB 4X4
Build Date [redacted]	**Plant**	[redacted]	**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**	EMERLING CHRYSLER [redacted] JEEP RAM	**Zone**	3[redacted]	[redacted]
Address	195 WEST MAIN STREET , SPRINGVILLE, NY 14141				

Condition Information

Condition [redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	

Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay

RO Narratives

(RO) Customer Concern:

DIAGNOSE GENERAL AUTO CONCERN RDERED TECH CONFIRMED AND FOUND THAT THERE ARE [redacted] THAT HOLD THE [redacted] OPEN AND TH OSE ARE BROKEN. REPLACED [redacted] DIESEL LUBE OIL FILTER (CHECK ALL FLUIDS) COMPLETED[redacted]- [redacted]G-) SAFETY RECALL [redacted]- INTAKE AIR GRID HEATER RE LAY ** COMPLETED[redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

FOUND TO BE BROKEN S ELIGIBLE FOR WARRANTY AS HE HAS THE SALES CODE FOR [redacted]

GCS Narratives

(Claim) Customer Concern:

[redacted] WONT CLOSE

(Claim) Cause:

TECH CONFIRMED AND FOUND THAT THERE ARE TWO PULL DOWN STRAPS ARE BROKEN AND PA RTS ARE NOT SERVICEABLE NEED WHO [redacted]

(Claim) Correction:

REPLACED [redacted] COVER

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition			***Failure***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	[redacted]	[redacted]	
[redacted]		Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				
[redacted]		Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]3AA	[redacted]				
[redacted]		Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	1	[redacted]	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE HAS A CHECK ENGINE LGIGHT AND WILL NOT MOVE IN FORWARD GEARS

(Claim) Cause:

PERFORMED COD[redacted] FOUND SERVICE BULLETIN [redacted] REMOVED TRANSMISSIO N. INSPECTED DISASSEMBLED FOUND SNAP RING DISPLACED

(Claim) Correction:

REPLACED INPUT ASSEMBLY AND INSTALLED TRANSMISSION AND FILLED IWTH FLUID TEST DROVE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28R92 - RAM 3500 LONGHORN 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**	$1,592.76	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]				
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			30.12	$76.65
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]				
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GREASE	1		64.69	$76.65
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	7		107.97	$76.65
[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]			30.12	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			30.12	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1 [redacted]	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		64.69	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	7		107.97	[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] ; [redacted] 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]	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	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	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		64.69	[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]	FLUID AFT	7		107.97	[redacted]
B	[redacted]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	NUT	1	X	1.81	$25.55

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE HAS A CHECK ENGINE LGIGHT AND WILL NOT MOVE IN FORWARD GEARS

(Claim) Cause:

PERFORMED COD[redacted] FOUND SERVICE BULLETIN [redacted] REMOVED TRANSMISSIO N. INSPECTED DISASSEMBLED FOUND SNAP RING DISPLACED

(Claim) Correction:

REPLACED INPUT ASSEMBLY AND INSTALLED TRANSMISSION AND FILLED IWTH FLUID TEST DROVE

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**		**Zone**	51 [redacted]

[redacted]

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		3.87	[redacted]
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	[redacted]
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	NUT	1		1.94	[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] INSPECTION REPLACE PCV FILTER REPLACE FUEL FILTERS ANTI-LOCK BRAKE LIGHT MOPAR CLAIM [redacted] CUSTOMER STATES CHECK ENGINE LIGHT ON MOPAR CLAIM [redacted] CHANGE [redacted] OIL AND FILTER REPLACE CABIN FILTER REPLACE REAR BRAKE PADS PERFORM 4X4 SERVICE Customer states preform [redacted] Customer states abs code for lft rear

(RO) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF REPLACE FUEL FILTERS. PERFORMED A [redacted] FUEL FILTER EXAMINATION. TOOK A FUEL SAMPLE TO VERIFY CONDITION AND IS OK. FOUND THE [redacted] FUEL FILTER IS THE POINT OF CONCERN. FURTHER EXAMINATION FOUND THE [redacted] FUEL FILTER IS DUE FOR MAINTENANCE. FURTHER DIAGNOSTICS FOUND THE SECONDAR[redacted] FUEL FILTER IS ALSO A POINT OF CONCERN. FURTHER EXAMINATION FOUND THE SECONDAR[redacted] FUEL FILTER IS DUE FOR MAINTENANCE. VERIFIED THE CUSTOMER'S CONCERN OF A WARNING LAMP. CHECKED SERVICE LIBRARY FOR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, RAPID SERVICE UPDATES AND RECALLS AND FOUND NO DOCUMENTS RELATED TO THE VEHICLES

CONCERN. ROAD TESTED THE VEHICLE [redacted] AND REVERIFIED THE CUSTOMER'S CONCERN OF WARNING LIGHT. PERFORMED A VISUAL INSPECTION AND FOUND NOTHING ABNORMAL. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED [redacted] FIND ACTIVE CODE[redacted] - RIGHT REAR WHEEL SPEED SENSOR-CIRCUIT CURRENT OUT OF RANGE. CHECKED FOR ANY SOFTWARE UPDATES TO FIND NO RELEVANT SOFTWARE UPDATES DUE. PERFORMED A WHEEL SPEED SENSOR EXAMINATION AND DIAGNOSTIC FINDING ALL PINS TIGHT. OHM THE RIGHT REAR SPEED SENSOR. FOUND IT TIO HACE A OPEN CIRCUIT. FOUND THE RIGHT REAR WHEEL SPEED SENSOR IS THE POINT OF CONCERN. FURTHER EXAMINATION FOUND THE RIGHT REAR WHEEL SPEED SENSOR HAS AN OPEN CIRCUIT. VERIFIED THE CUSTOMER'S CONCERN OF A CHECK ENGINE LIGHT. CHECKED SERVICE LIBRARY FOR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, RAPID SERVICE UPDATES AND RECALLS AND FOUND NO DOCUMENTS RELATED TO THE VEHICLES CONCERN. PERFORMED A VISUAL INSPECTION NOTHING ABNORMAL. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED

(RO) Correction:

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

Dealer Information

Code	[redacted]	***Name***	[redacted] 6[redacted]
Address	5255 S IH 35 , GEORGETOWN, TX 78626		

Condition Information

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

Radio ; Radio, Check Software Level and Perform Update - RSU ONLY

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) [redacted] [RSU [redacted] RADIO R160.00.21 USB SOFTWARE U **] DIESEL SYNTHETIC LUBE OIL FILTER CHANGE REPLACE BOTH FUEL FILTERS

(RO) Cause:

NA

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) Express Lane Inspection RSU 1 [RSU [redacted] RADIO R160.00.21USB SOFTWARE U **] RAPID RESPONSE DIESEL SYNTHETIC LUBE OILFILTER CHANGE REPLACE BOTH FUEL FILTERS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[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	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	5255 S IH 35 , GEORGETOWN, TX 78626		

Condition Information

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

Multi-point inspection (according to maintenance interval) [redacted] 1 [redacted] DTDSHDCC RADIO R160.00.21 USB SOFTWARE U **] DIESEL SYNTHETIC LUBE OIL FILTER CHANGE REPLACE BOTH FUEL FILTERS

(RO) Cause:

NA

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) Express Lane Inspection [redacted] DTDSHDCC RADIO [redacted] SOFTWARE U **] RAPID RESPONSE DIESEL SYNTHETIC LUBE OILFILTER CHANGE REPLACE BOTH FUEL FILTERS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted]	CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	**Coverage Code**	[redacted]	

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	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**	3[redacted]
[redacted]	195 WEST MAIN STREET , SPRINGVILLE, NY 14141				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	Cover, tonneau ; Fabric-Snapless-Cover	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COVER KIT	1	X	906.31	[redacted]

RO Narratives

(RO) Customer Concern:

DIAGNOSE GENERAL AUTO CONCERN RDERED TECH CONFIRMED AND FOUND THAT THERE ARE [redacted] THAT HOLD THE [redacted] COVER OPEN AND TH OSE ARE BROKEN. REPLACED [redacted] COVER [redacted]) DIESEL LUBE OIL FILTER (CHECK ALL FLUIDS) COMPLETED [redacted] G-) SAFETY RECALL [redacted] - [redacted] AIR GRID HEATER RE LAY ** COMPLETED [redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

FOUND TO BE BROKEN S ELIGIBLE FOR WARRANTY AS HE HAS THE SALES CODE FOR [redacted] COVER

GCS Narratives

(Claim) Customer Concern:

[redacted] COVER WONT CLOSE

(Claim) Cause:

TECH CONFIRMED AND FOUND THAT THERE ARE [redacted] PULL DOWN STRAPS ARE BROKEN AND PA RTS ARE NOT SERVICEABLE NEED WHO [redacted] COVER

(Claim) Correction:

REPLACED [redacted] COVER

Warranty Claim Report

Vehicle Information

VIN	[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***	CROWLEY CHRY-JEEP-DODGE INC	***Zone***	32[redacted]
Address	1461 FARMINGTON AVENUE , BRISTOL, CT 06010				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A[redacted]	08141808	Sensor, wheel speed-Anti-lock brakes ; rear - right	14	BURNED OR BURNED OUT	68457706AD	SENSOR	1	X	63.23	$54.53
[redacted]	[redacted]5	Shaft, steering column intermediate ; Upper shaft	[redacted]	BINDS, [redacted] OR SEIZED	[redacted]	SHAFT	1	X	[redacted]	[redacted]
[redacted]	[redacted]5	Shaft, steering column intermediate ; Upper shaft	[redacted]	BINDS, [redacted] OR SEIZED	[redacted]	SCREW	2		[redacted]	

RO Narratives

(RO) Customer Concern:

Concern #3 [Clicking coming from steering wheel inside the cab when turning the steering wheel] Concern #2 [Customer states during towing process, plastic piece under the front bumper broke off.] Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** [redacted] DIESEL PM SENSOR] Concern [redacted] [Install SOP [redacted] ...wheel speed sensor [redacted]...]

(RO) Cause:

NA

(RO) Correction:

Replaced upper intermediate steering shaft. Customer declined repairs Parts on order Replace RR wheel speed sensor , clear all codes.LOP: [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ABS LIGHT WAS ON CLICKING NOISE FROM STEERING

(Claim) Cause:

FOUND INTERNAL OPEN TSB REPAIR

(Claim) Correction:

COMPLETED REPLACED

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	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**	LITHIA CHRYSLER JEEP DODGE RAM OF	**Zone**	7[redacted] [redacted]
Address	2891 EAST SUN MOUNTAIN , WASILLA, AK 99654				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP 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	55.42	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 5 [Emissions Recall [redacted] - Particulate Matter Sensor **] Recall / Customer Satisfaction Notification 2 [Safety Recall [redacted] ntake Air Grid Heater Relay **] Engine Performance Concern (Diesel)[Customer States CEL IS ON C AND ADVISE] Replace Fuel Filter Available Synthetic Oil LOF Upgrade Multi-point inspection GREEN REPAIR ORDER PROCESSING AND STORAGE FEE 2 PLEASE INSTALL PREMIUM CABIN AIR CONDITIONING FILTER FOR MAXIMUM PERFORMANCE AND FUEL MILEAGE. MAINSHOP / CUST STATES CEL IS ON C AND A /

(RO) Cause:

. . REPLACE ENGINE AIR FILTER INSTALL PREMIUM CABIN AIR CONDITIONING FILTER FOR MAXIMUM PERFORMANCE AND FUEL MILEAGE.

(RO) Correction:

Recall / Customer Satisfaction Notification5 PERFORM RECALL [redacted] RECALL [redacted] verified customers concern. ran selftest [redacted] [redacted] verified pcm up to date,passed. no tsb or ssm available for customerconcern. performed PPT. ppt1 no, found noother fuel system, egr, or air intake codes.ppt2 no, smoke tested exhaust system forleaks, none found. ppt3 removed the air boxand inspected sealing surfaces, installed newengine air filter, performed regen. testdrove. performed [redacted] events, andfound dpf still showing concern, ran selftest codes returned. after test drives. ppt4Removed the inlet to the Turbo chargerassembly. inspected the Turbo charger inletcompressor for oil leaking into the AirHandling system. no issues found. ppt5Inspected Turbo charger for excessive wheelclearance and/or damage to the impeller. nonefound. ppt6 removed the turbo outlet andInspected the Turbocharger turbine for oilleaking into the exhaust system. none found.ppt7 Performed the CHECKING THE INTAKE AIRSYSTEM PRESSURE diagnostic procedure. noissues found. ppt8 inspected egr system forleaks, restrictions, plumbing, excessivesoot, none found. ppt9 Checked theaftertreatment DPF differential pressuresensor tubes for plugging, kinks, or leakage,none found. ppt10 Disconnected theAftertreatment DPF Differential PressureSensor harness connector. Disconnected t

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE.

(Claim) Cause:

VERIFIED CUSTOMERS CONCERN. [redacted] TEST [redacted]. VERIFIED PCM UP TO DAT E, PASSED. NO TSB OR SSM AVAILABLE FOR CUSTOMER CONCERN. PERFORMED PPT. [redacted] NO, FOUND NO OTHER FUEL SYSTEM, EGR, OR AIR INTAKE CODES. [redacted] NO, SMOKE TES TED EXHAUST SYSTEM FOR LEAKS, NONE FOUND. [redacted] REMOVED THE AIR BOX AND INSPEC TED SEALING SURFACES, INSTALLED NEW ENGINE AIR FILTER, PERFORMED REGEN. TEST DROVE. PERFORMED [redacted] [redacted] EVENTS, AND FOUND DPF STILL SHOWING CONCERN[redacted] TEST CODES RETURNED. AFTER TEST DRIVES. PPT4 REMOVED THE INLET TO THE TURBO CHARGER ASSEMBLY. INSPECTED THE TURBO CHARGER INLET COMPRESSOR FOR OI L LEAKING INTO THE AIR HANDLING SYSTEM. NO ISSUES FOUND. [redacted] INSPECTED TURBO CHARGER FOR EXCESSIVE WHEEL CLEARANCE AND/OR DAMAGE TO THE IMPELLER. NONE FO UND. [redacted] REMOVED THE TURBO OUTLET AND INSPECTED THE TURBOCHARGER TURBINE FOR OIL LEAKING INTO THE EXHAUST SYSTEM. NONE FOUND. PPT7 PERFORMED THE CHECKIN G THE INTAKE AIR SYSTEM PRESSURE DIAGNOSTIC PROCEDURE. NO ISSUES FOUND. [redacted] INSPECTED EGR SYSTEM FOR LEAKS, RESTRICTIONS, PLUMBING, EXCESSIVE SOOT, NONE FOUND. PPT9 CHECKED THE AFTERTREATMENT DPF DIFFERENTIAL PRESSURE SENSOR TUBE S FOR PLUGGING, KINKS, OR LEAKAGE, NONE FOUND. [redacted]0 DISCONNECTED THE AFTERTR EATMENT DPF DIFFERENTIAL PRESSURE SENSOR HARNESS CONNECTOR. DISCONNECTED THE [redacted] HARNESS CONNECTOR. AND CHECKED FOR RESISTANCE BETWEEN THE SOOT DELTA PRESSURE[redacted]) SIGNAL CIRCUIT AND ALL OTHER PINS AT THE [redacted] HARNESS CONN ECTOR. FOUND TO BE OL. INSTALLED KNOWN GOOD DPF PRESSURE SENSOR. TEST DROVE. CONCERN STILL PRESENT. [redacted]1 REMOVED AND INSPECTED FOR OIL IN MANIFOLD, NONE FOUND. [redacted] REMOVED THE VALVE COVER. INSPECTED THE VALVE SEALS. LOOKED FOR ANY BROKEN, BRITTLE, OR IMPROPERLY INSTALLED SEALS. NO ISSUES FOUND. [redacted] RE MOVED AND INSPECTED CCV SYSTEM. [redacted]4, INSPECTED FUEL DELIVERY SYSTEM, [redacted] IN [redacted], SPEC [redacted]. PPT [redacted]. STATES INSPECT DPF. FOUND FACE OF DPF TO BE BLOCKED. AND NEEDING REPLACED.

(Claim) Correction:

REMOVED DPF PER WSM. SWAPPED OVER SENSORS, INSTALLED DPF PER WSM. REASSEMBLED . CLEARED CODES. PERFORMED REGEN, TEST DROVE [redacted]. [redacted] TEST, P ASS. CONCERN NO LONGER PRESENT

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**	$1,541.03	[redacted]	$350.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1414.86	$119.17
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]				$119.17
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		66.41	$119.17
[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	1414.86	$238.33
[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	1		66.41	$238.33
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1414.86	[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	1		66.41	[redacted]

A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	[redacted]			[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	1		66.41	[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection Automatic Transmission Concern [Gear shift incorrect ratio codes, please check and advise] RENTAL VEHICLE

(RO) Cause:

verified snap ring failure and found [redacted] clutch piston seal torn

(RO) Correction:

Multi-point inspection [redacted] VEHICLE INSPECTION - - - [redacted] Inspected for codes, found [redacted] -gear ratio error in [redacted], P0734- gear ratioerror in [redacted]. Verified vehicle will not movein drive, reverse works fine. Suspect snapring failure as per [redacted]. Removedtransmission and disassembled for inspection,verified snap ring failure and found K1clutch piston seal torn. Replaced K1 clutchassembly with new, installed all newseals/gaskets. Reassembled trans andreinstalled. Filled with fluid and performedquick learn procedure, test drove, ok at thistime. Note: vehicle is NOT equipped with atwo [redacted] driveshaft, or a skid plate. Automatic Transmission Concern DIAGNOSE CUSTOMER CONCERN, RENTAL VEHICLE ENTERPRISE RENTAL RENTAL VEHICLE SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [GEAR SHIFT INCORRECT RATIO CODES, PLEASE CHEC K AND ADVISE]

(Claim) Cause:

VERIFIED SNAP RING FAILURE AND FOUND [redacted] CLUTCH PISTON SEAL TORN

(Claim) Correction:

INSPECTED FOR CODES, FOUND [redacted] - GEAR RATIO ERROR IN [redacted], [redacted] - GEAR RATIO E RROR IN [redacted]. VERIFIED VEHICLE WILL NOT MOVE IN DRIVE, REVERSE WORKS FINE. SUSP ECT SNAP RING FAILURE AS PER [redacted]. REMOVED TRANSMISSION AND DISASS EMBLED FOR INSPECTION, VERIFIED SNAP RING FAILURE AND FOUND [redacted] CLUTCH PISTON S EAL TORN. REPLACED [redacted] CLUTCH ASSEMBLY WITH NEW, INSTALLED ALL NEW SEALS/GASK ETS. REASSEMBLED TRANS AND REINSTALLED. FILLED WITH FLUID AND PERFORMED QUICK LEARN PROCEDURE, TEST DROVE, OK AT THIS TIME. NOTE: VEHICLE IS NOT EQUIPPED WITH A [redacted] DRIVESHAFT, [redacted] SKID PLATE.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted]	CREW CA [redacted]	
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage** [redacted]	[redacted]	

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	RAINIER DODGE INC	**Zone**	70	[redacted]	
Address	2550 CARRIAGE LOOP DRIVE , OLYMPIA, WA 98502						

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GREASE	1		67.35	[redacted]
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			27.20	[redacted]
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		195.24	[redacted]
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	[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]	SCREW	2		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		59.79	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		67.35	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		195.24	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	1386.60	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	

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]	
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	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] 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]	SCREW	2		[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	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	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	1386.60	[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]	BOLT	4		31.36	[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	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]	SCREW	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	GASKET	1		59.79	[redacted]

		[redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Pan, Oil - Replace or Reseal ; [redacted] Transmission			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Pan, Oil - Replace or Reseal ; [redacted] Transmission			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Replace or Reseal ; [redacted] Transmission			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Pan, Oil - Replace or Reseal ; [redacted] Transmission			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Pan, Oil - Replace or Reseal ; [redacted] Transmission			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Pan, Oil - Replace or Reseal ; [redacted] Transmission			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Pan, Oil - Replace or Reseal ; [redacted] Transmission			[redacted]	SCREW	2		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Replace or Reseal ; [redacted] Transmission			[redacted]	GASKET	1		[redacted]	

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted]- Particulate Matter Sensor **] Automatic Transmission Concern [CUSTOMER STATES CEL IS ON AND DOES NOT WANT TO SHIFT. CHECK AND ADVISE.] PERFORM MULTI-POINT VEHICLE INSPECTION

(RO) Cause:

Manufacturer requested action. Verify slips and low power. Check fluid full. Check codes - found [redacted] active. Remove transmission pan to verify no metal debris and found no evidence of hard part failure. Remove transmission and tear down. Found [redacted] snap ring dislodged.

(RO) Correction:

Install PM sensor and reprogram PCM [redacted] Install Authorized Modifications Label ([redacted] Transmission Equipped [redacted] Clutch inspection and replace sub assembly. [redacted] Add for [redacted] driveshaft [redacted] Add for DEF equipped [redacted] [redacted] Add for [redacted] [redacted] Total diagnostic (Including pan removal & inspection = [redacted]) [redacted] Reinstall pan with new gasket. Perform quick learn. Test drove and verify operation completed

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES CEL IS ON AND DOES NOT WANT TO SHIFT. CHECK AND ADVISE

(Claim) Cause:

ERIFY SLIPS AND LOW POWER. CHECK FLUID FULL. CHECK CODES - FOUND [redacted] ACTIVE. REMOVE TRANSMISSION PAN TO VERIFY NO METAL DEBRIS AND FOUND NO EVIDENCE O F HARD PART FAILURE. REMOVE TRANSMISSION AND TEAR DOWN. FOUND K1 SNAP RING DISLODG

(Claim) Correction:

PERFORMED TSB

Warranty Claim Report

Vehicle Information

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

Expense

Labor	[redacted]	**Sublet**	$3,305.38	[redacted]	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure [redacted]	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	Wheel ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	Y1[redacted]	TIRE	[redacted]			[redacted]
A	[redacted]9	Consumer [redacted] ; Consumer Only			Y1[redacted]	TIRE	[redacted]			[redacted]
B	[redacted]	Wheel alignment ; Front wheel alignment 4500-5500	[redacted]	LEFT						[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TIRE VIBRATION PRESENT - MOUNT AND BALANCE 6 NEW TIRES - SEE HISTORY - SOP IN CUSTOMER STATES ALIGNMENT SEEMS OFF, PULLS LEFT AND STEERING WHEEL IS OFF CENTER. IF ALIGNMENT IS OFF,THIS IS [redacted] COVERAGE AND ALL** SPECS AND NOTES WILL BE NEEDED IN CCC CUSTOMER STATES INSTALL CUSTOMER SUPPLIED DUALITY INNER-WHEEL VALVE STEM EXTENDERS WHILE PERFORMING TIRE REPLACEMENT, LOCATED IN CUP HOLDER *Multi-Point Inspection

(RO) Cause:

SEE TECH COMMENTS SEE TECH COMMENTS

(RO) Correction:

[redacted] TEST DROVE VEHICLE AND FELT HEAVYVIBRATION AT [redacted]. PERFORMED ROADFORCEBAL AN[redacted] HAD EXCESSIVE ROADFORCE OF55-82 CAUSING VIBRATION. BALANCE[redacted] AND TEST DROVE AGAIN,VIBRATION STILL PRESENT.NEC TO REPL ALL 6 TIRES. mount and balancedall [redacted] ORIGINAL TIRES ALL HAVE EXCESSIVEROADFORCE Tire - Replace [redacted] - Not valid on warranty claims (0 - Low Skilled) [redacted] OUT OF ALIGNMENT AT THIS TIME OUT OFALIGNMENT AT THIS TIME, PERFORMED ALIGNMENTTO CORRECT MEASUREMENTS Wheel alignment - Alignment Front wheel alignment 4500-5500 (1 - Semi-Skilled) CUSTOMER STATES MULTI POINT INSPECTION

(RO) Technical Notes:

TIRES HAVE EXCESSIVE ROADFORCE- APPROVED REPL BY AM

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ALIGNMENT SEEMS OFF, PULLS LEFT AND STEERING WHEEL IS OFF CENT CUSTOMER STATES TIRE VIBRATION PRESENT - MOUNT AND BALANCE 6 NEW [redacted]S - SEE H ER. IF ALIGNMENT IS OFF, THIS IS [redacted] COVERAGE AND ALL** SPECS AND NOTES WI ISTORY - SOP IN LL BE NEEDED IN CCC

(Claim) Cause:

TEST DROVE VEHICLE AND FELT HEAVY VIBRATION AT [redacted]. PERFORMED ROADFORCE BAL AND [redacted] HAD EXCESSIVE ROADFORCE OF 55-82 CAUSING VIBRATION. BAL OUT OF ALIGNMENT AT THIS TIME ANCE [redacted] AND TEST DROVE AGAIN,VIBRATION STILL PRESENT. NEC TO REPL [redacted].

(Claim) Correction:

OUT OF ALIGNMENT AT THIS TIME, PERFORMED ALIGNMENT TO CORRECT MEASUREMENTS MOUNT AND BALANCED ALL 6 [redacted] ORIGINAL [redacted] ALL HAVE EXCESSIVE ROADFORCE

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]	[redacted]	$50.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	HAYES CHRY-DODGE-JEEP INC	**Zone**	[redacted]
Address	719 W PIKE STREET , LAWRENCEVILLE, GA 30045				

Condition Information

Condition [redacted]		Failure [redacted]	Failure [redacted]	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			28.11	$77.10
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	GREASE	1		60.38	$77.10
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]				
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	4		28.11	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			28.11	[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				CLUTCHKIT	1	X	[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 ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C/AS69RC ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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		129.56	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		24.39	[redacted]
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	BOLT	6		[redacted]	

RO Narratives

(RO) Customer Concern:

REPLACE I TIRE AND HIGH SPEED BALANCE. DISPOSE OF OLD TIRE AS PER [redacted] REGULATIONS. NEXEN PART NUMBER [redacted] TIRE CARE PLAN [redacted] ADDED CONCERN WHEN CUSTOMER BROUGHT TRUCK IN TO HAVE THE LOOSE WHEEL INSTALLED BACK ONTO HIS TRUCK AFTER WE REPLACED THE TIRE. HE STATED THAT HE WAS HAVING AN ISSUE WITH THE TRANSMISSION NOT WANTING TO SHIFT INTO GEAR, HE STATES HE HAS TO JIGGLE THE SHIFTER HANDLE IN ORDER TO GET IT TO SHIFT INTO GEAR PLEASE INSPECT AND ADVISE PERFORM MULTI POINT INSPECTION AND RECORD FINDINGS ON FORM FOR ADVISOR TO REVIEW WITH CUSTOMER. REPLACE CHASSIS MOUNTED FUEL FILTER AND CLEAN

FILTER BOWL. REPLACE FUEL FILTER. REPLACE CLOSED CRANKCASE VENTILATION FILTER AS REQUIRED MAINTENANCE. recall [redacted] PM sensor PERFORM [redacted] trans rough shift PERFORM [redacted] trans gears1-4 inop

(RO) Cause:

parts are on order to complete this recall. we will call when they arrive performed [redacted]. removed all components to gain access to the clutch kit. refer to [redacted] for repairs.

(RO) Correction:

se[redacted] for repairs to the transmission per TSB [redacted] MULTI POINT INSPECTION COMPLETED NOTE: ON SOME TRUCKS THE REMOVAL OF THE INNER FENDER LINER IS REQUIRED TO ACCESS THE FILTER. ccv filter did not need to be replaced at this time. removed and replaced all bolts, clutch kit (s) as per RRT and labor opp.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM [redacted] AISIN TRANS ROUGH SHIFT

(Claim) Cause:

PERFORME[redacted]. REMOVED ALL COMPONENTS TO GAIN ACCESS TO THE CLUTCH KIT .

(Claim) Correction:

REMOVED AND REPLACED ALL BOLTS, CLUTCH KIT (S) AS PER RRT AND LABOR OPP.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted] RING	1	X	[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			24.72	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	WASHER	1		8.33	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		38.37	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		31.42	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		7.04	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		12.27	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1		1260.06	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	HUB	1		[redacted]	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	4		58.37	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted] RING	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]	WASHER	1		8.33	$206.53
[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		31.42	$206.53
[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted]	1		7.04	$206.53

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1		[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]	FLUID AFT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	LUBRICANT	[redacted]			[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 ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	[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]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		12.27	[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]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	4		58.37	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	LUBRICANT	2		97.51	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1	X	10.73	$791.71
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	BOLT	6		24.72	$791.71

		[redacted]C ; [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]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	SEAL RING	1		7.04	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	SEAL RING	1		12.27	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	CLUTCHKIT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	[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]	LUBRICANT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [Customer States THAT TRANS WILL NOT PULL HAS REVERSE SEE CODES] PERFORM DIESEL OIL CHANGE USING [redacted] PLEASE REPLACE FUEL FILTERS PERFORM MULTI POINT INSPECTION

(RO) Cause:

[redacted] RING SERVICE SERVICE

(RO) Correction:

[redacted] [redacted] RING [redacted] CONFIRMED CUSTOMERCONCERN. REFERRING TO [redacted] [redacted]RING DISLODGED. REMOVED TRANSMISSION ANDDRAINED. REMOVED TORQUE CONVERTER ANDMEASURED END PLAY. WITHIN SPEC. REMOVED BELLHOUSING AND FRONT PUMP. PULLED INPUTASSEMBLY. FOUND [redacted] [redacted] RING DISLODGED. NOTEDDAMAGE TO K2 HUB. REPLACED K1 AND INPUTASSEMBLY. ALSO REPLACED K2 HUB DUE TO DAMAGE.REINSTALLED FRONT PUMP AND MEASURED END PLAY.WITHIN SPECS. INSTALLED BELL HOUSING ANDTORQUE CONVERTER. REINSTALLED TRANSMISSIONAND FILLED WITH FLUID. PERFORMED QUICK LEARNAND TEST DROVE VEHICLE. CONFIRMED REPAIR.21[redacted] [redacted] [redacted] CLUTCH INSPECT AND REPLACE [redacted] PIECE PROPELLER SHAFT [redacted] SKIDPLATE EQUIPPED [redacted] [redacted] DEF EQUIPPED21[redacted]01-69 .6 [redacted] EQUIPPED 1.2 Automatic Transmission Concern [Customer States THAT TRANS WILL NOT PULL HAS REVERSE SEE CODES] AUTOMATIC TRANSMISSION CONCERN [redacted] [redacted] PERFORMED DIESEL

OIL CHANGE PERFORM DIESEL OIL CHANGEUSING [redacted] REGULATORY COMPLIANCE [redacted] AND SERVICE DISCOUNT PERFORM DIESEL OIL CHANGEUSING [redacted] CHARGES [redacted] CHARGES 5370 SERVICE [redacted] REPLACED [redacted] FUEL FITLERS DRIVEABILITY [redacted] AND SERVICE DISCOUNT DRIVEABILITY [redacted] CHARGES 5370 COMPLETED PERFORM MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES THAT TRANS WILL NOT PULL HAS R EVERSE SEE CODES]

(Claim) Cause:

SNAP RING

(Claim) Correction:

CONFIRMED CUSTOMER CONCERN. REFERRING TO [redacted] SNAP RING DISLODGED. REMOVED TRANSMISSION AND DRAINED. REMOVED TORQUE CONVERTER AND MEASURED END PLAY. WITHIN SPEC. REMOVED BELL HOUSING AND FRONT PUMP. PULLED INPUT ASSEMB LY. FOUND [redacted] SNAP RING DISLODGED. NOTED DAMAGE TO K2 HUB. REPLACED K1 AND IN PUT ASSEMBLY. ALSO REPLACED K2 HUB DUE TO DAMAGE. REINSTALLED FRONT PUMP AND MEASURED END PLAY. WITHIN SPECS. INSTALLED BELL HOUSING AND TORQUE CONVERTE R. REINSTALLED TRANSMISSION AND FILLED WITH FLUID. PERFORMED QUICK LEARN AND TEST DROVE VEHICLE. CONFIRMED REPAIR [redacted] CLUTCH INSPECT AND REP LACE [redacted] TOQ PIECE PROPELLER SHAF [redacted] -0A [redacted] SKID PLATE EQUIPPED [redacted] DEF EQUIPPED [redacted] [redacted] 4X4 EQUIPPED 1.2

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]	Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Safety Recall [redacted] - Intake Air Grid Heater [redacted] ay ; Replace Intake Air Grid Heater [redacted] ay	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	RELAY	1	X	43.96	[redacted]
[redacted]		Emissions Recall [redacted] 3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]			[redacted]	
[redacted]		Emissions Recall [redacted] 3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	CERN[redacted]3AA	[redacted]	1		[redacted]	
[redacted]		Emissions Recall [redacted] 3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THEY HAD VEHICLE RUNNING FOR [redacted] CAME BACK TO VEHICLE AND WHEN THEY PUT VEHICLE INTO DRIVE THEY HEARD A LOUD CLUNK NOISE THEN THE CEL CAME ON AND THE VEHICLE WOULD NOT ACCELERATE IT WOULD ONLY GO INTO REVERSE (CHECK AND ADVISE) VEHICLE WAS TOWED HERE PARKED ON OTHER SIDE OF CHEVY [redacted] Ram Heavy [redacted] Grid Heater [redacted] [redacted] [redacted] DIESEL PM SENSOR PERFORM REPORT CARD INSPECTION

(RO) Cause:

verified concern. [redacted] set. truck wont move forward. eventually hits limp and has [redacted] and reverse. tsb [redacted] found dislodged k1 snap ring in k1 sub assembly. need to replace k1 sub assembly per tsb and retest. need to replace grid heater relay [redacted] sensor missing need to install sensor module and reflash. e

(RO) Correction:

performed k1 sub assembly replacement, including def system, [redacted] driveshaft skid plate and 4x4 t-case. [redacted], [redacted], [redacted], [redacted], no dtcs set. drives normal. 6.9 replaced grid heater relay per recall .2 installed pm sensor and module. flashed pcm from [redacted] to [redacted] .6

(RO) Technical Notes:

CLUTCH DEFECT

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THEY HAD VEHICLE RUNNING FOR [redacted] CAME BACK TO VEHICLE AN D WHEN THEY PUT VEHICLE INTO DRIVE THEY HEARD A LOUD CLUNK NOISE THEN THE CEL CAME ON AND THE VEHICLE WOULD NOT ACCELERATE IT WOULD ONLY GO INTO REVERSE (CHECK AND ADVISE) VEHICLE WAS TOWED HERE PARKED ON OTHER SIDE OF CHEVY

(Claim) Cause:

VERIFIED CONCERN [redacted] SET. TRUCK WONT MOVE FORWARD. EVENTUALLY HITS LIMP AN D HAS [redacted] AND REVERSE. TSB [redacted] FOUND DISLODGED K1 SNAP RING IN [redacted] SUB ASSEMBLY. NEED TO REPLACE [redacted] SUB ASSEMBLY PER TSB AND RETEST.

(Claim) Correction:

PERFORMED [redacted] SUB ASSEMBLY REPLACEMENT, INCLUDING DEF SYSTEM [redacted] DRIVESHA FT SKID PLATE AND [redacted]-CASE. NO DTCS SET. DRIVES NORMAL.

Warranty Claim Report

Vehicle Information

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

Dealer Information

Code	[redacted]	Name	[redacted]	Zone	63 [redacted]
Address	2609 S WALTON BLVD , BENTONVILLE, AR 72712				

Condition Information

Condition Code	[redacted]	Failure	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]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		135.87	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	4		60.39	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted] T	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		12.70	[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 ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	9		135.87	$43.88
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	4		60.39	$43.88

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	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 ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			[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	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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	4		60.39	[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]	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]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]/AS69RC ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		7.28	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] [redacted] [[redacted] [redacted] [redacted] AISIN TRANSMISSION [redacted] INOP **] General Concern #1 [Customer Stateswill not move in drive. Only has reverse. Was towed in. Please checkand advise]

(RO) Cause:

E E E

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) PERFORM [redacted] MAINTENANCE INSPECTION [redacted] recall completed with removal of thegrid heater relay and installing new one Recall / Customer Satisfaction Notification1 WIADVISOR RECALLS SEE LINE C RAPID RESPONSE TRANSMITTAL 6552 verified customer concern the vehiclehad no forward movement but had reverse.found active codes [redacted] when scanning forthe check engine light. removed allcomponents necessary to remove thetransmission from the vehicle. including theafter market wiring and hoses all needed torun the after market pto that was installedon the side of the transmission.,disassembled trans to the point of failureand replaced the k1 clutch assembly with newone. installed all new seals and gaskets, reinstalled transmission into the vehicle withnew converter bolts. re installed all thecomponents removed to get the trans out ofthe vehicle. filled trans back to properlevel with new fluid. performed quicklearn ontransmission. repair completed General Concern #1 A

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WILL NOT MOVE IN DRIVE. ONLY HAS REVERSE. WAS TOWED IN. PLEASE CHECK AND ADVISE. [redacted] [[redacted] [redacted] [redacted] AISIN TRANSMISSION [redacted] INOP **]

(Claim) Cause:

VERIFIED CUSTOMER CONCERN THE VEHICLE HAD NO FORWARD MOVEMENT BUT HAD REVERSE. FOUND ACTIVE CODES [redacted] WHEN SCANNING FOR THE CHECK ENGINE LIGHT. DISASS EMBLED TRANS TO THE POINT OF FAILURE, K1 CLUTCH ASSEMBLY

(Claim) Correction:

VERIFIED CUSTOMER CONCERN THE VEHICLE HAD NO FORWARD MOVEMENT BUT HAD REVERSE. FOUND ACTIVE CODES [redacted] WHEN SCANNING FOR THE CHECK ENGINE LIGHT. REMOVE D ALL [redacted] NECESSARY TO REMOVE THE TRANSMISSION FROM THE VEHICLE. IN CLUDING THE AFTER MARKET WIRING AND HOSES ALL NEEDED TO RUN THE AFTER MARKET P TO THAT WAS INSTALLED ON THE SIDE OF THE TRANSMISSION., DISASSEMBLED TRA NS TO THE POINT OF FAILURE AND REPLACED THE [redacted] CLUTCH ASSEMBLY WITH NEW [redacted] ALL NEW SEALS AND GASKETS, RE INSTALLED TRANSMISSION INTO THE V EHICLE WITH NEW CONVERTER BOLTS. RE INSTALLED ALL THE [redacted]

REMOVED T O GET THE TRANS OUT OF THE VEHICLE. FILLED TRANS BACK TO PROPER LEVEL WITH N EW FLUID. PERFORMED QUICKLEARN ON TRANSMISSION. REPAIR COMPLETED

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

[redacted] #	[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**	63 [redacted]
Address	[redacted]				

Condition Information

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

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] ntake Air Grid Heater Relay **] [redacted] 1 [[redacted] [redacted] AISIN TRANSMISSION GEARS 1-4 INOP **] General Concern #1 [Customer Stateswill not move in drive. Only has reverse. Was towed in. Please checkand advise]

(RO) Cause:

E E E

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) PERFORM [redacted] MAINTENANCE INSPECTION [redacted] recall completed with removal of thegrid heater relay and installing new one Recall / Customer Satisfaction Notification1 WIADVISOR RECALLS SEE LINE C RAPID RESPONSE TRANSMITTAL 6552 verified customer concern the vehiclehad no forward movement but had reverse.found active codes [redacted] when scanning forthe check engine light. removed allcomponents necessary to remove thetransmission from the vehicle. including theafter market wiring and hoses all needed torun the after market pto that was installedon the side of the transmission.,disassembled trans to the point of failureand replaced the k1 clutch assembly with newone. installed all new seals and gaskets, reinstalled transmission into the vehicle withnew converter bolts. re installed all thecomponents removed to get the trans out ofthe vehicle. filled trans back to properlevel with new fluid. performed quicklearn ontransmission. repair completed General Concern #1 A

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WILL NOT MOVE IN DRIVE. ONLY HAS REVERSE. WAS TOWED IN. PLEASE CHECK AND ADVISE. [redacted] [redacted] [redacted] AISIN TRANSMISSION GEARS 1-4 INOP **]

(Claim) Cause:

VERIFIED CUSTOMER CONCERN THE VEHICLE HAD NO FORWARD MOVEMENT BUT HAD REVERSE. FOUND ACTIVE CODES [redacted] WHEN SCANNING FOR THE CHECK ENGINE LIGHT. DISASS EMBLED TRANS TO THE POINT OF FAILURE, K1 CLUTCH ASSEMBLY

(Claim) Correction:

VERIFIED CUSTOMER CONCERN THE VEHICLE HAD NO FORWARD MOVEMENT BUT HAD REVERSE. FOUND ACTIVE CODES [redacted] WHEN SCANNING FOR THE CHECK ENGINE LIGHT. REMOVE D ALL COMPONENTS NECESSARY TO REMOVE THE TRANSMISSION FROM THE VEHICLE. IN CLUDING THE AFTER MARKET WIRING AND HOSES ALL NEEDED TO RUN THE AFTER MARKET P TO THAT WAS INSTALLED ON THE SIDE OF THE TRANSMISSION., DISASSEMBLED TRA NS TO THE POINT OF FAILURE AND REPLACED THE K1 CLUTCH ASSEMBLY WITH NEW [redacted] ALL NEW SEALS AND GASKETS, RE INSTALLED TRANSMISSION INTO THE V EHICLE WITH NEW CONVERTER BOLTS. RE INSTALLED ALL THE COMPONENTS REMOVED T O GET THE TRANS OUT OF THE VEHICLE. FILLED TRANS BACK TO PROPER LEVEL WITH N EW FLUID. PERFORMED QUICKLEARN ON TRANSMISSION. REPAIR COMPLETED

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**	$1,201.34	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition			Failure	Failure	Part Number	Part Name	Part Quantity	Part Failed	Expense	Expense
A	[redacted]	Disc, clutch ; [redacted] equipped with [redacted] diesel engine	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]			[redacted]	
A	[redacted]	Disc, clutch ; [redacted] equipped with 6.7 liter diesel engine	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]			[redacted]	
A	[redacted]	Disc, clutch ; [redacted] equipped with 6.7 liter diesel engine	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]			[redacted]	
A	[redacted]	Disc, clutch ; [redacted] equipped with 6.7 liter diesel engine	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]T	1	X	[redacted]	
A	[redacted]	Disc, clutch ; [redacted] equipped with 6.7 liter diesel engine	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	FLUID AFT	9		107.10	$0.00
[redacted]		Transmission, Remove and install for repair - [redacted] C ; [redacted] Series			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for repair - [redacted] C ; [redacted] Series			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for repair - [redacted] C ; [redacted] Series			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for repair - [redacted] C ; [redacted] Series			[redacted]	[redacted]T	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for repair - [redacted] C ; [redacted] Series			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; 4x4 equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C ; 4x4 equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for repair -			[redacted]	[redacted]			[redacted]	

		[redacted]C ; 4x4 equipped								
A	21002861	Transmission, Remove and install for repair - [redacted]C ; 4x4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	21002861	Transmission, Remove and install for repair - [redacted]C ; 4x4 equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THEY HAD VEHICLE RUNNING FOR [redacted] CAME BACK TO VEHICLE AND WHEN THEY PUT VEHICLE INTO DRIVE THEY HEARD A LOUD CLUNK NOISE THEN THE CEL CAME ON AND THE VEHICLE WOULD NOT ACCELERATE IT WOULD ONLY GO INTO REVERSE (CHECK AND ADVISE) VEHICLE WAS TOWED HERE PARKED ON OTHER SIDE OF CHEVY [redacted] Ram Heavy [redacted] Grid Heater Rel [redacted] [redacted] DIESEL PM SENSOR PERFORM REPORT CARD INSPECTION

(RO) Cause:

verified concern. [redacted] set. truck wont move forward. eventually hits limp and has [redacted] and reverse. tsb [redacted] found dislodged k1 snap ring in k1 sub assembly. need to replace k1 sub assembly per tsb and retest. need to replace grid heater relay [redacted] sensor missing need to install sensor module and reflash. e

(RO) Correction:

performed k1 sub assembly replacement, including def system, [redacted] driveshaft skid plate and 4x4 t-case. [redacted], [redacted], [redacted], [redacted], no dtcs set. drives normal. 6.9 replaced grid heater relay per recall .2 installed pm sensor and module. flashed pcm from [redacted] to [redacted] .6

(RO) Technical Notes:

CLUTCH DEFECT

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THEY HAD VEHICLE RUNNING FOR [redacted] CAME BACK TO VEHICLE AN D WHEN THEY PUT VEHICLE INTO DRIVE THEY HEARD A LOUD CLUNK NOISE THEN THE CEL CAME ON AND THE VEHICLE WOULD NOT ACCELERATE IT

WOULD ONLY GO INTO REVERSE (CHECK AND ADVISE) VEHICLE WAS TOWED HERE PARKED ON OTHER SIDE OF CHEVY

(Claim) Cause:

VERIFIED CONCERN [redacted] SET. TRUCK WONT MOVE FORWARD. EVENTUALLY HITS LIMP AN D HAS [redacted] AND REVERSE. TSB [redacted] FOUND DISLODGED K1 SNAP RING IN [redacted] SUB ASSEMBLY. NEED TO REPLACE [redacted] SUB ASSEMBLY PER TSB AND RETEST.

(Claim) Correction:

PERFORMED [redacted] SUB ASSEMBLY REPLACEMENT, INCLUDING DEF SYSTEM. [redacted] DRIVESHA FT SKID PLATE AND [redacted] T-CASE. NO DTCS SET. DRIVES NORMAL.

Warranty Claim Report

Vehicle Information

[redacted]		**Year**	[redacted]	**Body**	[redacted] - RAM 5500 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]	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted]		Failure	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]	

RO Narratives

(RO) Customer Concern:

PERFORM RECALL 13A - [redacted] Ram Heavy Duty Grid Heater Rel CUSTOMER REQUEST TO PERFORM THE LUBE OIL AND FILTER CHANGE[redacted] PERFORM MULTI POINT INSPECTION

(RO) Cause:

NA

(RO) Correction:

Replace Relay, Intake Air Heater08-13[redacted] PERFORMED THE LUBE OIL AND FILTER CHANGE PERFORMED MULTIPOINT 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***	$923.19	[redacted]	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition Code	***LOP***	***LOP Desc***	[redacted] ***Code***	[redacted] ***Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	***LOP Expense***
A	[redacted]	Valve, EGR ; 6.7 liter diesel engine [redacted] pickup truck	[redacted]	EGR system failure	[redacted]	EGR VALVE	[redacted]			[redacted]
[redacted]Q		Radio ; Radio, Check Software Level and Perform Update - RSU ONLY	RF							[redacted]

RO Narratives

(RO) Customer Concern:

check eng light misfire Customer states that the CEL is on ... egr codes Customer States transmission fluid is low cs to check the fifth it pops sometimes Multi-point inspection (according to maintenance interval) Change diesel engine oil and filter(synthetic oil may be required based on geographic location) [12qt. 10W30] Customer Satisfaction Notification [redacted] - Aisin Transmission Emissions Recall [redacted]3 - [redacted]culate Matter Sensor RSU [redacted] DTDSHDCC RADIO R160.00.21 USB SOFTWARE UPDATE Tires - Rotate

(RO) Cause:

F F F F F

(RO) Correction:

[redacted] no misfire dtcs no problem found General Concern [redacted] EGR valve shorted internally [redacted] Found dtc [redacted] was active. Followed thediagnostics and was led to replacement of theEGR valve due to internal short of theposition sensor. Replaced the valve and roadtested. No further problems found at thistime. General Concern #2 General Concern [redacted] topped off fluid 0 General Concern #3 General Concern #1 Multi-point inspection (according to maintenanceinterval) BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME GOOD BRAKES [redacted] O[redacted] (DISC) OR [redacted] O[redacted] (DRUM) GOOD TIRE ABOVE [redacted] PERFORM MULTI-POINT INSPECTION BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME GOOD BRAKES [redacted] O[redacted] (DISC) OR [redacted] OR[redacted] (DRUM) GOOD TIRE [redacted] Oil Change 50 Completed VCP Diesel Oil Change VC[redacted] with Tire Rotation MISC. SHOP CHARGE [redacted] recall [redacted] 10 transmission wasrecently replaced. [redacted] Recall RECALL18 [redacted] Recall [redacted] Installed [redacted] Recall RECALL12 [redacted] RSU [redacted] 60 Updated Radio RSU [redacted] And Rotation [redacted] with Tire Rotation

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE CEL IS ON ... EGR CODES

(Claim) Cause:

EGR VALVE SHORTED INTERNALLY

(Claim) Correction:

FOUND [redacted] [redacted] WAS ACTIVE. FOLLOWED THE DIAGNOSTICS AND WAS LED TO REPLACEMEN T OF THE EGR VALVE DUE TO INTERNAL SHORT OF THE POSITION SENSOR. REPLACED TH E VALVE AND ROAD TESTED. NO FURTHER PROBLEMS FOUND AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D23P92 - 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**	$116.56	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]		Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	108.70	[redacted]
[redacted]		Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			[redacted]	
[redacted]		Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		[redacted]	
A	[redacted]	Customer Satisfaction Notification 71A - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Verify No Failures Have Occurred or Symptoms are Present	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

check eng light misfire Customer states that the CEL is on ... egr codes Customer States transmission fluid is low cs to check the fifth it pops sometimes Multi-point inspection (according to maintenance interval) Change diesel engine oil and filter(synthetic oil may be required based on geographic location) [12qt. 10W30] Customer Satisfaction Notification [redacted]- Aisin Transmission Emissions Recall [redacted]- [redacted]culate Matter Sensor RSU [redacted] DTDSHDCC RADIO [redacted] USB SOFTWARE UPDATE Tires - Rotate

(RO) Cause:

F F F F F

(RO) Correction:

[redacted] no misfire dtcs no problem found General Concern [redacted] EGR valve shorted internally [redacted] Found dtc [redacted] was active. Followed thediagnostics and was led to replacement of theEGR valve due to internal short of theposition sensor. Replaced the valve and roadtested. No further problems found at thistime. General Concern #2 General Concern [redacted] topped off fluid 0 General Concern #3 General Concern #1 Multi-point inspection (according to maintenanceinterval) BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME GOOD BRAKES [redacted] O[redacted] (DISC) OR [redacted] O[redacted] (DRUM) GOOD TIRE ABOVE [redacted] PERFORM MULTI-POINT INSPECTION BATTERY TESTS GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME GOOD BRAKES [redacted] O[redacted] (DISC) OR [redacted] OR[redacted] (DRUM) GOOD TIRE ABOV[redacted] [redacted] Oil Change 50 Completed VCP Diesel Oil Change VC[redacted] with Tire Rotation MISC. SHOP CHARGE[redacted] [redacted] recall [redacted] 10 transmission wasrecently replaced. [redacted] Recall [redacted] [redacted] Recall [redacted] Installed PMsensor [redacted] Recall RECALL12 [redacted] RSU [redacted] 60 Updated Radio RSU [redacted] And Rotation [redacted] with Tire Rotation

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE CEL IS ON ... EGR CODES

(Claim) Cause:

EGR VALVE SHORTED INTERNALLY

(Claim) Correction:

FOUND [redacted] WAS ACTIVE. FOLLOWED THE DIAGNOSTICS AND WAS LED TO REPLACEMEN T OF THE EGR VALVE DUE TO INTERNAL SHORT OF THE POSITION SENSOR. REPLACED TH E VALVE AND ROAD TESTED. NO FURTHER PROBLEMS FOUND AT THIS TIME.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,139.88	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	LEGACY [redacted]	**Zone**	[redacted]
Address	10705 ISLAND AVE , ISLAND CITY, OR 97850				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	6		20.16	$66.02
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1027.60	$66.02
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID	9		51.66	$66.02
[redacted]		Transmission - [redacted] equipped 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]			
[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	9		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]			[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]	CLUTCHKIT	1	X	1027.60	$33.01
[redacted]		Transmission, Remove and install for recondition -			[redacted]	FLUID	9		[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]24	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	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]	FLUID	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	3		[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:

CUSTOMER STATES VEHICLE WONT MOVE MANY LIGHTS ON DASH

(Claim) Cause:

FOUND BULLETIN [redacted]

(Claim) Correction:

K1 SNAPRING WAS DISLODGED FROM DRUMP REPLACED COMPONENTS

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted] FOTA Backup Flash - Radio ; Radio, Check Software Level and Perform Update	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 NEED TO CHECK THE LAST RO CONCERN [redacted] UPDATE FOR SOFTW ARE

(Claim) Cause:

FOUND TSB [redacted] REVISION A FOR A RADIO UPDATE WITH THE CUSTOMERS CONCERN

(Claim) Correction:

VERIFIED RADIO WILL NOT KEEP AM/FM AND SAT RADIO PRESETS. FOUND VEHICLE MUST S IT FOR A MINIMUM OF AN HOUR FOR RADIO TO LOSE PRESETS. IF THE RADIO AND THE SYSTEM ARE NOT ALLOWED TO GO TO SLEEP THE PRESETS REMAIN. FOUND TSB: [redacted] REVISION A FOR A RADIO UPDATE WITH THE CUSTOMERS CONCERN. UPDATE RADIO PE R TSB: FROM [redacted] TO [redacted]. CLEARED CODES AND PERFORMED RESETS. RESE T PRESETS AND LET VEHICLE SIT

FOR [redacted]. CAME BACK AND PRESETS. STILL THERE . CHECKED ADDITIONAL 2 [redacted] ABOUT [redacted]. RADIO PRESETS REMAINED [redacted] CHECKED. NO FURTHER ISSUES FOUND AT THIS TIME.

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 [redacted]			Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	99.42	$[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		3.60	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] INSPECTION 0 [redacted] TRANSMISSION CONCERNS 690 VERIFIEDVEHICLE DOES NOT MOVE IN FORWARD GEARS FOUNDDTCS [redacted] GEAR [redacted] INCORRECT RATIO,[redacted] GEAR 1 SHIFT INCORRECT RATIO.REMOVED TRANSMISSION ASSEMBLY AND TORN DOWNFOUND K1 SNAP RING HAS COME DISLODGED CAUSINGCLUTCHES TO COME LOOSE/FAIL. REPLACED K1ASSEMBLY AND DAMAGED HUB. REINSTALLEDTRANSMISSION ASSEMBLY FILLED TO SPEC,PERFORMED RE LEARN AND RE TESTED FOUNDVEHICLE IS NOW OPERATING AS DESIGNED. LOPS[redacted]0A[redacted], [redacted], [redacted], [redacted] - Could not locatefluid it was on back order and other dealerswhere not willing to sell it to us but thecustomer drove from dealer to dealer and theysold over the counter to her, She issubmitting to her case manager throughChrylser for reimbursement. Billed fluid atzero cost but fluid was installed in vehicle [redacted] Installed PM sensorand reprogrammed PCM installed AuthorizedModifications Label y43 complete

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

THE TRUCK WAS SCHEDULED FOR A RAPID RESPONSE ON THE TRANSMISSION [redacted] IN [redacted]. WHILE THEY WERE DRIVING ON [redacted] WITH [redacted], THERE WAS A JERK IN THE TRUCK AND THEN THEY LOST ALL FORWARD MOMENTUM. NO [redacted] OR DRIVE ONLY REV ERSE. PLEASE CHECK AND ADVISE.

(Claim) Cause:

UPON INSPECTION FOUND VEHICLE DOES NOT HAVE FORWAR[redacted]S 1-2-3-4. FOUND GEAR RATIO DTC SET. K1 SNAP RING IS DISLODGED REPLACEMENT ID REQUIRED PE[redacted]

(Claim) Correction:

VERIFIED VEHICLE DOES NOT MOVE IN FORWARD [redacted] FOUN[redacted] INCORRECT RATIO, [redacted]-00-GEAR [redacted] INCORRECT RATIO. REMOVED TRANSMISS ION ASSEMBLY AND TORN DOWN FOUND K1 SNAP RING HAS COME DISLODGED CAUSING CLU TCHES TO COME LOOSE/FAIL. REPLACED K1 ASSEMBLY AND DAMAGED HUB. REINSTALLED TRANSMISSION ASSEMBLY FILLED TO SPEC, PERFORMED RE LEARN AND RE TESTED FOUND VEHICLE IS NOW OPERATING AS DESIGNED. [redacted], [redacted], [redacted], [redacted], [redacted] COULD NOT LOCATE FLUID IT WAS ON BACK ORDER AND OTHER DEALERS WHERE NOT WILLING TO SELL IT TO US BUT THE CUSTOMER DROVE F ROM DEALER TO DEALER AND THEY SOLD OVER THE COUNTER TO HER, SHE IS SUBMITTIN G TO HER CASE MANAGER THROUGH CHRYLSER FOR REIMBURSEMENT. BILLED FLUID AT ZE RO COST BUT FLUID WAS INSTALLED IN VEHICLE

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	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission [redacted] equipped pick-up only			[redacted]	[redacted]				
[redacted]		Transmission [redacted] equipped pick-up only			[redacted]	GREASE	1		61.06	$90.46
[redacted]		Transmission [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	1257.12	$90.46
[redacted]		Transmission [redacted] equipped pick-up only			[redacted]	HUB	1		[redacted]	$90.46
[redacted]		Transmission [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		131.02	$90.46
[redacted]		Transmission [redacted] equipped pick-up only			[redacted]	FLUID AFT	4		58.23	$90.46
[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				BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		131.02	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	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]	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]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	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]	[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]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	6		24.66	$663.39

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	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]	GREASE	1		61.06	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	HUB	1		351.10	[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]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] INSPECTION 0 INSPECTION [redacted] TRANSMISSION CONCERNS 690 VERIFIEDVEHICLE DOES NOT MOVE IN FORWARD GEARS FOUNDDTCS [redacted] GEAR [redacted] INCORRECT RATIO,[redacted] GEAR 1 SHIFT INCORRECT RATIO.REMOVED TRANSMISSION ASSEMBLY AND TORN DOWNFOUND K1 SNAP RING HAS COME DISLODGED CAUSINGCLUTCHES TO COME LOOSE/FAIL. REPLACED K1ASSEMBLY AND DAMAGED HUB. REINSTALLEDTRANSMISSION ASSEMBLY FILLED TO SPEC,PERFORMED RE LEARN AND RE TESTED FOUNDVEHICLE IS NOW OPERATING AS DESIGNED. LOPS[redacted]0A[redacted], [redacted] [redacted], [redacted], [redacted]- Could not locatefluid it was on back order and other dealerswhere not willing to sell it to us but thecustomer drove from dealer to dealer and theysold over the counter to her, She issubmitting to her case manager throughChrylser for reimbursement. Billed fluid atzero cost but fluid was installed in vehicle [redacted] Installed PM sensorand reprogrammed PCM installed AuthorizedModifications Label y43 complete

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

THE TRUCK WAS SCHEDULED FOR A RAPID RESPONSE ON THE TRANSMISSION [redacted] IN [redacted]. WHILE THEY WERE DRIVING ON [redacted] WITH [redacted], THERE WAS A JERK IN THE TRUCK AND THEN THEY LOST ALL FORWARD MOMENTUM. NO [redacted] OR DRIVE ONLY REV ERSE. PLEASE CHECK AND ADVISE.

(Claim) Cause:

UPON INSPECTION FOUND VEHICLE DOES NOT HAVE FORWAR[redacted]S 1-2-3-4. FOUND GEAR RATIO DTC SET. K1 SNAP RING IS DISLODGED REPLACEMENT ID REQUIRED PE[redacted] REV. A.

(Claim) Correction:

VERIFIED VEHICLE DOES NOT MOVE IN FORWARD [redacted] FOUN[redacted] INCORRECT RATIO, [redacted] GEAR 1 SHIFT INCORRECT RATIO. REMOVED TRANSMISS ION ASSEMBLY AND TORN DOWN FOUND K1 SNAP RING HAS COME DISLODGED CAUSING CLU TCHES TO COME LOOSE/FAIL. REPLACED K1 ASSEMBLY AND DAMAGED HUB. REINSTALLED TRANSMISSION ASSEMBLY FILLED TO SPEC, PERFORMED RE LEARN AND RE TESTED FOUND VEHICLE IS NOW OPERATING AS DESIGNED. LOP[redacted]-0A[redacted], [redacted], [redacted], [redacted], [redacted]- COULD NOT LOCATE FLUID IT WAS ON BACK ORDER AND OTHER DEALERS WHERE NOT WILLING TO SELL IT TO US BUT THE CUSTOMER DROVE F ROM DEALER TO DEALER AND THEY SOLD OVER THE COUNTER TO HER, SHE IS SUBMITTIN G TO HER CASE MANAGER THROUGH CHRYLSER FOR REIMBURSEMENT. BILLED FLUID AT [redacted] COST BUT FLUID WAS INSTALLED IN VEHICLE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DP0L64 - RAM 5500 REG CAB [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	FRANK BOUCHER CHRYSLER, DODGE, JEEP OF JANESVILLE	**Zone**	[redacted]
Address	4001 MILTON AVE , JANESVILLE, WI 53546				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission, 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	9		127.76	$195.35
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	FLUID AFT	5		70.98	$195.35
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	BOLT	6		[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]			.70	$195.35
[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]	1		[redacted]	
[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			68253814AA	[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			68254056AB	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253770AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68456960AA	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244638AA	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	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			68253940AA	SEAL RING	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]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 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			68269550AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68253815AA	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]	HUB	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			68244638AA	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
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]	BOLT	6		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269550AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269549AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269548AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68254056AB	HUB	1		[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			68253813AB	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]	WASHER	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]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	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]	CLUTCHKIT	1	X	[redacted]	
A	[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	[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]	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]	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		15.95	[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]	RACE	1		30.06	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
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		36.41	[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]	RACE	1		33.90	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		173.68	[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]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		30.56	[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]	SEAL RING	1		6.85	[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]	SEAL RING	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #2 [Customer Statestowed in will not go out of first gear] RSU 1 [RSU [redacted] [redacted]2 AISIN TRANSMISSION GEARS 1-4 INOP **]

(RO) Cause:

.

(RO) Correction:

[redacted] time for after market upfittedparts REMOVAL OF UPFIT AND REINSTALL OF UPFIT EQUIPEMEN[redacted] Clutch / Input Shaft Assembly -Inspect and Replace Sub-Assembly -[redacted]-91 = [redacted]. OPTIONAL LOPS: [redacted] Shaft Equipped - [redacted]-00-0A-[redacted] Skid Plate Equipped - [redacted] 4x4 Equipped - [redacted] = [redacted] RSU 1 PERFORM RAPID RESPONSE TRANSMITTAL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

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

(Claim) Cause:

[redacted] CLUTCH / INPUT SHAFT ASSEMBLY

(Claim) Correction:

- INSPECT AND REPLACE SUB-ASSEMBLY - [redacted]-91 = [redacted]. OPTIONAL LOPS: [redacted] PROPELLER SHAFT EQUIPPED - [redacted] = [redacted] SKID PLATE EQUIPPED - [redacted] = [redacted] EQUIPPED - [redacted] = [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	S - Safety (Recalls)	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	[redacted]

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]		Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	Part Expense	LOP 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	58.13	[redacted]
[redacted]		Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	[redacted]	
[redacted]		Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		[redacted]	
[redacted]		Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		1.94	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** [redacted] Ram Heavy Duty GridHeater Relay] Recall / Customer Satisfaction Notification 2 [Recall Customer Satisfaction Notification 2 ** [redacted] DIESEL PM SENSOR] Automatic Transmission Concern [Customer States has harsh shift putting into gear] Engine Performance Concern (Diesel) [Customer States check engine lighton, vehicle down on power] Body Systems/Trim Concern (Non-Electrical) [Customer States abs trac control light on]

(RO) Cause:

[redacted] DPF ASH ACCUMULATION.

(RO) Correction:

[redacted] REPLACED GRID HEATERRELAY Recall / Customer Satisfaction Notification1 PERFORM MANUFACTURER RECALL [redacted] INSTALLED PM SENSOR ANDREPROGRAM PCM. INSTALL AUTHORIZEDMODIFICATIONS LABEL. [redacted]-AJ Recall / Customer Satisfaction Notification2 PERFORM MANUFACTURER RECALL [redacted] NO REPAIRS MADE Automatic Transmission Concern AUTOMATIC TRANSMISSION CONCERN [redacted] DPF ASH ACCUMULATION [redacted] SCANNED VEHICLE, PCM HAS [redacted] DPF ASHACCUMLATION. DPF HAS [redacted] SOOT OBSERVEDIN PCM DATA. PER SERVICE PROCEDURE, REPLACEDDPF AND RESET DPF SOOT LEVELS IN PCM. CLEAREDDTCS AND VERIFIED CEL OFF. Engine Performance Concern (Diesel) [redacted] [redacted] DECLINED REPAIRS. 1.0DIAGNOSTIC. DIAGNOSIS ONLY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CK ENG LIGHT ON, VEHICLE DOWN ON POWER

(Claim) Cause:

[redacted] ASH ACCUMULATION

(Claim) Correction:

RPL DPF AND RESET DPF SOOT LEVELS IN PCM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DD8L93 - RAM [redacted] CAB [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

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

Expense

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

Dealer Information

[redacted]	**Name**	BLACK CHRYSLER [redacted] RAM	**Zone**	6[redacted]	[redacted]
Address	831 SALISBURY RD , STATESVILLE, NC 28677				

Condition Information

Condition	[redacted]	Desc	Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
[redacted]	[redacted]	Glass, outside rearview mirror ; Trailer Tow - Convex/spotter small glass - Right or left	[redacted]	ADHESIVE [redacted]	[redacted]	GLASS	1	X	[redacted]	
A	[redacted]	Transmission Driveability, Trouble Not Found ; Transmission Other	OD							[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WHILE DRIVING [redacted] AND UP THE VEHICLE MAKE S A GROWILING NOISE SOUNDS LIKE A ELECTRIC PENCIL SHARPENER ADVISE CONCERN (Preliminary Diagnostic Fee) CUSTOMER STATES THE DRIVER OUTTER LOWER MIRROR FELL OUT WHIL E DRIVING ADVISE CONCERN (Exterior Concern)

(RO) Cause:

NO DTCS PRESENT. VEHICLE DRIVES AND SHIFTS AS DESIGNED. NO ABNORMAL GRINDING NOISE WAS HEARD DURING TEST DRIVE. CHASSIS EARS WERE CONNECTED AROUND TRANSMISSION AND VEHICLE WAS TEST DROVE. CHASSIS EARS WERE THEN PLACED ON KNOWN GOOD VEHICLE IN THE SAME LOCATIONS AROUND THE TRANMISSION. ALL NOISE HEARD ON KNOWN GOOD VEHICLE WERE SIMILAR TO THIS TRUCK. NO PROBLEMS WERE FOUND AT THIS TIME. MIRROR HAS FALLEN OFF

(RO) Correction:

NO PROBLEMS FOUND AT THIS TIME. VEHICLE WILL BE RETURNED TO THE CUSTOMER. INSTALLED NEW MIRROR.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

: CUSTOMER STATES WHILE DRIVING [redacted] AND UP THE VEHICLE MAKE | | CUSTOMER STATES THE DRIVER OUTTER LOWER MIRROR FELL OUT WHIL | | S A GROWILING NOISE SOUNDS LIKE A ELECTRIC PENCIL SHARPENER | | E DRIVING ADVISE CONCERN ADVISE CONCERN (PRELIMINARY DIAGNOSTIC FEE)

(Claim) Cause:

MIRROR HAS FALLEN OFF NO DTCS PRESENT. VEHICLE DRIVES AND SHIFTS AS DESIGNED. | | 2. NO ABNORMAL GRINDING NOISE WAS HEARD DURING TEST DRIVE. | | 3. CHASSIS EARS WERE CONNECTED AROUND TRANSMISSION AND VEHICLE | | 4. WAS TEST DROVE. CHASSIS EARS WERE THEN PLACED ON KNOWN GOOD | | 5. VEHICLE IN THE SAME LOCATIONS AROUND THE TRANMISSION. | | 6. ALL NOISE HEARD ON KNOWN GOOD VEHICLE WERE SIMILAR TO THIS | | 7. TRUCK. NO PROBLEMS WERE FOUND AT THIS TIME.

(Claim) Correction:

INSTALLED NEW MIRROR NO PROBLEMS FOUND AT THIS TIME. VEHICLE WILL BE RETURNED TO | | THE CUSTOMER.

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$2,399.51	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	ML	CHECK E[redacted] SERVICE [redacted] SO	[redacted]	CONVERTER	1	X	[redacted]	[redacted]
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	ML	CHECK E[redacted] SERVICE [redacted] SO	[redacted]	GASKET	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** [redacted] Ram Heavy Duty GridHeater Relay] Recall / Customer Satisfaction Notification 2 [Recall Customer Satisfaction Notification 2 ** [redacted] DIESEL PM SENSOR] Automatic Transmission Concern [Customer States has harsh shift putting into gear] Engine Performance Concern (Diesel) [Customer States check engine lighton, vehicle down on power] Body Systems/Trim Concern (Non-Electrical) [Customer States abs trac control light on]

(RO) Cause:

[redacted] DPF ASH ACCUMULATION.

(RO) Correction:

[redacted] REPLACED GRID HEATERRELAY Recall / Customer Satisfaction Notification1 PERFORM MANUFACTURER RECALL [redacted] INSTALLED PM SENSOR ANDREPROGRAM PCM. INSTALL AUTHORIZEDMODIFICATIONS LABEL. [redacted] -AJ Recall / Customer Satisfaction Notification2 PERFORM MANUFACTURER RECALL [redacted] NO REPAIRS MADE Automatic Transmission Concern AUTOMATIC TRANSMISSION CONCERN [redacted] DPF ASH ACCUMULATION [redacted] SCANNED VEHICLE, PCM HAS [redacted] DPF ASHACCUMLATION. DPF HAS [redacted] SOOT OBSERVEDIN PCM DATA. PER SERVICE PROCEDURE, REPLACEDDPF AND RESET DPF SOOT LEVELS IN PCM. CLEAREDDTCS AND VERIFIED CEL OFF. Engine Performance Concern (Diesel) [redacted] CUSTOMER DECLINED REPAIRS. 1.0DIAGNOSTIC. DIAGNOSIS ONLY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CK ENG LIGHT ON, VEHICLE DOWN ON POWER

(Claim) Cause:

[redacted] ACCUMULATION

(Claim) Correction:

RPL DPF AND RESET DPF SOOT LEVELS IN PCM

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**	$176.40	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	1120 NW MAIN ST , BUNKIE, LA 71322				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]		Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	
[redacted]		Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]1AA	SENSOR	1	X	[redacted]	[redacted]
[redacted]		Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]3AA	NUT	1		1.74	[redacted]

RO Narratives

(RO) Customer Concern:

LOF AND TIRE ROTATION DRIVEABILITY CONCERN DRIVEABILITY CONCERN RECALL RECALL

(RO) Cause:

NA

(RO) Correction:

NEEDS DPF PERFORMED RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REQUEST PERFORM RECALL [redacted] CUSTOMER REQUEST PERFORM RECAL[redacted]

(Claim) Cause:

AS PER RECALL [redacted] INSPECTED VEHICLE CONFIRMED RECALL FOR AISIN TRANS

(Claim) Correction:

INSTALLED PM SENSOR AND UPDATED PCM FROM [redacted] TO [redacted] REPLACED HEATER GRID RELAY

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	6[redacted]
Address	1120 NW MAIN ST , BUNKIE, LA 71322				

Condition Information

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

RO Narratives

(RO) Customer Concern:

LOF AND TIRE ROTATION DRIVEABILITY CONCERN DRIVEABILITY CONCERN RECALL RECALL

(RO) Cause:

NA

(RO) Correction:

NEEDS DPF PERFORMED RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	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]S C/D/J	**Zone**	32 [redacted]
Address	6882 ROUTE 9 , RHINEBECK, NY 12572				

Condition Information

Condition Code	LOP	LOP Desc	[redacted] Code	[redacted] Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Switch panel/Center stack ; Switch - trailer brake control module	[redacted]	CIRCUIT	[redacted]	SWITCH	1	X	53.12	[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) LUBE, OIL, FILTER DIESEL TRUCKS [redacted]U 1 [redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP **] CUSTOMER STATES: BRAKE CONTROLLER DOES NOT RETURN TO OFF POSITION AUTOMATICALLY

(RO) Cause:

NA

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) MULTI POINT INSPECTION [redacted] changed oil and filter CUSTOMER REQUESTS COMPLIMENTARY OIL AND FILTER CHANGE. PARTS NOT AVAILABLE PERFORM OPEN RRT SERVICE ACTION [redacted] CONFIRMED CUSTOMER COMPLAINT, SWITCHDOES NOT RETURN, MUST REPLACE. replacedtrailer brake switch Switch panel/Centerstack - Test and Replace Switch - trailerbrake control module [redacted] FAULTY BRAKE CONTROLLER SWITCH DIAGNOSIS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES BRAKE CONTROLLER DOES NOT RETURN TO OFF POSITION

(Claim) Cause:

TECH FOUND FAILED SWITCH

(Claim) Correction:

TECH REPLACED FAILED SWITCH

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	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***	LITHIA DODGE OF SOUTH ANCHORAGE	***Zone***	[redacted]
Address	9600 OLD SEWARD HIGHWAY , ANCHORAGE, AK 99515				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		3.63	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 2 [Recall Customer Satisfaction Notification 2 ** [redacted] [redacted] DIESEL PM SENSOR]

(RO) Cause:

1

(RO) Correction:

[redacted] Install PM sensor and reprogram PCM25-[redacted] [redacted] hours Install AuthorizedModifications Label (Aisin TransmissionEquipped) current part number [redacted] part number [redacted] Recall / Customer Satisfaction Notification2

(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**	D28L92 - RAM 3500	[redacted]	[redacted]
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage Code**	[redacted]	

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$117.60	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	RAINIER DODGE INC	**Zone**	70 [redacted]
Address	2550 CARRIAGE LOOP DRIVE , OLYMPIA, WA 98502				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label ([redacted] Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label ([redacted] Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	LABEL	1		3.97	[redacted]
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label ([redacted] Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] - Particulate Matter Sensor **] Automatic Transmission Concern [CUSTOMER STATES CEL IS ON AND DOES NOT WANT TO SHIFT. CHECK AND ADVISE.] PERFORM MULTI-POINT VEHICLE INSPECTION

(RO) Cause:

Manufacturer requested action. Verify slips and low power. Check fluid full. Check codes - found [redacted] active. Remove transmission pan to verify no metal debris and found no evidence of hard part failure. Remove transmission and tear down. Found [redacted] snap ring dislodged.

(RO) Correction:

Install PM sensor and reprogram PCM [redacted] hours Install Authorized Modifications Label ([redacted] Transmission Equipped [redacted] Clutch inspection and replace sub assembly. [redacted] Add for [redacted] driveshaft [redacted] Add for [redacted] equipped [redacted] Add for [redacted] Total diagnostic (Including pan removal & inspection = .70) [redacted] Reinstall pan with new gasket. Perform quick learn. Test drove and verify operation completed

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES CEL IS ON AND DOES NOT WANT TO SHIFT. CHECK AND ADVISE

(Claim) Cause:

ERIFY SLIPS AND LOW POWER. CHECK FLUID FULL. CHECK CODES - FOUND [redacted] ACTIVE. REMOVE TRANSMISSION PAN TO VERIFY NO METAL DEBRIS AND FOUND NO EVIDENCE O F HARD PART FAILURE. REMOVE TRANSMISSION AND TEAR DOWN. FOUND K1 SNAP RING DISLODG

(Claim) Correction:

PERFORMED TSB

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28R92 - RAM 3500 LONGHORN 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]	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition Code	*LOP*	*LOP Desc*	[redacted] *Code*	[redacted] *Desc*	*Part Number*	*Part Name*	*Part Quantity*	*Part Failed*	*Part Expense*	*LOP Expense*
[redacted]	5	Hose/Tube/Duct/Connector ; Hose, Intake to cooler - [redacted] diesel engine	[redacted]		[redacted]	DUCT	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

C/S VEHICLE HAS BEEN GOING INTO REGEN MODE FREQUENTLY. DIAG AND ADV ISE (EXHAUST SYSTEM CONCERN) PERFORM COMPLETE MULTI-[redacted] 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:

Verified customer concern, followed service info for diag steps, found Cold Air Intake tube to turbo has small wear hole allowing unrestricted air into system.

(RO) Correction:

Advise replacement of CAC inlet tube and retest system. [redacted]. Replaced CAC hose and installed stock air filter, aftermarket air filter can cause system to not get enough air during regen and cause issues. Performed stationary regen and no issues noted after procedure. [redacted] Multi-Point Inspection All THANK YOU FOR YOUR BUSINESS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S VEHICLE HAS BEEN GOING INTO REGEN MODE FREQUENTLY. DIAG AND ADV ISE (EXH AUST SYSTEM CONCERN)

(Claim) Cause:

VERIFIED CUSTOMER CONCERN, FOLLOWED SERVICE INFO FOR DIAG STEPS, FOUND COLD A IR INTAKE TUBE TO TURBO HAS SMALL WEAR HOLE ALLOWING UNRESTRICTED AIR INTO SY STEM.

(Claim) Correction:

[redacted] REPLACEMENT OF CAC INLET TUBE AND RETEST SYSTEM [redacted]. REPLACED CAC HOSE AND INSTALLED STOCK AIR FILTER, AFTERMARKET AIR FILTER CAN CAUSE SYSTEM TO NOT GET ENOUGH AIR DURING REGEN AND CAUSE ISSUES. PERFORMED STATIONARY R EGEN AND NO ISSUES NOTED AFTER PROCEDURE. [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]	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	RYAN CHRYSLER DODGE JEEP RAM	**Zone**	7[redacted] [redacted]
[redacted]	1000 HIGHWAY 55 E , BUFFALO, MN 55313				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted]					
A	[redacted]	Transmission Driveability, Trouble Not Found ; Transmission Shift Quality	OD							[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer states all PRNDL lights will be on put in the drive have to put back in the park put back in to drive many times before it will engage

(Claim) Cause:

NPF

(Claim) Correction:

UNABLE TO VERIFY CONCERN. SHIFTED VEHICLE NUMEROUS TIMES VEHICLE OPERATED PER DESIGN. SCANNED [redacted] STORED IN SYSTEM SEE ATTACHED DTC SHEET. NO UPDATES AV AILABLE, NO TSB'S OR STAR PUBLICATIONS APPLY. ERASED CODES TEST DROVE VEHICLE NUMEROUS TIMES [redacted] OPERATED PER DESIGN.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28H92 - [redacted]	3500 BIG [redacted]	4X4
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***	RYAN CHRYSLER DODGE JEEP [redacted]	***Zone***	7[redacted]
Address	1000 HIGHWAY 55 E , BUFFALO, MN 55313				

Condition Information

Condition [redacted]	[redacted] ***Desc***	***Failure*** [redacted]	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Verify No Failures Have Occurred or Symptoms are Present	UC	UNCODABLE (NARRATIVE REQUIRED)					[redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
[redacted] [redacted] AISIN Transmission Gear

(Claim) Cause:
RECALL

(Claim) Correction:
VEHICLE MOVES IN ALL FORWARD GEARS AND IN REVERSE NO FURTHER REPAIR IS NEEDED AT THIS TIME.

Warranty Claim Report

Vehicle Information

[redacted]		[redacted]	*Year*	[redacted]	*Body*	D28H91 - RAM [redacted] BIG HORN CREW [redacted]	4X4
Build Date	[redacted]	*Plant*	[redacted]	TRUCK ASSEMBLY PLANT	*Coverage*	[redacted]	[redacted]

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	*Name*	TOWN&COUNTRY CAR/TRK CNTR INC	*Zone*	7[redacted] [redacted]
Address	20 KRAFT EXTENSION , ALAMOSA, CO 81101				

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)	[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**	DP0L93 - RAM 5500 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**	[redacted]	[redacted]	74 [redacted]
Address	[redacted]				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]		Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		[redacted].31	[redacted]
[redacted]		Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	[redacted]	1	X	1995.00	[redacted]
[redacted]		Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	WIRING	1		378.00	[redacted]
A	[redacted]3	Pan, Oil - Related Repairs [redacted] Transmission			[redacted]	FLUID AFT	9		107.10	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)	[redacted]	LEAKS- DEFECT	[redacted]	GASKET	[redacted]			
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)	[redacted]	LEAKS- DEFECT	[redacted]	BODY ASSY	1	X	1995.00	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)	[redacted]	LEAKS- DEFECT	[redacted]	WIRING	[redacted]			[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)	[redacted]	LEAKS- DEFECT	[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [CUSTOMER REPROTS WONT PULL IN FORWARD GEARS] Moved to: [redacted] Line: A TOWING

(RO) Cause:

NA

(RO) Correction:

[redacted] Verifiedconcern, scan for codes [redacted] Pressurecontrol circuit 2. Tested wiring from TCM tovalve body connector, passed. Ohmed outlinear solenoid at valve body connector ohmsout at [redacted], spec is 5-7 advise on newvalve body and internal trans harness perservice information. Replaced valve body andwiring harness, cleared codes and re-testpass no issues at this time PAN,OILRELATED REPAIR,TRANS.REMOVE AND INSTALL O-Ring-Skid plate equipped vehicles Moved to: [redacted] Line: A ACCESSORY INSTALL TOWING OWED FOR [redacted] TOW TO DEALER TOWING MISC REPAIRS SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER REPROTS WONT PULL IN FORWARD GEARS]

(Claim) Cause:

VALVE BODY FAILURE

(Claim) Correction:

[redacted] VERIFIED CONCERN, SCAN FOR CODES [redacted] PRESSURE CONT ROL CIRCUIT 2. TESTED WIRING FROM TCM TO VALVE BODY CONNECTOR, PASSED. OHMED OUT LINEAR SOLENOID AT VALVE BODY CONNECTOR OHMS OUT AT [redacted] OHMS. SPEC IS [redacted] ADVISE ON NEW VALVE BODY AND INTERNAL TRANS HARNESS PER SERVICE INFORMATI ON. REPLACED VALVE BODY AND WIRING HARNESS, CLEARED CODES AND RE-TEST PASS NO ISSUES AT THIS TIME

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	D28L92 - RAM 3500	[redacted]	CREW CAB 4X4
Build Date	[redacted]	***Plant***	[redacted]	ASSEMBLY PLANT	***Coverage Code***	[redacted]	

Claim Information

Claim #	[redacted]	***In Service Date***	[redacted]
Claim Type	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] ORLANDO
Address	, ,		

Condition Information

Condition Code	[redacted]	[redacted] ***Desc***	***Failure Code***	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	***Quantity***	[redacted] ***Failed***	***Expense***	***Expense***
[redacted]		Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE ([redacted] REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	
[redacted]		Emissions Recall [redacted] - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	
[redacted]		Emissions Recall [redacted] - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	NUT	2		3.89	[redacted]
[redacted]		Emissions Recall [redacted] - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	LABEL	1		3.89	[redacted]

RO Narratives

(RO) Customer Concern:

PLEASE ADDRESS ALL NON-CONFORMITTS BASED ON THE REPURCHASE OF THE VEHICLE. SAFETY RECALL [redacted] INTAKE AIR GRID HEATER RELAY PERFORM [redacted] [redacted] AISIN TRANSMISSION GEARS 1-4 NOT WORKING PERFORM RECAL[redacted]

(RO) Cause:

COMPLETED TSB K1 SNAP RING

(RO) Correction:

[redacted] . PLEASE ADDRESS ALL NON-CONFORMITTS BASED ON THE REPURCHASE OF THE VEHICLE. REF [redacted] [redacted] PLEASE ADDRESS ALL NON-CONFORMITTS BASED ON THE REPURCHASE OF THE VEHICLE. DIAGNOSTICS [redacted]

PERFORM RECALL [redacted] REMOVE ANDREPLACE GRID HEATER RELAY AS PER RECALL Safety Recall [redacted] / [redacted] [redacted] SNAP RING VERIFIED ANDCONFIRMED CUSTOMER ISSUE TECH NOTICETRANSMISSION ISN'T GOING TO [redacted] ALSOFOUN [redacted] CHECK TRANSMISSION FLUIDLEVEL TRANS FLUID IN SPECS NO CLUTCH MATERIALFOUND IN THE PAN REMOVE VALVE BODY AIRPRESSURE TEST CLUTCH [redacted] LEAKS EXCESSIVEAMOUNTS OF AIR TECH FOUN [redacted] FOLLOW [redacted] REMOVE TRANSMISSION TEAR IT DOWNREPLACE [redacted] ASSY INSTALL NEW SEAL ANDGASKET PER [redacted] INSTALL TRANSBACK IN THE VEHICLE FILL TRANS WITH ASRCFLUID PERFORM QUICK LEARN DRIVE LEARN VEHICLETRANSMISSION OPERATE AS DESIGN. Transmission, Remove and install for recondition - [redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] PROPELLER SHAFTTRANS 4X4 EQUIPPED [redacted] PROPELLER SHAFTTRANS 4X4 EQUIPPED [redacted] INSTALL NOX SENSOR, AS PER RECALL,PERFORM SOFTWARE UPDATE ON PCM, Successfullyflashed ECU from old part number [redacted] current part number [redacted]. Emissions Recall [redacted] - Particulate Matter Sensor- Replace Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only) (1 - Semi-Skilled) y43

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM [redacted] AISIN TRANSMISSION GEARS 1-4 NOT WORKING

(Claim) Cause:

[redacted] SNAP RING

(Claim) Correction:

VERIFIED AND CONFIRMED CUSTOMER ISSUE TECH NOTICE TRANSMISSION ISN'T GOING TO [redacted] ALSO FOUND [redacted] CHECK TRANSMISSION FLUID LEVEL TRANS FLUID IN SPECS NO CLUTCH MATERIAL FOUND IN THE PAN REMOVE VALVE BODY AIR PRESSURE TES T CLUTCH [redacted] LEAKS EXCESSIVE AMOUNTS OF AIR TECH FOUN [redacted] F OLLOW [redacted] REMOVE TRANSMISSION TEAR IT DOWN REPLACE [redacted] ASSY INSTALL NE W SEAL AND GASKET PER [redacted] INSTALL TRANS BACK IN THE VEHICLE FILL TRANS WITH ASRC FLUID PERFORM QUICK LEARN DRIVE LEARN VEHICLE TRANSMIS SION OPERATE AS DESIGN.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500	[redacted]	CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage Code**	[redacted]	

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission : DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission : DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	8		125.95	$117.86
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted]	1	X	1359.51	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	8		125.95	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1	X	1359.51	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	8		125.95	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 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] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

PLEASE ADDRESS ALL NON-CONFORMITTS BASED ON THE REPURCHASE OF THE VEHICLE. SAFETY RECALL [redacted] INTAKE AIR GRID HEATER RELAY PERFORM [redacted] AISIN TRANSMISSION GEARS 1-4 NOT WORKING PERFORM RECALL Y43

(RO) Cause:

COMPLETED TSB K1 SNAP RING

(RO) Correction:

[redacted]. PLEASE ADDRESS ALL NON-CONFORMIT[redacted]ASED ON THE REPURCHASE OF THE VEHICLE. [redacted] PLEASE ADDRESS ALL NON-CONFORMIT[redacted]ASED ON THE REPURCHASE OF THE VEHICLE. DIAGNOSTICS [redacted] PERFORM RECALL [redacted]REMOVE ANDREPLACE GRID HEATER RELAY AS PER RECALL Safety Recall [redacted] / [redacted] [redacted] SNAP RING VERIFIED ANDCONFIRMED CUSTOMER ISSUE TECH NOTICETRANSMISSION ISN'T GOING TO [redacted] ALSOFOUN[redacted] CHECK TRANSMISSION FLUIDLEVEL TRANS FLUID IN SPECS NO CLUTCH MATERIALFOUND IN THE PAN REMOVE VALVE BODY AIRPRESSURE TEST CLUTCH [redacted] LEAKS EXCESSIVEAMOUNTS OF AIR TECH FOUN[redacted] FOLLOW [redacted] REMOVE TRANSMISSION TEAR IT DOWNREPLACE [redacted] CLUTCH ASSY INSTALL NEW SEAL ANDGASKET PER [redacted] INSTALL TRANSBACK IN THE VEHICLE FILL TRANS WITH ASRCFLUID PERFORM QUICK LEARN DRIVE LEARN VEHICLETRANSMISSION OPERATE AS DESIGN. Transmission, Remove and install for recondition -[redacted] [redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] PROPELLER SHAFTTRANS 4X4 EQUIPPED [redacted] PROPELLER SHAFTTRANS 4X4 EQUIPPED [redacted] 70 INSTALL NOX SENSOR, AS PER RECALL,PERFORM SOFTWARE UPDATE ON PCM, Successfullyflashed ECU from old part number [redacted] current part number [redacted], Emissions Recall [redacted] - Particulate Matter Sensor- Replace Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only) (1 - Semi-Skilled) y43

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM [redacted] AISIN TRANSMISSION GEARS 1-4 NOT WORKING

(Claim) Cause:

[redacted] [redacted] SNAP RING

(Claim) Correction:

VERIFIED AND CONFIRMED CUSTOMER ISSUE TECH NOTICE TRANSMISSION ISN'T GOING TO [redacted] ALSO FOUND [redacted] CHECK TRANSMISSION FLUID LEVEL TRANS FLUID IN SPECS NO CLUTCH MATERIAL FOUND IN THE PAN REMOVE VALVE BODY AIR PRESSURE TES T CLUTCH [redacted] LEAKS EXCESSIVE AMOUNTS OF AIR TECH FOUN[redacted] F OLLOW [redacted] REMOVE TRANSMISSION TEAR IT DOWN REPLACE K1 CLUTCH ASSY INSTALL NE W SEAL AND GASKET PER [redacted] INSTALL TRANS BACK IN THE VEHICLE FILL TRANS WITH ASRC FLUID PERFORM QUICK LEARN DRIVE LEARN VEHICLE TRANSMIS SION OPERATE AS DESIGN.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	OF	[redacted]	**Zone**	70 [redacted]
Address	16610 SMOKEY POINT BLVD , ARLINGTON, WA 98223						

Condition Information

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

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PLEASE PERFORM OUTSTANDING RAPID RESPONSE TRANSMITTAL (RRT) [redacted]

(Claim) Cause:

STELLANTIS RELEASED A REQUIRED RRT FOR YOUR VEHICLE

(Claim) Correction:

Inspected and flashed [redacted], then performed transmission quicklearn routine per RRT [redacted]. [redacted] old p/n: [redacted]; new p/n: [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	Year	[redacted]	Body	DD8L93 - RAM 3500 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	$1,255.09	Sublet	[redacted]	Total Paid	[redacted]

Dealer Information

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

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]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	BOLT	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	TUBE ASSY	1		342.94	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	TOC ASSY	1		211.82	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	TUBE	1		191.04	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		109.84	$29.19
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TUBE ASSY	1		342.94	$29.19
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	$87.56
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD			[redacted]	COOLER	1		109.84	$87.56

		equipped								
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE ASSY	1		342.94	$87.56
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Hose / tube, transmission oil cooler ; [redacted] Equipped - [redacted] Only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Hose / tube, transmission oil cooler ; [redacted] Equipped - [redacted] Only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Hose / tube, transmission oil cooler ; [redacted] Equipped - [redacted] Only			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Hose / tube, transmission oil cooler ; [redacted] Equipped - [redacted] Only			[redacted]	TUBE ASSY	1		342.94	$233.50
A	[redacted]	Hose / tube, transmission oil cooler ; [redacted] Equipped - [redacted] Only			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Hose / tube, transmission oil cooler ; [redacted] Equipped - [redacted] Only			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; All others			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; All others			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; All others			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; All others			[redacted]	TUBE ASSY	1		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; All others			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; All others			[redacted]	TUBE	1		[redacted]	
A	[redacted]	A/C [redacted], recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair			[redacted]	BOLT	6		[redacted]	
A	[redacted]	A/C [redacted], recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	A/C [redacted], recovery and recharge ; Note: Powertrain - This			[redacted]	COOLER	1		[redacted]	

		operation is used whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair								
A	[redacted]	A/C Performance Test, recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair			[redacted]	TUBE ASSY	1		342.94	$58.38
A	[redacted]	A/C Performance Test, recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair			[redacted]	TOC ASSY	1		211.82	$58.38
A	[redacted]	A/C Performance Test, recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TUBE ASSY	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	TUBE	1		[redacted]	

RO Narratives

(RO) Customer Concern:

RSU [redacted] AISIN TRANSMISSION GEARS 1-4 INOP ** NEEDS TRANSMISSION[redacted]-) CS VEHILCE WON'T GO FORWARD ONLY MOVES IN REV SER REOVED TRANSMISSION ON [redacted] EQUIPED VEHILCE WITH [redacted] DRIVE SHAFT FOR RSU. FOUND MOREP COMPONENTS DAMAGED FROM RSU LIGST. DM AUTHORI ZED TRANSMISSION REPLACEMENT. REPLACED TRANSMISSION ON [redacted] AND PIECED DRIVE SHAFTTRUCK EVAC FREON AND REMOVED TRANSMISSN REMOVED COOLEER AND COOLER LINES. REPLACED TR NAMSSION COOLER AND LINES. INSTALLED TRANSMIS SION RECHARGED FREON. ROAD TEST NO ISSUES. [redacted]-) RENTAL VEHICLE PROVIDED ([redacted]- DETAIL-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS VEHILCE WON'T GO FORWARD ONLY MOVES IN REV SER

(Claim) Cause:

REOVED TRANSMISSION ON [redacted] EQUIPED VEHILCE WITH [redacted] DRIVE SHAFT FOR RSU. FOUND MOREP COMPONENTS DAMAGED FROM RSU LIGST. DM AUTHORI ZED TRANSMISSION REPLACEMENT.

(Claim) Correction:

REPLACED TRANSMISSION ON [redacted] AND PIECED DRIVE SHAFTTRUCK EVAC FREON AND REMOVED TRANSMISSN REMOVED COOLEER AND COOLER LINES. REPLACED TR NAMSSION COOLER AND LINES. INSTALLED TRANSMIS SION RECHARGED FREON. ROAD TEST NO ISSUES.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P92 - RAM 3500 [redacted]	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]	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission [redacted] equipped pick-up only			[redacted]	[redacted]				
[redacted]		Transmission [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1531.86	$99.17
[redacted]		Transmission [redacted] equipped pick-up only			[redacted]	FLUID AFT	2		143.79	$99.17
[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	1531.86	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	2		143.79	[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]	CLUTCHKIT	1	X	1531.86	$33.06
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		143.79	$33.06
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[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	[redacted]		1531.86	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

TRANSMISSION ISSUE (WARRANTY AISEN[redacted] clutch repair TRANSMISSION ISSUE (WARRANTY AISEN[redacted] clutch repair PLEASE PERFORM OUTSTANDING RAPID RESPONSE TRANSMITTAL (RRT) [redacted] PLEASE PERFORM OUTSTANDING RAPID RESPONSE TRANSMITTAL (RRT) [redacted] DIESEL PM SENSO[redacted] [redacted] Transmission Gear

(RO) Cause:

[redacted] clutch snap ring has become dislodged. Need to perform repair outlined in [redacted] [redacted] clutch snap ring has become dislodged. [redacted] clutch snap ring has become dislodged. Need to perform repair outlined in [redacted] [redacted] clutch snap ring has become dislodged. STELLANTIS RELEASED A REQUIRED RRT FOR YOUR VEHICLE STELLANTIS RELEASED A REQUIRED RRT FOR YOUR VEHICLE [redacted] [redacted] Transmission Gear

(RO) Correction:

Verified transmission inoperative concern, found active [redacted] [redacted]. Need to perform repair outlined in [redacted]. Removed [redacted] driveshaft, DEF tank, transfer case, and transmission assembly. Disassembled transmission and replace [redacted] clutch kit and associated seals and gaskets per [redacted]. Reinstalled transmission, transfer case, DEF tank, and [redacted] driveshaft. Filled transmission fluid, cleared [redacted]s, and performed transmission quicklearn routine. Transmission now operates normally. Performed repair outline in RRT on line B of repair order per [redacted] Inspected and flashed TCM, then performed transmission quicklearn routine per RRT 23-086. TCM old p/n: [redacted]; new p/n: [redacted] and flashed TCM, then performed transmission quicklearn routine per RRT [redacted]. TCM old p/n: [redacted]; new p/n: [redacted] Unable to perform recall due to parts availability, inspected exhaust and vehicle is not equipped with PM sensor. Transmission repair (K1 clutch hub replaced) done per [redacted] on line B of repair order.[redacted] [redacted] Transmission Gear

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION ISSUE (WARRANTY AISEN) K1 clutch repair

(Claim) Cause:

[redacted] clutch snap ring has become dislodged. Need to perform repair outlined in [redacted] [redacted] clutch snap ring has become dislodged.

(Claim) Correction:

Verified transmission inoperative concern, found active [redacted] [redacted]. Need to per form repair outlined in [redacted]. ,Removed 2-piece driveshaft, DEF tank, transfer case, and transmission assembly. Disassembled transmission and replac e K1 clutch kit and associated seals and gaskets per [redacted]. Reinstalle d transmission, transfer case, DEF tank, and [redacted] driveshaft. Filled transm ission fluid, cleared [redacted]s, and performed transmission quicklearn routine. Tra nsmission now operates normally.

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**	$121.62	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	119.46	[redacted]
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	NUT	1		2.16	[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 Recall Customer Satisfaction Notification 1 ** [redacted] DIESEL PM SENSOR

(RO) Cause:

Additonal Notes (If Applicable): Flashing from current part number [redacted] targeted part number [redacted]. ECU is up-to-date. Successfully flashed ECU from old part number [redacted] current part number [redacted]. Install PM sensor and reprogram [redacted]

(RO) Correction:

Completed Courtesy Multipoint Inspection. Form is attached Emissions Recall [redacted] - Particulate Matter Sensor - Replace Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only) (1 - Semi-Skilled)

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

Dealer Information

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

Condition Information

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

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RESCHEDULED FROM [redacted] FOR PART [redacted] RECALL CAMPAIGN [redacted] RAM HEAVY DUTY GRID HEATER RELAY

(Claim) Cause:

E

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]				
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1336.32	$93.71
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		46.43	$93.71
[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		46.43	$187.43
[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]	CLUTCHKIT	1	X	1336.32	$46.86
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	3		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1336.32	$31.24
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	3		46.43	$31.24
[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]	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]
B	[redacted]	Shaft, steering column intermediate ; Shaft, Upper Steering Column Intermediate Shaft - Inspect	ZZ	SERVICE ACTION						[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATE[redacted] IS OPEN ON THE VEHICLE CUSTOMER STATE[redacted] IS OPEN ON THE VEHICLE

(Claim) Cause:

[redacted] SNAP RING DISLODGED

(Claim) Correction:

PERFORME[redacted], FOUND VEHICLE WILL NOT ENGAGE IN FORWARD GEARS. REMOVED PERFORME[redacted], INSPECTED FOR NOISE AND NO NOISE OCCURRED. VEHICLE PASS TRANSMISSION AND INSPECTED K1 DRUM. REPLACED KI CLUTCH ASSEMBLY. PER [redacted] AND ED INSPECTION[redacted] REASSEMBLED TRANSMISSION. FILLED TRANSMISSION TO SPEC WITH AISIN FLUID AND P ERFORMED QUICK-LEARN. TEST DROVE AND VERIFIED PROPER OPERATION AND REPAIR.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted]	CREW CA	[redacted]
Build Date	[redacted]	**Plant**	[redacted]	[redacted] PLANT	**Coverage Code**		[redacted]

Claim Information

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

Expense

Labor	$1,260.60	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]	Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted].38	$118.18
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	SNAP RING	1		11.32	$118.18
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		24.71	$118.18
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	SEAL	1		[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		187.12	$118.18
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1328.91	$118.18
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted].38	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	SNAP RING	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]	SEAL	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		187.12	[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] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	SEAL	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	3		187.12	$906.06
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WHILE DRIVING [redacted] UNAVAILABLE MESSAGE CAME ON, TRANS MISSION STARTED SLIPPING, CLUNKS HARD WHEN SHIFTING INTO GEAR, PERFORM DIAGNOSTIC AND ADVISE I AUTHORIZE AT EVERY VISIT A FREE [redacted] VEHICLE INSPECTION IS PERFORMED AND I WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE NEEDS. THIS INSPECTION COULD INCLUDE A FREE BATTERY TEST, BRAKE INSPECTION, WHEEL ALIGNMENT INSPECTION OR VEHICLE COMPUTER DIAGNOSTIC. AT THE TIME OF PICK UP YOU WILL RECIEVE YOUR VEHICLE'S REPORT CARD. IN COMPLIANCE WITH THE [redacted] BOARD RULE (CARB), AUTOMOTIVE SERVICE PROCEDURES MUST: CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSUE RATE USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION REFERENCE. AS OUR VALUED CUSTOMER, YOUR SATISFACTION IS OUR GUARANTEE. I HEREBY AGREE THAT MOSS [redacted]. IS [redacted] EXEMPT FROM ALL LIABILITY FROM REPAIRS AND INSPECTIONS AND WILL NOT BE RESPONSIBLE FOR ANY PARTS OR MATERIALS THAT ARE LOOSE, ROTTED, RUSTED, CRACKED, PREVIUSLY DAMAGED PARTS OR PRE EXISTING LOOSE BODY PARTS, EXISTING BODY OR PARTS DAMAGE AND ANY NON FACTORY INSTALLED ITEMS. IF DAMAGES OCCUR FROM REPAIRS, MOSS [redacted]. IS NOT LIABLE. ALSO IF PARTS ARE NOT AVAILABLE, MOSS [redacted] WILL NOT PROVIDE A RENTAL VEHICLE OR BE RESPONSIBLE FOR ANY DOWNTIME THE VEHICLE EXPERIENCES. CUSTOMER AUTHORIZED TO DRIVE THEIR VEHICLE THROUGH A TOUCHLESS ALIGNMENT CHECK INSPECTION TO GATHER PRE ALIGNMENT AND TIRE TREAD DEPTH MEASUREMENTS. PLEASE SEE YOUR SERVICE ADVISOR FOR DETAILS.

(RO) Cause:

VEHICLE WILL NOT GO FORWARD , INTERNAL TRANSMISSION SCANNED VEHICLE AND FOUND ACTIVE [redacted] [redacted] GEAR 1 SHIFT INCORRECT RATIO PERFORMED MULTI POINT INSPECTION. PERFORMED TIRE PRESSURE TEST USING TIRE PRESSURE GAUGE AND SET TO REQUIRED TIRE PRESSURE SETTINGS: TECHNICIAN SET THE LEFT FRONT TIRE PRESSURE

TO: TECHNICIAN SET THE RIGHT FRONT TIRE PRESSURE TO: TECHNICIAN SET THE LEFT REAR TIRE PRESSURE TO: TECHNICIAN SET THE RIGHT REAR TIRE PRESSURE TO: PERFORMED BRAKE INSPECTI

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE DRIVING [redacted] UNAVAILABLE MESSAGE CAME ON, TRANS MISSION STARTED SLIPPING, CLUNKS HARD WHEN SHIFTING INTO GEAR, PERFORM DIAGNOSTIC AND ADVISE

(Claim) Cause:

VEHICLE WILL NOT GO FORWARD , INTERNAL TRANSMISSION SCANNED VEHICLE AND FOUND ACTIVE DTC [redacted] GEAR 1 SHIFT INCORRECT RATIO

(Claim) Correction:

REMOVE TRANSMISSION AND DISASSEMBLE INSPECTED AND FOUND BURNT UP K1 CLUTCHES AND NO CLUTCHES AVAILABLE FOR THIS TRANSMISSION , REPLACE INPUT CLUTCH ASSEMB LE AND REASSEMBLE TRANSMISSION AND ADDED 12 QT ATF AND PERFORM QUICK LEARN R OAD TESTED. THERE WAS A TRANSMISSION FLASH UPDATE TO MODULE TS[redacted]-[redacted] [redacted]

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

Expense

Labor	[redacted]	**Sublet**	$8,166.32	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	7661 HIGHWAY 51 NORTH , MILLINGTON, TN 38053		

Condition Information

Condition Code	[redacted]	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	[redacted] Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	GASKET	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]	GASKET	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	GASKET	1		15.50	[redacted]

RO Narratives

(RO) Customer Concern:

DIAGNOSTIC TEST MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

cel light on and truck will not go into gear

(RO) Correction:

[redacted] - REMOVE AND REPLACE TRANSMISSION; [redacted] - Lines, transmission and torque converter oil coole [redacted] - r [redacted] or [redacted] (1 Semi-Skilled); [redacted] - Oil cooler, external auxiliary Cooler (2 Skilled)

(RO) Technical Notes:

[redacted]

[redacted] Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT GO INTO GEAR

(Claim) Cause:

CE LIGHT ON AND TRUCK WILL NOT GO INTO GEAR CODES SHIFT GEAR [redacted] 4 AND 6 COMPLETED TRANSMISSION DIAGNOSTIC WORKSHEET NEEDS TRANSMISSION

(Claim) Correction:

REMOVED EXHAUST DRIVE LINE OIL COOLER LINES AND CROSS MEMBER AND PTO AND REPLA CED TRANSMISSION REINSTALLED PTO DRIVE LINE AND EXHAUST AND OIL COOLER LINES . UPDATED [redacted] AND PERFORMED TRANSMISSION RELEARN. TOPPED OFF FLUID AND TEST DROVE.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	Year	[redacted]	Body	[redacted] - RAM 5500 [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	BIG O DODGE OF GREENVILLE INC	Zone	[redacted]
Address	2645 LAURENS RD , GREENVILLE, SC 29606				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	3		44.97	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		185.17	[redacted]
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	COOLER	1		289.21	$60.20
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]				
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]	1		185.17	$60.20
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		289.21	$30.10
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted]			[redacted]	[redacted]	1		185.17	$30.10

		propeller shaft equipped								
A	21002766	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	COOLER	[redacted]			
A	21002766	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	21002766	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	3		44.97	$90.31
A	21002766	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BOLT	[redacted]			
A	21002766	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]	[redacted]			
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	COOLER	[redacted]			
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	FLUID AFT	[redacted]			
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	BOLT	6		[redacted]	
A	[redacted]0	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	[redacted]	1		185.17	[redacted]

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) CUSTOMER STATES THE TRANS IS NOT SHIFTING AND THE RPMS ARE STAYING HIGH. PLEASE CHECK AND ADVISE. utomatic Transmission Concern)

(RO) Cause:

MAINTENANCE INSPECTION VERIFIED CONCERN. SCANNED CODES, NONE FOUND. TEST DROVE AND VEH DOSE NOT ENGAG[redacted]. PULLED TRANS PAN AND INSPECTED. FOUND METAL DERIS IN PAN. REMOVED AND DISASSEMBLED TRANS. FOUND REAR ANULESS THRUST BEARING FAILURE CAUSING ANULESS TO CHEW INTO PLANITARY SET CAUSING CATISTROTIC FAILURE AND METAL THREW OUT TRANS AND VALVE BODY. PERFORMED [redacted] SHEET SEE ATTACHED. ORDERED UNIT AND REASSEMBLED OLD UNIT FOR CORE.

(RO) Correction:

INSPECTION COMPLETE FOLLOWED SERVICE PROCEDURE TO INSTALLED NEW TRANS WITH COOLER, LINES AND THERMAL VALVE. REINSTALLED ALL OTHER REMOVED PARTS AND REPLACED ALL [redacted] USE GASKETS AND HARDWARE. FILLED FLUID TO SPEC AND PERFORMED QUICK LEARN. TEST DROVE AND VERIFIED REPAIRS.

(RO) Technical Notes:

VEHICLE HAD NO [redacted] AND METAL IN PAN

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE TRANS IS NOT SHIFTING AND THE RPMS ARE STAYING HIGH. PLEAS CUSTOMER STATES THE TRANS IS NOT SHIFTING AND THE RPMS ARE STAYING HIGH. PLEAS CUSTOMER STATES THE TRANS IS NOT SHIFTING AND THE RPMS ARE STAYING HIGH. PLEAS CUSTOMER STATES THE TRANS IS NOT SHIFTING AND THE RPMS ARE STAYING HIGH. PLEAS

(Claim) Cause:

VERIFIED CONCERN. SCANNED CODES, NONE FOUND. TEST DROVE AND VEH DOSE NOT ENGAG VERIFIED CONCERN. SCANNED CODES, NONE FOUND. TEST DROVE AND VEH DOSE NOT ENGAG VERIFIED CONCERN. SCANNED CODES, NONE FOUND. TEST DROVE AND VEH DOSE NOT ENGAG VERIFIED CONCERN. SCANNED CODES, NONE FOUND. TEST DROVE AND VEH DOSE NOT ENGAG

(Claim) Correction:

FOLLOWED SERVICE PROCEDURE TO INSTALLED NEW TRANS WITH COOLER, LINES AND THERM FOLLOWED SERVICE PROCEDURE TO INSTALLED NEW TRANS WITH COOLER, LINES AND THERM FOLLOWED SERVICE PROCEDURE TO INSTALLED NEW TRANS WITH COOLER, LINES AND THERM FOLLOWED SERVICE PROCEDURE TO INSTALLED NEW TRANS WITH COOLER, LINES AND THERM

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DD3L93 - 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]	$0.00	**Total Paid**	[redacted]	

Dealer Information

[redacted]	**Name**	[redacted]	[redacted]
[redacted]	1000 EAST PARK AVENUE , LIBERTYVILLE, IL 60048		

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 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	[redacted]
[redacted]	State Labor Allowance				[redacted]	RELAY	1	X	[redacted]	$[redacted]

RO Narratives

(RO) Customer Concern:

TOW IN...TRANS WONT MOVE..CK ENGINE LIGHT ON.... RECALL [redacted] CHECK ENGINE LIGHT CAME ON DURING RD TEST

(RO) Cause:

VERIFIED CONCERN AND FOUND [redacted] CHECKED FOR [redacted] SERVICE BULLETINS [redacted] STATING ON REPLACING THE K1 CLUTCH FOR CONCERN AND CODE. CHECKED FOR PART AVAILABILITY AND FOUND PART ON BACK ORDER. CHECKED TRANSMISSION AVAILABILITY AND FOUND [redacted] OUT. CONTACTED [redacted] AND [redacted] REPS. AND THEY STATED ON REPLACING THE TRANSMISSION. RECALL AFTER TEST DRIVE CHECK ENGINE LIGHT TURNED ON FOUND CODE FOR HEATER DEF CIRCUIT OPEN FOUND THE HOSE/SENSOR FROM DEF TANK TO SCR INJECTOR HA[redacted]G HIGH RESISTANCE.

(RO) Correction:

REMOVED AND REPLACED THE TRANSMISSION, CHECKED FLUID LEVEL AND PERFORMED QUICKLEARN. TEST DROVE ALL OKAY PERFORMED RECALL REMOVED AND REPLACED THE HEATER GRID RELAY 02-1[redacted] REMOVED AND REPLACED THE HEATER HOSE FROM DEF PUMP TO SCR INJECTOR. CLEARED CODES AND TEST DROVE ALL OKAY

(RO) Technical Notes:

HIGH RESISTANCE ON HEATER DEF CIRCUIT

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT CAME ON DURING RD TEST TOW IN...TRANS WONT MOVE..CK ENGINE LIGHT ON...

(Claim) Cause:

AFTER TEST DRIVE CHECK ENGINE LIGHT TURNED ON FOUND CODE FOR | | VERIFIED CONCERN AND FOUND [redacted] CHECKED FOR STAR CASES | | 2. ORIG HEATER DEF CIRCUIT OPEN FOUND THE HOSE/SENSOR FROM DEF TANK | | SERVICE BULLETINS [redacted] STATING ON REPLACING THE K1 | | 3. CLUTCH FOR CONCERN AND CODE. CHECKED FOR PART AVAILABILITY | | 4. TO SCR INJECTOR HAVING HIGH RESISTANCE AND FOUND PART ON BACK ORDER. CHECKED TRANSMISSION | | 5. AVAILABILITY AND FOUND [redacted] OUT. CONTACTED [redacted] D | | 6. [redacted] REPS. AND THEY STATED ON REPLACING THE | | 7. TRANSMISSION.

(Claim) Correction:

REMOVED AND REPLACED THE HEATER HOSE FROM DEF PUMP TO | | SCR INJECTOR. CLEARED CODES AND TEST DROVE ALL OKAY REMOVED AND REPLACED THE TRANSMISSION, CHECKED FLUID | | LEVEL AND PERFORMED QUICKLEARN. TEST DROVE ALL OKAY

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DD3L93 - RAM [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	$1,225.69	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Address	1000 EAST PARK AVENUE , [redacted] VILLE, IL 60048						

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, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted]				
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted] B	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] shaft equipped			[redacted]	[redacted]				$35.02
[redacted]		State Labor Allowance			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
[redacted]		State Labor [redacted]			[redacted]	[redacted]				[redacted]
B	[redacted]	Tube/Hose, DEF Heater ; Line, heater	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1	X	[redacted]	
[redacted]	[redacted]	State Labor Allowance			[redacted]	[redacted]	1	X	139.88	$52.53

RO Narratives

(RO) Customer Concern:

TOW IN...TRANS WONT MOVE..CK [redacted] LIGHT ON.... RECALL [redacted] [redacted] LIGHT CAME ON DURING RD TEST

(RO) Cause:

VERIFIED CONCERN AND FOUND [redacted] CHECKED FOR STAR CASES SERVICE BULLETINS [redacted] STATING ON REPLACING THE [redacted] CLUTCH FOR CONCERN AND CODE. CHECKED FOR PART AVAILABILITY AND FOUND PART ON BACK ORDER. CHECKED TRANSMISSION AVAILABILITY AND FOUND [redacted] OUT. CONTACTED ANDY AND [redacted] REPS. AND THEY STATED ON REPLACING THE TRANSMISSION. RECALL AFTER TEST DRIVE CHECK [redacted] LIGHT TURNED ON FOUND CODE FOR HEATER DEF CIRCUIT OPEN FOUND THE HOSE/SENSOR FROM DEF TANK TO SCR INJECTOR HA[redacted]G HIGH RESISTANCE.

(RO) Correction:

REMOVED AND REPLACED THE TRANSMISSION, CHECKED FLUID LEVEL AND PERFORMED QUICKLEARN. TEST DROVE ALL OKAY PERFORMED RECALL REMOVED AND REPLACED THE HEATER GRID RELAY [redacted] REMOVED AND REPLACED

THE HEATER HOSE FROM DEF PUMP TO SCR INJECTOR. CLEARED CODES AND TEST DROVE ALL OKAY

(RO) Technical Notes:

HIGH RESISTANCE ON HEATER DEF CIRCUIT

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT CAME ON DURING RD TEST TOW IN...TRANS WONT MOVE..CK ENGINE LIGHT ON...

(Claim) Cause:

AFTER TEST DRIVE CHECK ENGINE LIGHT TURNED ON FOUND CODE FOR | | VERIFIED CONCERN AND FOUND [redacted] CHECKED FOR STAR CASES | | 2. ORIG HEATER DEF CIRCUIT OPEN FOUND THE HOSE/SENSOR FROM DEF TANK | | SERVICE BULLETINS [redacted] STATING ON REPLACING THE K1 | | 3. CLUTCH FOR CONCERN AND CODE. CHECKED FOR PART AVAILABILITY | | 4. TO SCR INJECTOR HAVING HIGH RESISTANCE AND FOUND PART ON BACK ORDER. CHECKED TRANSMISSION | | 5. AVAILABILITY AND FOUND [redacted] OUT. CONTACTED [redacted] | | 6. [redacted] CHRYSLERS REPS. AND THEY STATED ON REPLACING THE | | 7. TRANSMISSION.

(Claim) Correction:

REMOVED AND REPLACED THE HEATER HOSE FROM DEF PUMP TO | | SCR INJECTOR. CLEARED CODES AND TEST DROVE ALL OKAY REMOVED AND REPLACED THE TRANSMISSION, CHECKED FLUID | | LEVEL AND PERFORMED QUICKLEARN. TEST DROVE ALL OKAY

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Verify No Failures Have Occurred or Symptoms are Present	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

TRANSMISSION ISSUE (WARRANTY AISEN[redacted] clutch repair TRANSMISSION ISSUE (WARRANTY AISEN[redacted] clutch repair PLEASE PERFORM OUTSTANDING RAPID RESPONSE TRANSMITTAL (RRT) [redacted] PLEASE PERFORM OUTSTANDING RAPID RESPONSE TRANSMITTAL (RRT) [redacted] DIESEL PM SENSO[redacted] [redacted] Transmission Gear

(RO) Cause:

[redacted] clutch snap ring has become dislodged. Need to perform repair outlined in [redacted] [redacted] clutch snap ring has become dislodged. [redacted] clutch snap ring has become dislodged. Need to perform repair outlined in [redacted] [redacted] clutch snap ring has become dislodged. [redacted] RELEASED A REQUIRED RRT FOR YOUR VEHICLE [redacted] RELEASED A REQUIRED RRT FOR YOUR VEHICLE [redacted] [redacted] Transmission Gear

(RO) Correction:

Verified transmission inoperative concern, found active [redacted] [redacted]. Need to perform repair outlined in [redacted]. Removed [redacted] driveshaft, DEF tank, transfer case, and transmission assembly. Disassembled transmission and replace K1 clutch kit and associated seals and gaskets per [redacted]. Reinstalled transmission, transfer case, DEF tank, and [redacted] driveshaft. Filled transmission fluid, cleared [redacted]s, and performed transmission quicklearn routine. Transmission now operates normally. Performed repair outline in RRT on line B of repair order per [redacted] Inspected and flashed TCM, then performed transmission quicklearn routine per RRT 23-086. TCM old p/n: [redacted]; new p/n: [redacted] and flashed TCM, then performed transmission quicklearn routine per RRT [redacted]. TCM old p/n: [redacted]; new p/n: [redacted] Unable to perform recall due to parts availability, inspected exhaust and vehicle is not equipped with PM sensor. Transmission repair (K1 clutch hub replaced) done per [redacted] on line B of repair order.[redacted] [redacted] Transmission Gear

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION ISSUE (WARRANTY AISEN) K1 clutch repair

(Claim) Cause:

[redacted] clutch snap ring has become dislodged. Need to perform repair outlined in [redacted] clutch snap ring has become dislodged.

(Claim) Correction:

Verified transmission inoperative concern, found active [redacted]. Need to per form repair outlined in [redacted]. ,Removed [redacted] driveshaft, DEF tank, transfer case, and transmission assembly. Disassembled transmission and replac e K1 clutch kit and associated seals and gaskets per [redacted]. Reinstalle d transmission, transfer case, DEF tank, and [redacted] driveshaft. Filled transm ission fluid, cleared [redacted]s, and performed transmission quicklearn routine. Tra nsmission now operates normally.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	HOMER [redacted] CHRYSLER DODGE [redacted]	[redacted]	[redacted]
Address	7661 HIGHWAY 51 NORTH , MILLINGTON, TN 38053				

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, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	-8150.82	([redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	GASKET	1		-15.50	([redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TRANSMISS	1	X	-8150.82	($98.54)
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	GASKET	1		-15.50	($98.54)
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	-8150.82	($253.39)
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	GASKET	1		-15.50	($253.39)

RO Narratives

(RO) Customer Concern:

DIAGNOSTIC TEST MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

cel light on and truck will not go into gear

(RO) Correction:

[redacted] - REMOVE AND REPLACE TRANSMISSION; [redacted] - Lines, transmission and torque converter oil coole [redacted] - r [redacted] or [redacted] Semi-Skilled); [redacted] - Oil cooler, external auxiliary Cooler (2 Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT GO INTO GEAR

(Claim) Cause:

CE LIGHT ON AND TRUCK WILL NOT GO INTO GEAR CODES SHIFT GEAR [redacted] 4 AND 6 COMPLETED TRANSMISSION DIAGNOSTIC WORKSHEET NEEDS TRANSMISSION

(Claim) Correction:

REMOVED EXHAUST DRIVE LINE OIL COOLER LINES AND CROSS MEMBER AND PTO AND REPLA CED TRANSMISSION REINSTALLED PTO DRIVE LINE AND EXHAUST AND OIL COOLER LINES . UPDATED [redacted] AND PERFORMED TRANSMISSION RELEARN. TOPPED OFF FLUID AND TEST DROVE.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28H92 - RAM 3500 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**	$11,602.96	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]		[redacted] Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		[redacted]	
		Pan, Oil - Related Repairs ; [redacted] Transmission				TUBE	1		87.18	$118.33
[redacted]		Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BODY ASSY	1	X	[redacted]	
[redacted]		Valve Body ; Valve body - [redacted] (3 - Highly Skilled)	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	GASKET	1		37.62	$103.54
[redacted]		Valve Body ; Valve body - [redacted] (3 - Highly Skilled)	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	TUBE	1		87.18	$103.54
[redacted]		Valve Body ; Valve body - [redacted] (3 - Highly Skilled)	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	BODY ASSY	1	X	[redacted]	
A	[redacted]	Tube/Hose, DEF Heater ; Line, heater			[redacted]	GASKET	1		37.62	$0.00
A		Tube/Hose, DEF Heater ; Line, heater				TUBE	1		87.18	$0.00
A	[redacted]	Tube/Hose, DEF Heater ; Line, heater			[redacted]	BODY ASSY	1	X	[redacted]	
B	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK [redacted]/SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
C	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			05019061AB	GREASE	1		60.00	$88.75
C	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		128.76	$88.75
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	4		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			06511777AA	[redacted]	6		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted]			[redacted]	CLUTCHKIT	1	X	[redacted]	

		pick-up only								
C	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	5		71.53	$88.75
C	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	GREASE	1		60.00	$177.49
C	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	6		24.24	$177.49
C	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	FLUID AFT	5		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	GREASE	1		60.00	$29.58
C	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		128.76	$29.58
C	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	4		27.94	$29.58
C	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	5		[redacted]	
C	[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]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
C	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1	ZZ	SERVICE ACTION	[redacted]	BOLT	4		27.94	$650.80

		Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring								
C	[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]	
C	[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]	
C	[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]	
D	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	RF							

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE VEHICLE IS CLUNKING WHEN PLACING INTO GEAR AND WILL NOT AC [redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP ([redacted]) [redacted] DDDPD2 AISIN TRANSMISSION ROUGH SHIFT ([redacted]) CUSTOMER STATES THE VEHICLE IS CLUNKING WHEN PLACING INTO GEAR AND WILL NOT AC [redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP ([redacted]) [redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP ([redacted]) [redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP ([redacted]2)

(Claim) Cause:

(TCM) - Reprogram, Includes Quicklearn Routine AFTER REPLACING THE [redacted] CLUTCH FOUND THAT THE VEHICLE HAS A DELAY WHEN TRYING T AFTER REPLACING THE K1 CLUTCH FOUND THAT THE VEHICLE HAS A DELAY WHEN TRYING T The K1 clutch snap ring dislodged, resulting in loss of torque transfer for lo The K1 clutch snap ring dislodged, resulting in loss of torque transfer for lo The K1 clutch snap ring dislodged, resulting in loss of torque transfer for lo The K1 clutch snap ring dislodged, resulting in loss of torque transfer for lo

(Claim) Correction:

(TCM) - Reprogram, Includes Quicklearn Routine Done on line 1 AFTER INSTALLATION OF THE TRANSMISSION FOUND THAT THE VEHICLE COULD NOT COMPLE AFTER INSTALLATION OF THE TRANSMISSION FOUND THAT THE VEHICLE COULD NOT COMPLE Installed the rear [redacted]. Lowered the vehicle from the lift. Ins Installed the rear [redacted]. Lowered the

vehicle from the lift. Ins Installed the rear [redacted] drive [redacted]. Lowered the vehicle from the lift. Ins Installed the rear [redacted] drive [redacted]. Lowered the vehicle from the lift. Ins

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$7,531.87	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition	[redacted]		Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	21002762	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]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:

NO REVERSE

GCS Narratives

(Claim) Customer Concern:

tech found upon install of new transmission on RO number [redacted] transmissi tech found upon install of new transmission on RO number [redacted] transmissi tech found upon install of new transmission on RO number [redacted] transmissi tech found upon install of new transmission on RO number [redacted] transmissi

(Claim) Cause:

DURING REPLACEMENT OF THE TRANSMISSION FOUND THAT THE REVERSE GEAR WAS NOT ENG DURING REPLACEMENT OF THE TRANSMISSION FOUND THAT THE REVERSE GEAR WAS NOT ENG DURING REPLACEMENT OF THE TRANSMISSION FOUND THAT THE REVERSE GEAR WAS NOT ENG DURING REPLACEMENT OF THE TRANSMISSION FOUND THAT THE REVERSE GEAR WAS NOT ENG

(Claim) Correction:

INSTALLED THE TORQUE CONVERTER BOLTS. INSTALLED THE SHIFTER CABLE. INSTALLED T INSTALLED THE TORQUE CONVERTER BOLTS. INSTALLED THE SHIFTER CABLE. INSTALLED T INSTALLED THE TORQUE CONVERTER BOLTS. INSTALLED THE SHIFTER CABLE. INSTALLED T INSTALLED THE TORQUE CONVERTER BOLTS. INSTALLED THE SHIFTER CABLE. INSTALLED T

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DP4L63 - RAM 4500 REG 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**	COUNTRYSIDE [redacted] JEEP	**Zone**	66	[redacted]
[redacted]		846 E THIRD STREET , JACKSON, GA 30233					

Condition Information

Condition [redacted]	[redacted]		Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	4		[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]	GREASE	1		64.28	$580.48
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	05189977AD	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LINESASSY	1		169.03	$580.48
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	1		98.17	$580.48
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] -Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] -Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]0	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] -Skilled)			[redacted]	BOLT	[redacted]			
A	[redacted]0	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] -Skilled)			[redacted]	BOLT	4		29.93	$104.19
A	[redacted]	Lines, transmission and torque converter oil			[redacted]	GREASE	1		64.28	$104.19

		cooler ; [redacted] or [redacted] - Semi-Skilled)								
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	FLUID AFT	3		[redacted]	[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] - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	FLUID AFT	2		30.65	$267.91
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	LINESASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	LINESASSY	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] Relay (Recall Cus tomer Satisfaction Notification 1) customer states vehicle will only go in reverse will not go into drive transmission isnt pulling check and advise. (Multi-point inspection according to maintenance interval) CUSTOMER STATES vehicle will only go in reverse CUSTOMER STATES CHECK ENGINE LIGHT IS ON.

(RO) Cause:

[redacted] Uncodable Narrative : [redacted] WILL ONLY GO IN REVERSE

(RO) Correction:

PERFORMED RECALL PERFORMED COURTESY 27 POINT INSPECTION Uncodable Narrative : [redacted] WILL ONLY GO IN REVERSE

(RO) Technical Notes:

[redacted] WILL ONLY GO IN REVERSE

GCS Narratives

(Claim) Customer Concern:

[redacted]CLE WILL ONLY GO IN REVERSE

(Claim) Cause:

VERIFIED CONCERN

(Claim) Correction:

REPLACED TRANS

Warranty Claim Report

Vehicle Information

VIN	[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***	$1,323.40	***Part***	$0.00	***Total Paid***	[redacted]

[redacted]

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

Condition Information

Condition [redacted]	[redacted]		***Failure*** [redacted]	***Failure Desc***	***Part Number***	***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	CLUTCHKIT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) customer states vehicle will only go in reverse will not go into drive transmission isnt pulling check and advise. (Multi-point inspection according to maintenance interval) CUSTOMER STATES vehicle will only go in reverse CUSTOMER STATES CHECK ENGINE LIGHT IS ON.

(RO) Cause:

[redacted] Uncodable Narrative : VEH WILL ONLY GO IN REVERSE

(RO) Correction:

PERFORMED RECALL PERFORMED COURTESY 27 POINT INSPECTION Uncodable Narrative : VEH WILL ONLY GO IN REVERSE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DP4L63 - RAM 4500 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**	COUNTRYSIDE CHRYSLER DODGE JEEP	**Zone**	[redacted]
Address	[redacted]				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	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)	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 will only go in reverse will not go into drive transmission isnt pulling check and advise. (Multi-point inspection according to maintenance interval) CUSTOMER STATES vehicle will only go in reverse CUSTOMER STATES CHECK ENGINE LIGHT IS ON.

(RO) Cause:

[redacted] Uncodable Narrative : [redacted] WILL ONLY GO IN REVERSE

(RO) Correction:

PERFORMED RECALL PERFORMED COURTESY 27 POINT INSPECTION Uncodable Narrative : [redacted] WILL ONLY GO IN REVERSE

(RO) Technical Notes:

[redacted] WILL ONLY GO IN REVERSE

GCS Narratives

(Claim) Customer Concern:

[redacted]CLE WILL ONLY GO IN REVERSE

(Claim) Cause:

VERIFIED CONCERN

(Claim) Correction:

REPLACED TRANS

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	DP4L63 - RAM 4500 REG CAB [redacted]
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[redacted]

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	***Name***	COUNTRYSIDE CHRYSLER [redacted]			***Zone***	[redacted]
Address	846 E THIRD STREET , JACKSON, GA 30233						

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure*** [redacted]	***Failure Desc***	***Part Number***	***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]		Customer Satisfaction Notification [redacted] Inspect and Replace Snap Ring		UNCODABLE (NARRATIVE REQUIRED)						[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) customer states vehicle will only go in reverse will not go into drive transmission isnt pulling check and advise. (Multi-point inspection according to maintenance interval) CUSTOMER STATES vehicle will only go in reverse CUSTOMER STATES CHECK ENGINE LIGHT IS ON.

(RO) Cause:

[redacted] Uncodable Narrative : VEH WILL ONLY GO IN REVERSE

(RO) Correction:

PERFORMED RECALL PERFORMED COURTESY 27 POINT INSPECTION Uncodable Narrative : VEH WILL ONLY GO IN REVERSE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RENTAL COPNMTIN

(Claim) Cause:

RENTAL COPNMTIN

(Claim) Correction:

RENTAL COPNMTIN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28L92 - RAM 3500 [redacted]	CREW CAB 4X4	
Build Date	[redacted]	***Plant***	[redacted] TRUCK	[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***	$112.99	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	[redacted]
Address	2755 SE FEDERAL HWY , STUART, FL 34994				

Condition Information

Condition Code	[redacted]	[redacted]	***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	LABEL	1		3.81	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

[redacted]

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	DP5L94 - RAM 5500 CREW CAB CHASSIS
Build Date	[redacted]	***Plant***	[redacted] ASSEMBLY PLANT	***Coverage Code***	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Glass, outside rearview mirror ; Right or left	[redacted]	DAMAGED	[redacted]	GLASS	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

MISCELLANEOUS front left door mirror is coming loose

(Claim) Cause:

Inspect vehicle , found left front mirror glass came loose , notice holding cl ips coming apart .. .

(Claim) Correction:

replaced left front mirror glass and recheck .. . . .

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	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	[redacted] Name	Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	NUT	1		1.73	[redacted]
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		3.47	[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM FACTORY RECALL [redacted] - DIESEL PM SENSOR

(RO) Cause:

.

(RO) Correction:

[redacted] Perform recall [redacted], install PMsensor, reprogram PCM and install label. Emissions Recall [redacted] - Particulate Matter Sensor- Replace Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only) (1 - Semi-Skilled)

(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**	DP5L94 - RAM 5500 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**	$2,452.83	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted]	Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Sensor, NOX - Upstream [redacted] diesel	[redacted]	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS. MISCELLANEOUS Check engine light is on, check and advise MISCELLANEOUS front left door mirror is coming loose

(RO) Cause:

Inspection request Inspection request Inspect vehicle , dtc [redacted] Implausible Data Received NOx Sensor Module 1- , found NOx upstream shorted internally . . . . Inspect vehicle , found left front mirror glass came loose , notice holding clips coming apart .. . .

(RO) Correction:

Performed certified multi point vehicle inspection. Submitted inspection form with vehicle status. CHECKED AND ADJUSTED VEHICLE TIRE PRESSURE AS REQUIRED. replaced nox sensor upstream , clear dtc and road test vehicle to verify repair . . . . replaced left front mirror glass and recheck .. . . .

(RO) Technical Notes:

NOx upstream shorted internally . . . .

GCS Narratives

(Claim) Customer Concern:

MISCELLANEOUS Check engine light is on, check and advise

(Claim) Cause:

Inspect vehicle , dtc [redacted] Implausible Data Received NOx Sensor Module 1- , found NOx upstream shorted internally . . . .

(Claim) Correction:

replaced nox sensor upstream , clear dtc and road test vehicle to verify repai r . . . .

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

Expense

Labor	[redacted]	**Sublet**	$114.62	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	MIDWAY CHRYSLER DODGE JEEP, INC.	**Zone**	7[redacted]
[redacted]	219 SECOND AVE EAST , KEARNEY, NE 68848				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]				[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	LABEL	1		3.87	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

[redacted]

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	ED MURDOCK CHRYSLER PLYMOUTH [redacted]	**Zone**	[redacted]
Address	[redacted]				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	[redacted]				
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM DIESEL LUBE, OIL, AND FILTER CHANGE. NON SYNTHETIC [redacted] CHANGE C/S TRANS FEELS LIKE IT SHIFTS HARD AT TIMES. HAD TRANS REPLACED AT [redacted]. FREE INSPECTION PERFORMED PER CUSTOMER APPROVAL.

(RO) Cause:

MAINTENANCE. SOFTWARE UPDATE PERFORMED FREE INSPECTION OF VEHICLE AS CUSTOMER COURTESY.

(RO) Correction:

COMPLETED DIESEL OIL AND FILTER CHANGE, AND LUBED VEHICLE. FLASHED TO NEW SOFTWARE 1[redacted]-05[redacted] PERFORMED FREE INSPECTION OF VEHICLE.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S TRANS FEELS LIKE IT SHIFTS HARD AT TIMES. HAD TRANS REPLACED AT [redacted].

(Claim) Cause:

SOFTWARE UPDATE

(Claim) Correction:

FLASHED TO NEW SOFTWARE 1[redacted]-05[redacted] / TEST DROVE TO VERIFY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DP0L64 - 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	, ,		

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 ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			68637534AA	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only				[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only				[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	GREASE	1		49.91	$66.79
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	1		48.23	$66.79
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	BOLT	9		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	BOLT	3		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	GREASE	1		49.91	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	FLUID AFT	1		48.23	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted]			[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	6		20.16	$22.26
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] ; [redacted] equipped			[redacted]	BOLT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	3		[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]	FLUID AFT	1		48.23	$22.26
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	9		[redacted]	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch /	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	3		[redacted]	

		Input Shaft Assembly - Inspect and Replace Snap Ring								
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GREASE	1		49.91	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	1		48.23	[redacted]
A	[redacted]	Towing			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Towing			[redacted]	CLUTCHKIT	1	X	1027.60	
A	[redacted]	Towing			[redacted]	BOLT	9		[redacted]	
A	[redacted]	Towing			[redacted]	BOLT	3		[redacted]	
A	[redacted]	Towing			[redacted]	GREASE	1		49.91	
A	[redacted]	Towing			[redacted]	FLUID AFT	1		[redacted]	

RO Narratives

(RO) Customer Concern:

FREE [redacted] INSPECTION RECALL [redacted] CUSTOMER STATE THE CHECK ENGINE LIGHT IS ON CHECK AND ADVISE CS VEHICLE WILL ONLY MOVE IN REVERSE CHECK AND ADVICE RECALL [redacted]

(RO) Cause:

. REQUIRED BY [redacted] .CHECKED CUSTOMERS CONCERN ON CEL. FOUND [redacted] [redacted] AND [redacted] IN RELATION TO [redacted] 5. CHECKED CUSTOMERS CONCERN ON VEHICLE ONLY MOVES IN REVERSE. .CHECKED CUSTOMERS CONCERN ON VEHICLE ONLY MOVES IN REVERS. REQUIRED BY [redacted]

(RO) Correction:

SEE ATTACHED INSPECTION UNABLE TO PERFORM [redacted] SAFETY RECALL. NO PARTS AVAILABLE. .FOUND [redacted] [redacted] AND [redacted] IN RELATION TO [redacted] 5. .FOUND [redacted] [redacted] AND [redacted] IN RELATION TO [redacted] 5. INSPECTED AND REPLACE SNAP RING- TEP PIECE PROPELLER SHAFT, SKID PLATE. REPLACED BOLTS FRONT DRIVESHAFT, REPLACED BOLTS, REAR DRIVESHAFT. ASRC ATF[redacted] GALLON, [redacted] CLUTCH HUB. TEST DROVE 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] - RAM 5500 [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	14897 STATE HIGHWAY 38 , MARSHFIELD, MO 65706				

Condition Information

Condition Code	[redacted]	Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Safety Recall 13A - [redacted] Air Grid Heater Relay		UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted] CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	66 [redacted]
Address	6171 PENSACOLA BLVD , PENSACOLA, FL 32505				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	RELAY	1	X	[redacted]	
[redacted]		Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	[redacted]	
[redacted]2		Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	LABEL	1		3.47	[redacted]
[redacted]		Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]	1		1.73	[redacted]
C	[redacted]	Customer Satisfaction Notification [redacted] Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Verify No Failures Have Occurred or Symptoms are Present	UC	UNCODABLE ([redacted] REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

RECALL 1 [redacted] Ram Heavy Duty Grid Heater Relay (R ECALL 1) RECALL [redacted] DIESEL PM SENSOR (RECALL 3) Customer Satisfaction Notification [redacted] Aisin Transmission COURTESY CUSTOMER VEHICLE INSPECTION INSPECT ALL INTERIOR AND EXTERIOR COMPONENT OPERATIONS. NOTE: ONCE A VEHICLE IS EXPECTED FOR REPAIRS, THE

CUSTOMER IS RESPONSIBLE FOR RETURNING THEIR SERVICE ADVISOR'S PHONE CALL, TEXT OR EMAIL FOR APPROVAL OR NOT APPROVING THE REPAIRS. IF THERE IS NO CONTACT FROM THE CUSTOMER WITHIN 3 [redacted], THE VEHICLE CAN BE MOVED TO THE BACK OF THE LINE DUE TO OUR HIGH APPT VOLUME. THANK YOU FOR YOUR ASSISTANCE. HAVE A GREAT DAY!

(RO) Cause:

[redacted] CHECK FLUID LEVELS, WIPERS, BRAKES, BATTERY, TIRES, ETC. PERFORMED COMPLETE VEHICLE INSPECTION PER CHECK LIST

(RO) Correction:

R&R HEATER GRID RELAY [redacted] 0.2 INSPECTED AND INSTALLED PM SENSOR. UPDATED PCM SOFTWARE 52421232AI/AJ [redacted] HAS ALREADY BEEN PREFORMED IN [redacted] AND NOTIFIED CUSTOMER OF ANY CONCERNS. AND VEHICLE WALK AROUND. NOTE: ONCE A VEHICLE IS COMPLETED, WE ASKED THAT IT IS PICK-UP FROM OUR DEALERSHIP WITHIN [redacted] DUE TO LIMITED PARKING SPACES AND HIGH VEHICLE VOLUME.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer Satisfaction Notification [redacted] Transmission [redacted] Ram Heavy Duty Grid Heater Relay ([redacted]) [redacted] 3 [redacted] DIESEL PM SENSOR ([redacted] 3)

(Claim) Cause:

[redacted]

(Claim) Correction:

INSPECTED AND INSTALLED PM SENSOR. UPDATED PCM SOFTWARE 52421232AI/AJ [redacted] R&R HEATER GRID RELAY [redacted] 0.2 [redacted] HAS ALREADY BEEN PREFORMED IN [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500	[redacted]	CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK	[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**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	[redacted] 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	[redacted]		[redacted]	
[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	
[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		4.05	[redacted]
[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			[redacted]	[redacted]
[redacted]	Towing			[redacted]	SENSOR	[redacted]		[redacted]	[redacted]
[redacted]	Towing			[redacted]	LABEL	1		4.05	[redacted]
[redacted]	Towing			[redacted]	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

*Multi Point Inspection [redacted] Ram Heavy Duty Grid Heater [redacted] DIESEL PM SENSOR Guest States VEHICLE WILL NOT MOVE FORWARD CHECK AND ADVISE ONLY HAS REVERSE Vehicle Towed In

(RO) Cause:

MPI [redacted] RECALL [redacted] RECALL K1 CLUTCH TOW

(RO) Correction:

[redacted] Performed Multi-Point Inspection andCompleted Worksheet *Multi Point Inspection Multi Point Vehicle Inspection [redacted] ordered [redacted] REPLACE INTAKE AIR GRID HEATER RELAY [redacted] ordered [redacted] INSTALL SENSOR AND REPROGRAM PCM

[redacted] verified concern vehicle did nothave forward or reverse gear. removed unitand disassembled and found k1 clutchesdislodged from drum and drum was damaged.replaced with k1 assembly and reinstalledinto unit. reinstalled unit and filled withfluid. quicklearned and test drove to verifyrepairs. now shifting as designed. tcm68541283aa 68541283ab K1 ASSEMBLY - REPLACED 4X4 EQUIPPED DEF EQUIPPED [redacted] SHAFT EQUIPPED Transmission DEF equipped2500-3500 pick-up only [redacted] Vehicle Towed In TOWING Vehicle Towed In SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GUEST STATES VEHICLE WILL NOT MOVE FORWARD CHECK AND ADVISE ONLY HAS REVERSE

(Claim) Cause:

VERIFIED CONCERN VEHICLE DID NOT HAVE FORWARD OR REVERSE GEAR. REMOVED UNIT AN D DISASSEMBLED AND FOUND [redacted] DISLODGED FROM DRUM AND DRUM WAS DAMAGE D.

(Claim) Correction:

REPLACED WITH K1 ASSEMBLY AND REINSTALLED INTO UNIT. REINSTALLED UNIT AND FILL ED WITH FLUID. QUICKLEARNED AND TEST DROVE TO VERIFY REPAIRS. NOW SHIFTING A S DESIGNED. [redacted]

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	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]		Emissions Recall [redacted] - [redacted] culate Matter Sensor ; Inspect and Install [redacted] culate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	[redacted]
[redacted]		Emissions Recall [redacted] - [redacted] culate Matter Sensor ; Inspect and Install [redacted] culate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	NUT	2		3.57	[redacted]
[redacted]		Emissions Recall [redacted] - [redacted] culate Matter Sensor ; Inspect and Install [redacted] culate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		3.57	[redacted]

RO Narratives

(RO) Customer Concern:

RECALL1 CUSTOMER STATES ROTATE TIRES AND CHECK AIR PRESSURE

(RO) Cause:

NA

(RO) Correction:

[redacted] - [redacted] - Tire Pressure Monitoring,Trouble Not Found Tire Pr [redacted] - essure Monitoring

(RO) Technical Notes:

TPMS #2 NO SIGNAL FLASHED, RECHECKED, VERIFIED WORKING TPMS LIGHT ON WITH [redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TPMS LIGHT IS ON

(Claim) Cause:

TPMS LIGHT ON FOUND [redacted]

(Claim) Correction:

FLASHED SENSOR - WORKING AS DESIGNED AT THIS TIME

Warranty Claim Report

Vehicle Information

[redacted]	[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]
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 - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	1416.62	$94.18
[redacted]	[redacted]	Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		199.47	$94.18
[redacted]	[redacted]	Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	1416.62	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		199.47	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1	X	1416.62	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		199.47	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	FLUID AFT	3		[redacted]	

RO Narratives

(RO) Customer Concern:

*Multi Point Inspection [redacted] Ram Heavy [redacted] Grid [redacted] Rel [redacted] [redacted] DIESEL PM SENSOR Guest States VEHICLE WILL NOT MOVE FORWARD CHECK AND ADVISE ONLY HAS REVERSE Vehicle Towed In

(RO) Cause:

[redacted] RECALL [redacted] RECALL K1 CLUTCH TOW

(RO) Correction:

[redacted] Performed Multi-Point Inspection andCompleted Worksheet *Multi Point Inspection Multi Point Vehicle Inspection [redacted] parts ordered [redacted] REPLACE INTAKE AIR GRID HEATER RELA[redacted]7 parts ordered [redacted] INSTALL SENSOR AND REPROGRAM PCM [redacted] verified concern vehicle did nothave forward or reverse gear. removed unitand disassembled and found k1 clutchesdislodged from drum and drum was damaged.replaced with k1 assembly and reinstalledinto unit. reinstalled unit and filled withfluid. quicklearned and test drove to verifyrepairs. now shifting as designed. tcm68541283aa 68541283ab K1 ASSEMBLY - REPLACED 4X4 EQUIPPED DEF EQUIPPED [redacted] EQUIPPED Transmission DEF equipped2500-3500 pick-up only [redacted] Towed In TOWING Vehicle Towed In SUBLET REPAIRS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GUEST STATES VEHICLE WILL NOT MOVE FORWARD CHECK AND ADVISE ONLY HAS REVERSE

(Claim) Cause:

VERIFIED CONCERN VEHICLE DID NOT HAVE FORWARD OR REVERSE GEAR. REMOVED UNIT AN D DISASSEMBLED AND FOUND [redacted] DISLODGED FROM DRUM AND DRUM WAS DAMAGE D.

(Claim) Correction:

REPLACED WITH K1 ASSEMBLY AND REINSTALLED INTO UNIT. REINSTALLED UNIT AND FILL ED WITH FLUID. QUICKLEARNED AND TEST DROVE TO VERIFY REPAIRS. NOW SHIFTING A S DESIGNED. TCM [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	W - Warranty	***Repair Date***	[redacted]
Claim Status	Paid	***Mileage (Miles)***	[redacted]

Expense

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

Dealer Information

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

Condition Information

Condition Code	***LOP***	***LOP Desc***	***Failure Code***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Sensor, low tire pressure ; Includes: Train all Tire Sensors	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

RECALL1 CUSTOMER STATES ROTATE TIRES AND CHECK AIR PRESSURE

(RO) Cause:

NA

(RO) Correction:

[redacted] - [redacted] - Tire Pressure Monitoring,Trouble Not Found Tire Pr [redacted] - essure Monitoring

(RO) Technical Notes:

[redacted] #2 NO SIGNAL FLASHED, RECHECKED, VERIFIED WORKING [redacted] S LIGHT ON WITH [redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES [redacted] S LIGHT IS ON

(Claim) Cause:

[redacted] LIGHT ON FOUND [redacted]

(Claim) Correction:

FLASHED SENSOR - WORKING AS DESIGNED AT THIS TIME

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**	$7,588.43	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	67567 SOUTH MAIN STREET , RICHMOND, MI 48062		

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]B	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	[redacted]				[redacted]
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]B	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]B	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]				
A	[redacted]	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]B	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	[redacted]				[redacted]
A	[redacted]	Loaner Car ; Loaner Car [redacted]			[redacted]B	TRANSMISS	1	X	7564.09	[redacted]
A	[redacted]0	Loaner Car ; Loaner Car [redacted]			[redacted]	[redacted]			24.34	[redacted]
A	[redacted]	[redacted] Car ; High [redacted] Vehicles			[redacted]	TRANSMISS	1	X	7564.09	[redacted]
A	[redacted]	[redacted] ; High [redacted] Vehicles			[redacted]	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

LIGHT REPAIR LIGHT REPAIR [redacted] COMPLIMENTARY WASH FOR SERVICE GUEST MULTI POINT VEHICLE INSPECTION TRANS REPAIR PLEASE BE ADVISED THAT RENTAL VEHICLE COVERAGE IS INFORMATION LINE

(RO) Cause:

internal trans failure [redacted] active code, new

(RO) Correction:

[redacted] - REPLACE TRANS [redacted] - TRANSMISSION-DEF EQUIPPED [redacted] PICK-UP ONLY; [redacted] EQUIPPED; [redacted] - SKID PLATE EQUIPPED; [redacted] - [redacted] PROPELLER SHAFT

(RO) Technical Notes:

[redacted] SPECIAL 9/[redacted]

GCS Narratives

(Claim) Customer Concern:

C/S: CHECK ENGINE LIGHT ON AFTER SITTING FOR [redacted], THEN SAT FOR [redacted] LOW LIGHT DISP LAYED, CUSTOMER STATED IT TOOK [redacted] S JUST TO DRIVE [redacted] AND ADVISE

(Claim) Cause:

INTERNAL TRANS FAILURE [redacted] ACTIVE CODE, NEW VE HICLE PURCHASE DM HAS AUTHORIZED NEW TRANS REPL ACEMENT

(Claim) Correction:

REPLACED [redacted] TRANS ASSEMBLY. DEF[redacted], [redacted] PR OP SHAFT AND SKID PLATE EQUIPPED

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	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]	Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	[redacted]
A	[redacted]2	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		4.13	[redacted]
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		2.06	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PERFORM SERVICE CAMPAIGN AS PER BULLETIN

(RO) Cause:

NA

(RO) Correction:

Multi-point inspection (according to maintenance interval) CUSOTMER STATES VEHICLE KEEPS REGENING

(RO) Technical Notes:

SENSOR FILLED WITH SOOT

GCS Narratives

(Claim) Customer Concern:

[redacted] - CUSOTMER STATES VEHICLE KEEPS REGENING

(Claim) Cause:

RAN DIAGNOSTIC CHECK FOUND PM SENSOR FILLED WITH SOOT MAKING THE VEHICLE THINK IT NEEDS TO REGEN

(Claim) Correction:

REPLACED PM SENSOR AND PERFORMED REGEN 2022 RAM [redacted] PICKU[redacted] I6 CUMMINS HO TURBO DIESEL [redacted] [redacted] IBS13.90 VOLTS PM SENSOR REGENERATIO N PM SENSOR REGENERATION COMPLETED SUCCESSFULLY!

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]		Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	-114.03	([redacted])
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				([redacted])
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	NUT	1		-2.06	([redacted])

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PERFORM SERVICE CAMPAIGN AS PER BULLETIN

(RO) Cause:

NA

(RO) Correction:

Multi-point inspection (according to maintenance interval) CUSOTMER STATES VEHICLE KEEPS REGENING

(RO) Technical Notes:

SENSOR FILLED WITH SOOT

GCS Narratives

(Claim) Customer Concern:

[redacted] - CUSOTMER STATES VEHICLE KEEPS REGENING

(Claim) Cause:

RAN DIAGNOSTIC CHECK FOUND PM SENSOR FILLED WITH SOOT MAKING THE VEHICLE THINK IT NEEDS TO REGEN

(Claim) Correction:

REPLACED PM SENSOR AND PERFORMED REGEN 2022 RAM [redacted] PICKU[redacted] I6 CUMMINS HO TURBO DIESEL [redacted] [redacted] IBS13.90 VOLTS PM SENSOR REGENERATIO N PM SENSOR REGENERATION COMPLETED SUCCESSFULLY!

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,342.15	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	THOMAS GARAGE INC	[redacted]	[redacted]
Address	252 EAST MAIN STREET , ST. CLAIRSVILLE, OH 43950				

Condition Information

Condition Code	[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] ; equipped			[redacted]	[redacted]	1	X	1228.35	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	FLUID AFT	8		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] /AS69RC ; Two piece propeller shaft equipped			[redacted]	[redacted]	1	X	1228.35	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] /AS69RC ; Two piece propeller shaft equipped			05189966AD	FLUID AFT	8		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1	[redacted]		$583.51
[redacted]		Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	FLUID AFT	[redacted]			

RO Narratives

(RO) Customer Concern:

CHECK TRANSMISSION IS INOP FOUND THE SNAP RING HAD FAILED ON THE [redacted] CLUTCH ASSEMBLY REPLACED THE ASSEMBLY RETESTED OK[redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

CHECK TRANSMISSION IS INOP

(Claim) Cause:

FOUND THE SNAP RING HAD FAILED ON THE [redacted] CLUTCH ASSEMBLY

(Claim) Correction:

REPLACED THE [redacted] CLUTCH ASSEMBLY RETEST OKAY

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	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*	[redacted] *Name*	*Quantity*	*Part Failed*	*Part Expense*	*LOP Expense*
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	[redacted]
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		4.13	[redacted]
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PERFORM SERVICE CAMPAIGN AS PER BULLETIN

(RO) Cause:

NA

(RO) Correction:

Multi-point inspection (according to maintenance interval) CUSOTMER STATES VEHICLE KEEPS REGENING

(RO) Technical Notes:

SENSOR FILLED WITH SOOT

GCS Narratives

(Claim) Customer Concern:

[redacted] - CUSOTMER STATES VEHICLE KEEPS REGENING

(Claim) Cause:

RAN DIAGNOSTIC CHECK FOUND PM SENSOR FILLED WITH SOOT MAKING THE VEHICLE THINK IT NEEDS TO REGEN

(Claim) Correction:

REPLACED PM SENSOR AND PERFORMED REGEN 2022 RAM [redacted] PICKU[redacted] I6 CUMMINS HO TURBO DIESEL [redacted] [redacted] IBS13.90 VOLTS PM SENSOR REGENERATIO N PM SENSOR REGENERATION COMPLETED SUCCESSFULLY!

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P81 - RAM 3500 [redacted] [redacted] CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**[redacted]et**	[redacted]	**[redacted]t**	[redacted]00 **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
[redacted]		Sensor, diesel exhaust pressure differential ; Sensor, [redacted] diesel engine	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	233.75	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES PERFORM SERVICE CAMPAIGN AS PER BULLETIN

(RO) Cause:

NA

(RO) Correction:

Multi-point inspection (according to maintenance interval) CUSOTMER STATES VEHICLE KEEPS REGENING

(RO) Technical Notes:

SENSOR FILLED WITH SOOT

GCS Narratives

(Claim) Customer Concern:

[redacted] - CUSOTMER STATES VEHICLE KEEPS REGENING

(Claim) Cause:

RAN DIAGNOSTIC CHECK FOUND PM SENSOR FILLED WITH SOOT MAKING THE VEHICLE THINK IT NEEDS TO REGEN

(Claim) Correction:

REPLACED PM SENSOR AND PERFORMED REGEN [redacted] RAM [redacted] HO TURBO DIESEL [redacted] [redacted] [redacted] VOLTS PM SENSOR REGENERATIO N PM SENSOR REGENERATION COMPLETED SUCCESSFULLY!

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] 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]	RACE	2		[redacted]	
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	[redacted]			6.24	[redacted]
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	2		110.80	[redacted]
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	CLEANER	3		[redacted]	
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1180.42	[redacted]
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	[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			68253770AA	BEARING	1		[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68254056AB	HUB	1		[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253772AA	BEARING	1		[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269568AB	SNAP RING	1		[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06509166AA	BOLT	4		[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			05019061AB	GREASE	1		[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253940AA	SEAL RING	[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			68244638AA	GASKET	1		[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	WASHER	2		[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	RACE	2		[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	RACE	1		[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			68253816AA	RACE	1		[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	FLUID AFT	2		110.80	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	CLEANER	3		23.40	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	BEARING	1		35.06	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	BEARING	1		34.42	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68269568AB	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted]			06509166AA	BOLT	4		[redacted]	

		[redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two [redacted] propeller shaft equipped			[redacted]	GREASE	1		57.33	$27.26
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	2		[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	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]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	2		110.80	$626.98

		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]	CLEANER	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
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		35.06	[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]	
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		10.05	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	

		Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	[redacted]
B	21000169	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
B	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	7357.52	$531.57
B	21002762	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	7357.52	$27.26
B	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

MISCELLANEOUS REPAIR MISCELLANEOUS REPAIR Customer states check engine light is on. transmission replacement. additional time needed for technician

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

POOR SHIFTING AFTER K1 SNAP RING REPLACEMENT IMES BE DIFFERENT TECHNICIANS.

GCS Narratives

(Claim) Customer Concern:

AFTER PERFORMING [redacted] SNAP RING REPLACEMENT THE VEHICLE CONTINUED TO HAVE SHIFT CUSTOMER STATES TRANSMISSION IS SLIPPING ING PROBLEMS, RECOMMEND REPLACING TRANSMISSION

(Claim) Cause:

FOUND [redacted] FOR INTERNAL TRANSMISSIN PROBLEMS, VERIFIED VEHICLE HAS NO FORWARD GEARS ONLY REVERSE, FOUND SERVICE LIBRARY BULLETIN STATING CAUSE IS SHIFTING PROBLEMS AFTER K1 SNAP RING REPLACEMENT POSSIBLE [redacted] SEAL DAMAGE.

(Claim) Correction:

DRAINED TRANSMISSION FLUID, REMOVED SKID PLATE, REMOVED TRANSMISSION BRACKET, REMOVED TRANSMISSION MOUNT, REMOVED FRONT AND REAR DRIVE SHAFT, DISCONNECTED REMOVED SKID PLATE, REMOVED TRANSFER CASE, REMOVED TRANSMISSION, REMOVED AND R ALL WIRING, DISCONNECTED TRANSMISSION LINES, REMOVED TRANSMISSION AND TRANS EPLACE K1 CLUTCH ASSEMBLY. REINSTALLED TRANSMISSION, REINSTALLED TRANSFER CA FER-CASE, SEPARATED TRANSMISSION FROM TRANSFER CASE, REINSTALLED TRANSFER CA SE, REINSTALLED SKIT PLATE TEST DROVE VEHICLE AND REPLACEMENT OF K1 SNAP RIN G DID NOT FIX PROBLEM. SE TO NEW TRANSMISSION, REINSTALLED TRANSMISSION AND TRANSFER CASE, REINSTAL LED ALL AVOBE MENTIONED PARTS THAT WERE REMOVED, RECONNECTED ALL WIRES AND L INES, PERFORMED A QUICK LEARN CLEARED CODES AND TEST DROVE, ALL OK

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	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 Code	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	
[redacted]		Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	[redacted]	[redacted]
[redacted]		Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	NUT	1		1.47	[redacted]
[redacted]		Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		[redacted]	

RO Narratives

(RO) Customer Concern:

C/S THE TRUCK IS KICKING ITS SELF IN TO LIMP MODE HAPPENED AFTER GOING DOWN A DIRT ROAD RECAL[redacted] Ram Heavy Duty Grid Heater Rel [redacted] DIESEL PM SENSOR

(RO) Cause:

CHECKED VEHICLE FOR TRANSMISSION NOT GOING INTO DRIVE,REVERSE IS PRESENT.CODES PRESENT P0731 AND [redacted] INCORRECT GEAR RATIO [redacted] AND [redacted].

(RO) Correction:

REMOVED TRANSMISSION AND FOUND BROKEN K1 CLUTCH SNAP RING PERFORMED TSB [redacted] FOR CONDITION. COMPLETE COMPLETE

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

C/S TRUCK IS KICKING ITS SELF INTO LIMP MODE.

(Claim) Cause:

TECH CHECK VEHICLE FOR TRANSMISSION ISSUES,VEHICLE NOT GOING INTO DRIVE.REVERS E IS PRESENT.CODES SET [redacted] AND [redacted] INCORRECT GEAR RATIO [redacted] AND [redacted] D FLUID LEVEL OK.FLUID HAS CONTAMINATION.MUST REMOVE AND DISASSEMBLE FOR FUT HER DIAG.

(Claim) Correction:

FOUND BROKEN SNAP RING K1 CLUTCH/INPUT SHAFT.TSB PRESENT FOR CONITION.PERFORME D [redacted] REV.A.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [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**	$1,409.80	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	HUB	1		[redacted]	[redacted]
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	FLUID AFT	8		95.20	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	1027.60	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	8		95.20	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1	X	1027.60	[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]	FLUID AFT	8		95.20	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1	X	1027.60	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	8		95.20	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	[redacted]	1	X	[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		287.00	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	8		95.20	[redacted]

RO Narratives

(RO) Customer Concern:

C/S THE TRUCK IS KICKING ITS SELF IN TO LIMP MODE HAPPENED AFTER GOING DOWN A DIRT ROAD RECALL 13A [redacted] Ram Heavy Duty Grid Heater Rel [redacted] DIESEL PM SENSOR

(RO) Cause:

CHECKED VEHICLE FOR TRANSMISSION NOT GOING INTO DRIVE,REVERSE IS PRESENT.CODES PRESEN[redacted] AND [redacted] INCORRECT GEAR RATIO [redacted] AND [redacted].

(RO) Correction:

REMOVED TRANSMISSION AND FOUND BROKEN K1 CLUTCH SNAP RING PERFORME[redacted] FOR CONDITION. COMPLETE COMPLETE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S TRUCK IS KICKING ITS SELF INTO LIMP MODE.

(Claim) Cause:

TECH CHECK VEHICLE FOR TRANSMISSION ISSUES,VEHICLE NOT GOING INTO DRIVE.REVERS E IS PRESENT.CODES SET [redacted] AND [redacted] INCORRECT GEAR RATIO [redacted] AND [redacted] D FLUID LEVEL OK.FLUID HAS CONTAMINATION.MUST REMOVE AND DISASSEMBLE FOR FUT HER DIAG.

(Claim) Correction:

FOUND BROKEN SNAP RING K1 CLUTCH/INPUT SHAFT.TSB PRESENT FOR CONITION.PERFORME D [redacted] REV.A.

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

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	70	[redacted]	
Address	425 N W BUCHANAN , CORVALLIS, OR 97339						

Condition Information

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

RO Narratives

(RO) Customer Concern:

[redacted] Ram Heavy Duty Grid Heater Rel

(RO) Cause:

recall

(RO) Correction:

replace intake air heaterrelay

(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] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$3,384.00	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Converter, catalytic ; [redacted] diesel-SCR catalyst, [redacted] chassis only	ML	CHECK [redacted] SERVICE SO	[redacted]	CONVERTER	[redacted]			

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK [redacted]E LIGHT IS ON- CHECK AND ADVISE / / TRUCK WILL NOT ACCELERATE TRUCK WILL NOT REGEN COMPLETE A ROUTE [redacted] INSPECTION

(RO) Cause:

F

(RO) Correction:

[redacted] check engine light multiple codes insystem test drove vehicle vehicle has nopower will not accelerate tested fuelpressure before fuel filters and found fuelsystem to have good fuel pressure tested fuelpressure after fuel filters and found lowfuel pressure removed engine mounted fuelfilter and found filter was smashed intohousing causing restriction replaced enginemounted fuel filter and vehicle no has fullpower CATALYTIC CONVERTER 6.7 [redacted] [redacted]5 fuel filter installed incorrectlymultiple codes in system test drove vehiclevehicle has no power will not acceleratetested fuel pressure before fuel filters andfound fuel system to have good fuel pressuretested fuel pressure after fuel filters andfound low fuel pressure removed enginemounted fuel filter and found filter wassmashed into housing causing restrictionreplaced engine mounted fuel filter andvehicle no has full power FUEL FILTER THAT GOT REPLACED BY ANOTHER SHOP WAS NOT PUT IN PROPERLY 01 [redacted] COMPLETE A ROUTE [redacted] INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK [redacted]E LIGHT IS ON- CHECK AND ADVISE

(Claim) Cause:

CHECK [redacted]E LIGHT [redacted] DPF RESTRICTED INSPECTED AIR FILTER FOR AFTERM ARKET HAS OEM INSPECTED TMAP SENSOR ALL TO BE GOOD REMOVED DPF FROM VEHICLE A ND FOUND FACE OF FILTER PLUGGED REPLACED DPF FILTER AND RETEST

(Claim) Correction:

CHECK [redacted]E LIGHT [redacted] DPF RESTRICTED INSPECTED AIR FILTER FOR AFTERM ARKET HAS OEM INSPECTED TMAP SENSOR ALL TO BE GOOD REMOVED DPF FROM VEHICLE A ND FOUND FACE OF FILTER PLUGGED REPLACED DPF FILTER AND RETEST

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	BLACK CHRYSLER DODGE JEEP RAM	**Zone**	6[redacted] [redacted]
Address	831 SALISBURY RD , STATESVILLE, NC 28677				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Part Expense	LOP Expense
A	[redacted]	Battery ; battery - [redacted] side	[redacted]	FAILED TEST	[redacted]	BATTERY	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE BATTERY KEEPS GOING DEAD ADVISE CONCERN (Battery Concern)

(RO) Cause:

PASSENGER SIDE BATTERY FAILED LOAD TEST.

(RO) Correction:

CHARGED AND TESTED [redacted] BATTERIES WITH THE GR8. PASS BATTERY FAILED LOAD TEST. REPLACED PASS BATTERY.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BATTERY KEEPS GOING DEAD

(Claim) Cause:

BATTERY FAILED GR8

(Claim) Correction:

REPLACED BATTERY

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

Expense

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

Dealer Information

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

Condition Information

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

PERFORM DIESEL OIL AND FILTER CHANGE PERFORM REPORT CARD INSPECTION

(RO) Cause:

PER DIESEL MENU

(RO) Correction:

COMPLETED AS REQUESTED THANK YOU COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500	[redacted]	CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage**	[redacted]	[redacted]

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	63	[redacted]	
Address	401 BROADWAY DRIVE , HATTIESBURG, MS 39401						

Condition Information

Condition [redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	[redacted]	Module, powertrain/engine control (PCM-ECM) ; Reset Module Unit to Clear Active Concern/Issue	ML	CHECK ENGINE/SERVICE ENGINE SO					[redacted]
A	[redacted]	Radio ; Radio, Check Software Level and Perform Update - RSU ONLY	RF						[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION USED VEHICLE INSPECTION. LUBE, OIL AND OIL FILTER CHANGE. INSPECT AND FILL OUT INSPECTION FORM[redacted] Wash for used vehicle [redacted] [redacted] DIESEL PM SENSOR RRT/RSU [redacted] Diesel Oil Change REPLACE ENGINE AIR FILTER AND CLEAN AIR BOX REPLACE CABIN AIR FILTER PCM UPDATE

(RO) Cause:

Used Vehicle Inspection VEHICLE IS MISSING THE SENSOR RRT REQUESTED Recommended Factory Maintenance dirty Cabin Air Filter Contaminated PCM HAS A MANDITORY UPDATE ON IT IN WITECH

(RO) Correction:

PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS. PARTS ORDERED VERIFIED RRT WAS ACTIVE AND OPEN O[redacted]. INSPECTED RADIO SOFTWARE VERSION PER RRT AND SOFTWARE VERSION [redacted] [redacted]. DOWNLOADED UPDATED SOFTWARE VERSION FROM UCONNECT TAB ON DEALER CONNECT TO FLASH DRIVE. UPLOADED UPDATED SOFTWARE VERSION[redacted]) TO RADIO VIA FLASH DRIVE. NO FURTHER CONCERNS AT THIS TIME. |[redacted] Change Oil and Oil Filter REPLACED ENGINE AIR FILTER.|Benefits of this Service:|Increases Fuel Efficiency|Optimizes Performance|Prolongs Engine Life REPLACED CABIN AIR FILTER.|Benefits of this Service:|Better HVAC Air Flow|Fewer Allergens[redacted] updated pcm to new up to date part number. cleared codes pertaining to flash and cleared codes and cycled key and no codes appeared

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PCM UPDATE [redacted]

(Claim) Cause:

PCM HAS A MANDITORY UPDATE ON IT IN [redacted]

(Claim) Correction:

UPDATED PCM TO NEW UP TO DATE PART NUMBER. CLEARED CODES PERTAINING TO FLASH A VERIFIED RRT WAS ACTIVE AND OPEN ON VIN. INSPECTED RADIO SOFTWARE VERSION PER ND CLEARED CODES AND CYCLED KEY AND NO CODES APPEARED RRT AND SOFTWARE VERSION WAS AT [redacted]. DOWNLOADED UPDATED SOFTWARE VERSI ON FROM UCONNECT TAB ON DEALER CONNECT TO FLASH DRIVE. UPLOADED UPDATED SOFT WARE VERSION ([redacted]) TO RADIO VIA FLASH DRIVE. NO FURTHER CONCERNS AT T HIS TIME.

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	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	425 N W BUCHANAN , CORVALLIS, OR 97339				

Condition Information

Condition [redacted]			Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
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	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	[redacted]	[redacted]	BOLT	4		[redacted]	

RO Narratives

(RO) Customer Concern:

TRANSMISSION WILL NOT INGAGE (TOWED IN).

(RO) Cause:

BROKEN SNAP RING

(RO) Correction:

remove and reinstall for repair replace snap ring

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

INOP TRANSMISSION

(Claim) Cause:
BROKEN SNAP RING

(Claim) Correction:
REPAIR TRANS [redacted]

Warranty Claim Report

Vehicle Information

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

Expense

Labor	[redacted]	**Sublet**	$653.11	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	32[redacted]
Address	2380 MILITARY RD , NIAGARA FALLS, NY 14304				

Condition Information

Condition [redacted]		[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Breather, crankcase ; Hose - 6.7 liter equipped [redacted]			[redacted]	BREATHER	1	X	[redacted]	$51.08
A	[redacted]	Breather, crankcase ; Hose - 6.7 liter equipped [redacted]			[redacted]	TUBE	1		340.93	$51.08
[redacted]		Cover/housing/gasket,crankcase breather ; [redacted] diesel engine	[redacted]	OIL [redacted]	[redacted]	BREATHER	1	X	[redacted]	$85.13
[redacted]		Cover/housing/gasket,crankcase breather ; [redacted] diesel engine	[redacted]	OIL LEAK	[redacted]	TUBE	1		[redacted]	
[redacted]		Loaner Car ; High Line Vehicles			[redacted]	BREATHER	1	X	[redacted]	
[redacted]		Loaner Car ; High Line Vehicles			[redacted]	TUBE	1		340.93	[redacted]

RO Narratives

(RO) Customer Concern:

DRIVEABILITY def issues on dash

(RO) Cause:

Technician verified. scanned vehicle found code [redacted]. Technician previously replaced injectors. Consulted [redacted]. CASE NO. [redacted]. Found oil in turbo. Inspected CCV filter. [redacted] led to the replacement of the CCV filter and the oil contaminated hose. Then completed regen. Cleared DTCs vehicle is operating as designed

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DRIVEABILITY DEF ISSUES ON DASH

(Claim) Cause:

TECHNICIAN VERIFIED. SCANNED VEHICLE FOUND COD[redacted]. TECHNICIAN PREVIOUSL Y REPLACED INJECTORS. CONSULTED STAR. CASE NO. [redacted]. FOUND OIL IN TURBO . INSPECTED CCV FILTER. STAR LED TO THE REPLACEMENT OF THE CCV FILTER AND THE OIL CONTAMINATED HOSE. THEN COMPLETED REGEN. CLEARED DTCS VEHICLE IS OPERATI NG AS DESIGNED

(Claim) Correction:

REPLACED BREATHER AND HOSE

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	**Name**	[redacted] WORLD INC	**Zone**	[redacted]	[redacted]
Address	16655 WEST COLFAX AVE , GOLDEN, CO 80401				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]	1		1.82	[redacted]
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	LABEL	1		3.64	[redacted]
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	
[redacted]		Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE ([redacted] REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

FREE MAINTENANCE INSPECTION RECALL CAMPAIGN [redacted] DIESEL PM SENSOR RECALL CAMPAIG[redacted] [redacted] RAM HEAVY DUTY GRID HEATER RELAY TRANSMISSION/TRANSFER CASE REPAIRS / CUSTOMER STATES THE VEHICLE HAS LOST ALL FORWARD GEARS, NO FORWARD ENGAGEMENT AS OF [redacted], ALL INVOICE TOTALS ARE A CASH DISCOUNT PRICE. IF YOU CHOOSE TO USE A CREDIT OR DEBIT CARD THERE WILL BE A NON-REFUNDABLE 3.0% CHARGE ADDEDTO THE SALE AUTO.LIVE REPAIR ORDER

(RO) Cause:

[redacted] k1 clutch

(RO) Correction:

[redacted] fmi recommend mileage recs FREE MAINTENANCE INSPECTIO[redacted]6 y43 60 Install PM sensor and reprogramPCM Install Authorized Modifications Label Recall [redacted] - Particulate Matter Sensor [redacted]0 install grid heater relay FEDERAL RECAL[redacted], REPLACE RELAY, INTAKE AIRHEATER FEDERAL RECALL [redacted], REPLACE RELAY, INTAKE AIR HEATE[redacted]6 k1 clutch [redacted]0 verified customer concernand started diag. vehicle coded for p0731fluid ok. then found service bulletin[redacted] [redacted] A for customer concern. afterapproval then removed transmission andreplaced k1 sub assembly. then reinstalledtransmission into vehicle. then verifiedfluid level was good, quick learned and thenroad tested. vehicle re tested good. TRANS REMOVE AND INSTALL TRANS TSB DEF AS OF [redacted], ALL INVOICE TOTALS ARE A CASH DISCOUNT PRICE. IF YOU CHOOSE TO USE A CREDIT OR DEBIT CARD THERE WILL BE A NON-REFUNDABLE [redacted] CHARGE ADDED TO THE SALE . AUTO.LIVE REPAIR ORDER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION/TRANSFER CASE REPAIRS / CUSTOMER STATES THE VEHICLE HAS LOST ALL FORWARD GEARS, NO FORWARD ENGAGEMENT

(Claim) Cause:

K1 CLUTCH

(Claim) Correction:

VERIFIED CUSTOMER CONCERN AND STARTED DIAG. VEHICLE CODED FOR [redacted] FLUID OK. THEN FOUND SERVICE BULLETIN [redacted] [redacted] A FOR CUSTOMER CONCERN. AFTER APP ROVAL THEN REMOVED TRANSMISSION AND REPLACED K1 SUB ASSEMBLY. THEN REINSTALL ED TRANSMISSION INTO VEHICLE. THEN VERIFIED FLUID LEVEL WAS GOOD, QUICK LEARNE D AND THEN ROAD TESTED. VEHICLE RE TESTED GOOD.

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] S [redacted] WORLD INC	**Zone**	[redacted]
Address	16655 WEST COLFAX AVE , GOLDEN, CO 80401				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]		[redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		[redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition [redacted] equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	

RO Narratives

(RO) Customer Concern:

FREE MAINTENANCE INSPECTION RECALL CAMPAIGN [redacted] DIESEL PM SENSOR RECALL CAMPAIG[redacted] RAM HEAVY DUTY GRID HEATER RELAY TRANSMISSION/TRANSFER CASE REPAIRS / CUSTOMER STATES THE VEHICLE HAS LOST ALL FORWARD GEARS, NO FORWARD ENGAGEMENT AS OF [redacted], ALL INVOICE TOTALS ARE A CASH DISCOUNT PRICE. IF YOU CHOOSE TO USE A CREDIT OR DEBIT CARD THERE WILL BE A NON-REFUNDABLE 3.0% CHARGE ADDEDTO THE SALE AUTO.LIVE REPAIR ORDER

(RO) Cause:

fmi [redacted] clutch

(RO) Correction:

[redacted] recommend mileage recs FREE MAINTENANCE INSPECTION 656[redacted]60 Install PM sensor and reprogramPCM Install Authorized Modifications Label Recall [redacted] - [redacted]culate Matter Sensor [redacted]0 install grid heater relay FEDERAL RECAL[redacted], REPLACE RELAY, INTAKE AIRHEATER FEDERAL RECALL [redacted], REPLACE RELAY, INTAKE AIR HEATE[redacted] clutch [redacted]0 verified customer concernand started diag. vehicle coded for [redacted] ok. then found service bulletin21-002[redacted] [redacted] for customer concern.

afterapproval then removed transmission andreplaced k1 sub assembly. then reinstalledtransmission into vehicle. then verifiedfluid level was good, quick learned and thenroad tested. vehicle re tested good. TRANS REMOVE AND INSTALL TRANS TSB DEF AS OF [redacted], ALL INVOICE TOTALS ARE A CASH DISCOUNT PRICE. IF YOU CHOOSE TO USE A CREDIT OR DEBIT CARD THERE WILL BE A NON-REFUNDABLE [redacted] CHARGE ADDED TO THE SALE . AUTO.LIVE REPAIR ORDER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION/TRANSFER CASE REPAIRS / CUSTOMER STATES THE VEHICLE HAS LOST ALL FORWARD GEARS, NO FORWARD ENGAGEMENT

(Claim) Cause:

[redacted] CLUTCH

(Claim) Correction:

VERIFIED CUSTOMER CONCERN AND STARTED DIAG. VEHICLE CODED FOR [redacted] FLUID OK. THEN FOUND SERVICE BULLETIN [redacted] A FOR CUSTOMER CONCERN. AFTER APP ROVAL THEN REMOVED TRANSMISSION AND REPLACED [redacted] SUB ASSEMBLY. THEN REINSTALL ED TRANSMISSION INTO VEHICLE. THEN VERIFIED FLUID LEVEL WAS GOOD, QUICK LEARNE D AND THEN ROAD TESTED. VEHICLE RE TESTED GOOD.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28P91 - 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**	LAMPE DODGE CHRYSLER JEEP OF [redacted]	**Zone**	[redacted]
Address	1950 S BLACKSTONE ST , [redacted] CA 93274				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		[redacted]	
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	NUT	1		1.67	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	92.50	[redacted]
[redacted]		Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

[redacted] TRANSMISSION VEHICLE INSPECTION TIRE CHECK/INFLATION SERVICE PERFORMED AS REQUIRED SIRIUS XM WIFI FREE TRIAL ACTIVATED. RENTAL

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES BCHECK ENGINE LIGHT IS ON AND [redacted] IS TEMPORARILY UNAVAILABLE. VEHICLE MADE A LOUD CLUNK AND NOW ONLY GOES IN REVERSE. CHECK AND ADVISE]

(Claim) Cause:

REMOVED TRANSMISSION AND INSPECT, FOUND K1 HAS CAME APART, INSTALL K1 AND REAS REMOVER TRANSMISSION AND INSPECT, FOUND K1 AS COME APART, INSTALL K1 AND REASS EMBLE, TEST DRIVE TRANS FAILED, REMOVE TRANSMISSION, FOUND INSTALLED K1 FAIL SEMBLE, TEST DRIVE, TRANS HAS FAILED, REMOVE TRANSMISSION, FOUND INSTALLED [redacted] FAILED. REASSEMBLE, WAITING FOR PARTS. REMOVED TRANSMISSION, DEF EQUIP ED, REASSEMBLE WAITING FOR PARTS, REMOVE TRANSMISSION, DEF EQUIPMENT, [redacted] EQ MENT, [redacted] EQUIPPED, [redacted] NO SKID PLATE. UIPPED, [redacted] NO SKID PLATE [redacted] / INPUT SHAFT ASSEMBL Y - INSPECT AND REPLACE SUB-ASSEMBLY, TOP OFF TRANSMISSION QUICK LEARN AND T EST DRIVE, NOT [redacted] LACKED

(Claim) Correction:

[redacted] / INPUT SHAFT ASSEMBLY - AS PER SERVICE LIBRARY, INSPECT AND REPLACE SUB-ASSEMBLY. TOP OFF TRANSMISSION, QUICK LEARN AND TEST DRIVE. DURING TE [redacted] / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBLY, TOP OFF ST DRIVE, NOTE: [redacted] LACKED; [redacted] AND [redacted] COAST DOWN TSB 21 TRANSMISSION QUICK LEARN AND TEST DRIVE, NOT [redacted] LACKED [redacted] UPSHI - [redacted] ADDRESSES THOSE ISSUES AND MORE , FLASH TCM TO LATEST SOFTWARE [redacted] FT AND [redacted] COAST DOW [redacted] ADDRESSES THOSE ISSUES AND MORE , FLASH TC [redacted] TO TARGETED PART NUMBE [redacted], QUICK LEARN AGAIN AND TEST DRIVE , SHIFT ISSUES GONE. REPAIR HAS RESOLVED CONCERN. M TO LATEST SOFTWARE [redacted] TO TARGETED PART NUMBE [redacted], QUICK L EARN AGAIN AND TEST DRIVE, SHIFT ISSUES GONE

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**	$1,455.55	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] RAM	**Zone**	7[redacted]
Address	1021 N HWY 69 , FRONTENAC, KS 66763				

Condition Information

Condition Code	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	[redacted]			28.43	$76.40
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		131.00	$76.40
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	FLUID AFT	1		14.56	$76.40
[redacted]	Transmission [redacted] equipped 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 ; 4X4 equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped				FLUID AFT	9		131.00	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped				FLUID AFT	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped				CLUTCHKIT	1	X	1256.90	[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/AS69RC ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C/AS69RC ; Skid plate equipped			[redacted]	FLUID AFT	9		131.00	$38.20
[redacted]	Transmission, Remove and install for recondition -			[redacted]	FLUID AFT	1		[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		24.66	[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]		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	[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]	
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:

PERFORM [redacted] INSPECTION CUSTOMER STATES TRANSMISSION FEELS LIKE IT HAS FAILED AFTER TRYING TO MOVE HAY.

(RO) Cause:

FREE COURTESY PROVIDE BY [redacted] CONFIRMED CONCERN. SYSTEM CHECK FOUND CODES P0731-00 & [redacted]. FOUND AND FOLLOWE[redacted]. . REPLACED [redacted] CLUTCH/INPUT SHAFT ASSEMBLY PE[redacted]

(RO) Correction:

TOPPED OFF FLUIDS AND VISUAL INSPECTION COMPLETED. Transmission, Remove and install for recondition - [redacted] [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION FEELS LIKE IT HAS FAILED AFTER TRYING TO MOVE HAY.

(Claim) Cause:

CONFIRMED CONCERN. SYSTEM CHECK FOUND CODES P0731-00 & [redacted]. FOUND AND FOL LOWE[redacted].

(Claim) Correction:

REPLACED K1 CLUTCH/INPUT SHAFT ASSEMBLY PE[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	[redacted]

Claim Information

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

Expense

Labor	[redacted]	Sublet	$70.02	Part	$0.00	Total Paid	[redacted]

Dealer Information

[redacted]	[redacted]	Name	CHIEFLAND CHRYSLER DODGE JEEP INC	Zone	6[redacted]
Address	12671 NW HIGHWAY 19 , CHIEFLAND, FL 32644				

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP 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] HEATER GRID RELAY RECALL RECALL [redacted] DIESEL PARTICULATE FILTER RECALL RECALL 71A AISIN TRANSMISSION RECALL

(RO) Cause:

RECALL RECALL RECALL

(RO) Correction:

REMOVED AND REPLACED THE HEATER GRID RELAY AS PER RECALL INSTRUCTIONS INSTALLED PM SENSOR AND FLASHED THE ECM AND PER RECALL INSTRUCTIONS AND ALL OK. REMOVED THE DEF SYSTEM, TRANSMISSION TO DISASSEMBLE TO INSPECT K1 CLUTCH SNAP RING, FOUND THE SNAP RING OUT OF THE HUB AND FLOATING. REMOVED THE K1 CLUTCH DRUM AND FOUN[redacted]. REMOVED [redacted] AND REPLACED THE SEAL. REASSEMBLED K1 CLUTCH AND REINSTALLED AND REASSEMBLED TRANSMISSION. INSTALLED AND ADDED FLUID, FLASHED TCM AND ROAD TESTED AND ALL OK.

(RO) Technical 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	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**	CHIEFLAND CHRYSLER DODGE JEEP INC	**Zone**	6[redacted]
Address	12671 NW HIGHWAY 19 , CHIEFLAND, FL 32644				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		4.68	[redacted]
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		2.34	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

[redacted]

(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]	[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] RAM	***Zone***	7[redacted]
Address	1021 N HWY 69 , FRONTENAC, KS 66763				

Condition Information

Condition Code	***LOP***	[redacted] ***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	[redacted]	[redacted]	***Expense***
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION						[redacted]
[redacted]		Loaner Car ; High Line Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM [redacted] INSPECTION CUSTOMER STATES TRANSMISSION FEELS LIKE IT HAS FAILED AFTER TRYING TO MOVE HAY.

(RO) Cause:

FREE COURTESY PROVIDE BY [redacted] CONFIRMED CONCERN. SYSTEM CHECK FOUND [redacted] & [redacted]. FOUND AND FOLLOWE[redacted]. . REPLACED [redacted] CLUTCH/INPUT SHAFT ASSEMBLY PE[redacted]

(RO) Correction:

TOPPED OFF FLUIDS AND VISUAL INSPECTION COMPLETED. Transmission, Remove and install for recondition - [redacted] [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ALTERNATE TRANSPORTATION REQUESTED

(Claim) Cause:

TRANSMISSION REPAIR NEEDED

(Claim) Correction:

PROVIDED [redacted] LOANER WHILE REPAIRS WERE COMPLETED

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**		**Zone**	51

[redacted]

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	100.10	[redacted]
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		[redacted]	
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				[redacted]
A	[redacted]	State Labor Allowance			[redacted]	SENSOR	[redacted]			
A	[redacted]	State Labor Allowance			[redacted]	LABEL	1		[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

General Concern 1 LOST POWER WHILE DRIVING, NO HAS NO FORWARD GEARS Recall / Customer Satisfaction Notification [redacted] DIESEL PM SENSOR PERFORM FREE MULTI-POINT INSPECTION RECOMMENDED SERVICE FOR NEXT VISIT NO FEAR LIFETIME WARRANTY REQUIREMENTS ARE CURRENT ALIGNMENT PASSES QUICK CHECK INSPECTION

(RO) Cause:

TCM P0731-00 Gear 1 Shift Incorrect Ratio- Active TCM [redacted] Gear 3 Shift Incorrect Ratio- Active Followed the steps for re call [redacted]

(RO) Correction:

[redacted] snap ring was dislodged followed [redacted] Instale new K1 assembly for torn seal on pistion Installed PM sensor Flash PCM Calibration: [redacted] HIGH OUTPUT NO PM SENSOR 50 STATE Flashing from current part number [redacted] targeted part number [redacted]. COOLANT GOOD TO: ALIGNMENT PASSES QUICK CHECK INSPECTION

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
GENERAL CONCERN 1 [LOST POWER WHILE DRIVING, NO HAS NO FORWARD GEARS]

(Claim) Cause:
TCM [redacted] GEAR 1 SHIFT INCORRECT RATIO- ACTIVE TCM [redacted] GEAR [redacted] INCORRECT RATIO- ACTIVE

(Claim) Correction:
[redacted] SNAP RING WAS DISLODGED FOLLOWED 21-002-23 [redacted] INSTALE NEW K1 ASSEM BLY FOR TORN SEAL ON PISTION

Warranty Claim Report

Vehicle Information

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

Condition Information

Condition [redacted]	[redacted]	Failure	Failure	[redacted]	Part Name	Part Quantity	Part Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		9.65	$113.02
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1460.88	$113.02
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		8.16	$113.02
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]RING	1		36.42	$113.02
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		44.48	$113.02
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	RACE	1		40.40	$113.02
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		43.39	$113.02
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	HUB	1		[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		42.59	$113.02
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	2		[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	6		101.51	$113.02
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition -			[redacted]	BOLT	4		[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			68019782AA	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253813AB	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253770AA	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	[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]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68085955AA	WASHER	1		9.65	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	4		56.92	[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			06509166AA	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 ; Two piece propeller shaft equipped			68019782AA	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	O-RING	1		36.42	[redacted]

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[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]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	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]	WASHER	1		9.65	[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]	SEAL RING	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		33.04	[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]	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]	
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		36.42	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		40.40	[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		43.39	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		408.01	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	2		137.13	[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]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	[redacted]			[redacted]
B	[redacted]	Shaft, steering column intermediate ; Shaft, Upper Steering Column Intermediate Shaft - Inspect	ZZ	SERVICE ACTION						[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER REPORTS THE TRANSMISSION IS STUCK IN LIMP MODE AND BARELY MOVES. DIAGNOSE AND ADVISE. PERFORM [redacted] CLUTCH SNAP RING. PERFORM [redacted] STEERING COLUMN CREAKING NOISE. PERFORM MULTI POINT INSPECTION

(RO) Cause:

CONFIRMED CUSTOMER CONCERN, DIRECTLY RELATED TO [redacted]. SEE LINE 2 FOR DETAILS. ... FILLED OUT VEHICLE REPORT CARD SET ALL TIRE PRESSURES

(RO) Correction:

. RECEIVED PARTS. REMOVED TRANSMISSION AND REPLACED EFFECTED PARTS. REINSTALLED TRANSMISSION TO SPECIFICATION AND TEST DROVE. NO ISSUES AT THIS TIME. RECALL COMPLETE. STEERING COLUMN INSPECTED FOR NOISE (OK).

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM [redacted], K1 CLUTCH SNAP RING. (CUSTOMER REPORTS THE TRANSMISSION IS STUCK IN LIMP MODE AND BARELY MOVES.)

(Claim) Cause:

CONFIRMED CONCERN.- FOUND BROKEN SNAP RING

(Claim) Correction:

REMOVED TRANSMISSION AND REPLACED EFFECTED PARTS...REINSTALLED TRANSMISISON TO SPECIFICATION AND TEST DROVE. NO ISSUES AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28P91 - 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**	$1,494.07	**Part**	$650.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] JEEP OF [redacted]
Address	1950 S BLACKSTONE ST , [redacted] CA 93274	**Zone**	[redacted]

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]	FLUID AFT	3		164.69	$106.53
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			06511777AA	BOLT	6		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68637534AA	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			06509166AA	[redacted]				
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	GREASE	1		56.81	$106.53
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		164.69	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			06511777AA	BOLT	6		22.95	[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]	BOLT	8		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		56.81	[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]	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		164.69	$816.73

		Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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 [redacted]			[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID [redacted]			[redacted]	[redacted]
B	[redacted]	Module, Transmission [redacted] (TCM) ; Module, Transmission [redacted] (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] TRANSMISSION VEHICLE INSPECTION TIRE CHECK/INFLATION SERVICE PERFORMED AS REQUIRED [redacted] XM WIFI FREE TRIAL ACTIVATED. RENTAL

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES BCHECK ENGINE LIGHT IS ON AND [redacted] IS TEMPORARILY UNAVAILABLE. VEHICLE MADE A LOUD CLUNK AND NOW ONLY GOES IN REVERSE. CHECK AND ADVISE]

(Claim) Cause:

REMOVED TRANSMISSION AND INSPECT, FOUND K1 HAS CAME APART, INSTALL K1 AND REAS REMOVER TRANSMISSION AND INSPECT, FOUND K1 AS COME APART, INSTALL K1 AND REASS EMBLE, TEST DRIVE TRANS FAILED, REMOVE TRANSMISSION, FOUND INSTALLED K1 FAIL SEMBLE, TEST DRIVE, TRANS HAS FAILED, REMOVE TRANSMISSION, FOUND INSTALLED [redacted] FAILED. REASSEMBLE, WAITING FOR PARTS. REMOVED TRANSMISSION, DEF EQUIP ED, REASSEMBLE WAITING FOR PARTS, REMOVE TRANSMISSION, DEF EQUIPMENT, [redacted] EQ MENT, [redacted] EQUIPPED, [redacted] NO SKID PLATE. UIPPED, [redacted] NO SKID PLATE [redacted] / INPUT SHAFT ASSEMBL Y - INSPECT AND REPLACE SUB-ASSEMBLY, TOP OFF TRANSMISSION QUICK LEARN AND T EST DRIVE, NOT [redacted] LACKED

(Claim) Correction:

[redacted] / INPUT SHAFT ASSEMBLY - AS PER SERVICE LIBRARY, INSPECT AND REPLACE SUB-ASSEMBLY. TOP OFF TRANSMISSION, QUICK LEARN AND TEST DRIVE. DURING TE [redacted] / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBLY, TOP OFF ST DRIVE, NOTE: [redacted] LACKED; [redacted] AND [redacted] DOWN TSB 21 TRANSMISSION QUICK LEARN AND TEST DRIVE, NOT [redacted] LACKED [redacted] UPSHI - [redacted] ADDRESSES THOSE ISSUES AND MORE , FLASH TCM TO LATEST SOFTWARE [redacted] FT AND [redacted] DOW [redacted] ADDRESSES THOSE ISSUES AND MORE , FLASH TC [redacted] TO TARGETED PART NUMBE [redacted], QUICK LEARN AGAIN AND TEST DRIVE , SHIFT ISSUES GONE. REPAIR HAS RESOLVED CONCERN. M TO LATEST SOFTWARE [redacted] TO TARGETED PART NUMBE [redacted], QUICK L EARN AGAIN AND TEST DRIVE, SHIFT ISSUES GONE

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]		**Name**	**Zone**	51	[redacted]

Condition Information

Condition [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]			
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	[redacted]	1		7.07	$88.07
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		31.55	$88.07
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		38.54	$88.07
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	WASHER	1		8.36	$88.07
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		61.47	$88.07
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1		1265.64	$88.07
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		131.91	$88.07
[redacted]	Transmission ; [redacted] equipped [redacted] 4 pick-up only			[redacted]	FLUID AFT	4		58.63	$88.07
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	SNAP RING	1	X	10.78	$88.07
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	6		[redacted]	
[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, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		7.07	$176.14
[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]	WASHER	1		8.36	$176.14

		[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		[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	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SNAP RING	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06509166AA	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68253940AA	SEAL RING	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		38.54	$44.03
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1		1265.64	$44.03
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]	SNAP RING	1	X	[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
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] ; [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] ; [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] ; [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		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GREASE	1		61.47	[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		[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]	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]	SNAP RING	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]C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	

		Input Shaft Assembly - Inspect and Replace Snap Ring								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	[redacted]	[redacted]			
A	851STATE	State Labor Allowance			[redacted]	[redacted]	1		7.07	$484.37
A	851STATE	State Labor Allowance			[redacted]	O-RING	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	GASKET	1		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	[redacted]	[redacted]			
A	851STATE	State Labor Allowance			[redacted]	GREASE	1		61.47	$484.37
A	851STATE	State Labor Allowance			[redacted]	CLUTCHKIT	[redacted]			
A	851STATE	State Labor Allowance			[redacted]	FLUID AFT	9		131.91	$484.37
A	851STATE	State Labor Allowance			[redacted]	FLUID AFT	[redacted]			
A	851STATE	State Labor Allowance			[redacted]	[redacted]	1	X	[redacted]	
A	851STATE	State Labor Allowance			[redacted]	[redacted]			[redacted]	
A	851STATE	State Labor Allowance			[redacted]	BOLT	4		[redacted]	
A	851STATE	State Labor Allowance			[redacted]	BOLT	4		[redacted]	

RO Narratives

(RO) Customer Concern:

General Concern 1 LOST POWER WHILE DRIVING, NO HAS NO FORWARD GEARS Recall / Customer Satisfaction Notification 2 [redacted] - [redacted] DIESEL PM SENSOR PERFORM FREE MULTI-POINT INSPECTION RECOMMENDED SERVICE FOR NEXT VISIT NO FEAR LIFETIME WARRANTY REQUIREMENTS ARE CURRENT ALIGNMENT PASSES QUICK CHECK INSPECTION

(RO) Cause:

TCM [redacted] Gear 1 Shift Incorrect Ratio- Active TCM [redacted] Gear 3 Shift Incorrect Ratio- Active Followed the steps for re call [redacted]

(RO) Correction:

[redacted] snap ring was dislodged followed [redacted] Instale new K1 assembly for torn seal on pistion Installed PM sensor Flash PCM Calibration: [redacted] [redacted] HIGH OUTPUT NO PM SENSOR 50 STATE Flashing from current part number [redacted] targeted part number [redacted] ; COOLANT GOOD TO: ALIGNMENT PASSES QUICK CHECK INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN 1 [LOST POWER WHILE DRIVING, NO HAS NO FORWARD GEARS]

(Claim) Cause:

TCM [redacted] GEAR 1 [redacted] INCORRECT RATIO- ACTIVE TCM [redacted] GEAR 3 [redacted] INCORRECT RATIO- ACTIVE

(Claim) Correction:

[redacted] [redacted] WAS DISLODGED FOLLOWE [redacted] INSTALE NEW K1 ASSEM BLY FOR TORN SEAL ON PISTION

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	6		[redacted]	
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	6		44.91	$96.24
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	4		[redacted]	
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	4		[redacted]	
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1		1323.77	$96.24
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	SNAP RING	1	X	[redacted]	
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		7.39	$96.24
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		40.31	$96.24
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		33.00	$96.24
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		8.75	$96.24
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	2		[redacted]	
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		186.39	$96.24
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	6		44.91	$192.48
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	6		44.91	$192.48
[redacted]	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; [redacted] equipped			[redacted]	[redacted]	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]	CLUTCHKIT	1		[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			68019782AA	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244638AA	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	2		[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 ; 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]	[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]	CLUTCHKIT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	[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]	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]	WASHER	1		[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	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	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
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		[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 ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	[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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	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]	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		[redacted]	
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		44.91	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		29.94	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		29.94	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	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	[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]	GASKET	1		40.31	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		33.00	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		8.75	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		186.39	[redacted]

RO Narratives

(RO) Customer Concern:

VEHICLE TOWED IN DUE TO HEARD A LOUD CLUNK WHEN CAME TO A STOP, NOWCHECK ENGINE LIGHT IS ON AND NO FORWAR[redacted] Y43~[redacted] [redacted] DIESEL PM SENSOR

(RO) Cause:

.

(RO) Correction:

[redacted] INSPECTED AND VERIFIED CUSTOMERCONCERN, SCAN TESTED AND FOUND CODES P0731-0[redacted]R 1 [redacted] INCORRECT RATIO (ACTIVE)[redacted] 3 INCORRECT [redacted] RATIO(ACTIVE). CHECKED FLUID AND FOUND NO SIGNS OFMETAL AT THIS TIME. FOUND [redacted] REMOVED FRONT AND REAR DRIVE SHAFTS,REMOVED THE SKID PLATES AND THE DPF TANK,REMOVED THE TRANSFER CASE FROM THE VEHICLE.REMOVED THE TRANSMISSION AND PLACED ON BENCH,REMOVED TORQUE CONVERTER AND FRONT PUMP.REMOVED THE INPUT ASSEMBLY AND FOUND THAT THESNAP RING HAD FAILED, REPLACED THE INPUTASSEMBLY AND SEALS AND REINSTALLED FRONTPUMP. REINSTALLED TORQUE CONVERTER AND REINSTALLED TRANSMISSION INTO THE VEHICLE.REINSTALLED [redacted], DPF TANK, DRIVE SHAFTSAND SKID PLATES. TOPPED OFF TRANS FLUID ANDCOMPLETED QUICK LEARN. ROAD TESTED VEHICLE[redacted] AND FOUND NO FURTHER ISSUES AT THISTIME. CHECKED TRANS FLUID A FINAL TIME ANDFOUND NO ISSUES AT THIS TIME. [redacted] SKID PLATE [redacted] DPF [redacted] [redacted]PROP SHAFT - [redacted] Transmission, Remove and install for recondition - [redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) 4 X [redacted] Skid plateequipped DEF EQUIPPED [redacted] propeller shaft equipped 4 X [redacted] Skid plateequipped DEF EQUIPPED [redacted] propeller shaft equipped [redacted] CURRENTLY ON ORDER MISCELLANEOUS SERVICES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND NO FORWAR[redacted].

(Claim) Cause:

INSPECTED AND VERIFIED CUSTOMER CONCERN, SCAN TESTED AND FOUND CODES P0731-00 [redacted] 1 [redacted] INCORRECT RATIO (ACTIVE) [redacted] 3 INCORRECT [redacted] RATIO (ACTIVE). CHECKED FLUID AND FOUND NO SIGNS OF METAL AT THIS TIME. FOUND [redacted] REMOVED FRONT AND REAR DRIVE SHAFTS, REMOVED THE SKID PLA TES AND THE DPF TANK, REMOVED THE TRANSFER CASE FROM THE VEHICLE. REMOVED TH E TRANSMISSION AND PLACED ON BENCH, REMOVED TORQUE CONVERTER AND FRONT PUMP. REMOVED THE INPUT ASSEMBLY AND FOUND THAT THE SNAP RING HAD FAILED, REPLACE D THE INPUT ASSEMBLY AND SEALS AND REINSTALLED FRONT PUMP. REINSTALLED TORQU E CONVERTER AND RE INSTALLED TRANSMISSION INTO THE VEHICLE. REINSTALLED [redacted], DPF TANK, DRIVE SHAFTS AND SKID PLATES. TOPPED OFF TRANS FLUID AND COMPL ETED QUICK LEARN. ROAD TESTED VEHICLE [redacted] AND FOUND NO FURTHER ISSUES AT THIS TIME. CHECKED TRANS FLUID A FINAL TIME AND FOUND NO ISSUES AT THIS TIM E. [redacted]0A-91 [redacted] SKID PLATE [redacted] DP[redacted] [redacted] PROP SHAFT - [redacted]

(Claim) Correction:

INSPECTED AND VERIFIED CUSTOMER CONCERN, SCAN TESTED AND FOUND CODES P0731-00 [redacted] 1 [redacted] INCORRECT RATIO (ACTIVE) [redacted] 3 INCORRECT [redacted] RATIO (ACTIVE). CHECKED FLUID AND FOUND NO SIGNS OF METAL AT THIS TIME. FOUND [redacted] REMOVED FRONT AND REAR DRIVE SHAFTS, REMOVED THE SKID PLA TES AND THE DPF TANK, REMOVED THE TRANSFER CASE FROM THE VEHICLE. REMOVED TH E TRANSMISSION AND PLACED ON BENCH, REMOVED TORQUE CONVERTER AND FRONT PUMP. REMOVED THE INPUT ASSEMBLY AND FOUND THAT THE SNAP RING HAD FAILED, REPLACE D THE INPUT ASSEMBLY AND SEALS AND REINSTALLED FRONT PUMP. REINSTALLED TORQU E CONVERTER AND RE INSTALLED TRANSMISSION INTO THE VEHICLE. REINSTALLED [redacted], DPF TANK, DRIVE SHAFTS AND SKID PLATES. TOPPED OFF TRANS FLUID AND COMPL ETED QUICK LEARN. ROAD TESTED VEHICLE [redacted] AND FOUND

NO FURTHER ISSUES AT THIS TIME. CHECKED TRANS FLUID A FINAL TIME AND FOUND NO ISSUES AT THIS TIM E. [redacted] [redacted] SKID PLATE [redacted] PROP SHAFT - [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	S - Safety (Recalls)	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	[redacted]

Expense

Labor	[redacted]	**Sublet**	$979.64	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	CHIEFLAND CHRYSLER DODGE JEEP INC	**Zone**	66 [redacted]
Address	12671 NW HIGHWAY 19 , CHIEFLAND, FL 32644				

Condition Information

Condition [redacted]	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]	Transmission ; DEF equipped [redacted] pick-up only		68456960AA	HUB	1		231.92	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only		[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only		68269568AB	SNAP RING	1	X	[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only		68269552AA	D-RING	1		30.44	[redacted]
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only		[redacted]	RING	1		15.94	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only		[redacted]	RACE	1		45.27	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only		68253770AA	BEARING	[redacted]			
[redacted]	Transmission ; DEF equipped [redacted] pick-up only		68244638AA	GASKET	1		49.84	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only		68244579AA	O-RING	1		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only		68085955AA	[redacted]R	1		10.82	[redacted]
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only		[redacted]	RING	1		9.14	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only		06511777AA	BOLT	6		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only		[redacted]	FLUID AFT	9		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only		05019061AB	GREASE	1		79.50	[redacted]
[redacted]0	Transmission, Remove and install for recondition -		68456960AA	HUB	1		[redacted]	

		[redacted]C ; 4X4 equipped								
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]	SNAP RING	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	D-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253813AB	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253770AA	BEARING	1		[redacted]	[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]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68085955AA	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			05019061AB	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	PLATE	1		200.70	$47.72
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]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	SEAL RING	1		[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	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-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted] RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		79.50	$47.72
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	HUB	1		231.92	$31.81
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	PLATE	1		200.70	$31.81
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			68269568AB	SNAP RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			68269552AA	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	RACE	1		45.27	$31.81
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BEARING	1		48.61	$31.81

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	[redacted] RING	1		9.14	$31.81
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	BOLT	6		32.11	$31.81
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	HUB	1		[redacted]	
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	PLATE	1		200.70	$699.86
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SNAP RING	1	X	[redacted]	
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	D-RING	1		[redacted]	
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted] RING	1		[redacted]	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		[redacted]	
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin	UC	UNCODABLE (NARRATIVE	[redacted]	BEARING	1		[redacted]	

		Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring		REQUIRED)						
A	[redacted]	Customer Satisfaction Notification 71A - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		49.84	[redacted]
A	[redacted]	Customer Satisfaction Notification 71A - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	O-RING	1		40.81	[redacted]
A	[redacted]	Customer Satisfaction Notification 71A - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]R	1		[redacted]	
A	[redacted]2	Customer Satisfaction Notification [redacted]- Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	6[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Customer Satisfaction Notification 71A - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	[redacted]			[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	9		170.60	[redacted]
A	[redacted]	Customer Satisfaction Notification 71A - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GREASE	1		79.50	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	62.50	$37.67 [redacted]

RO Narratives

(RO) Customer Concern:

PERFORM OPEN RECALL [redacted]R STATES DRI[redacted]G UP HILL LOST THROTTLE, CHECK ENGINE LIGHT CAME ON. ONLY WILL ENGAGE IN REVERSE GEAR. PLEASE CHECK AND ADVISE. CUSTOMER STATES SERVICE DEF SYSTEM MESSAGE CAME ON. PLEASE CHECK AND ADVISE. PERFORM MULTIPOINT INSPECTION PERFORM [redacted] FOR [redacted] UPDATE.

(RO) Cause:

NO FORWARD GEAR ENGAGEMENT CONFIRMED WHEN STARTED AND SHIFTED TO DRIVE. PUSHED THE VEHICLE INTO THE STALL TO FIND [redacted] ACTIVE. VIEWED TRANS FILL HEIGHT AND FLUID CONDITION TO FIND [redacted] OK. TSB FOR K1 CLUTCH REPAIR APPLIES. PUSHED THE VEHICLE BACK OUT OF THE STALL. WAITING ON PARTS. FILLED OUT VEHICLE REPORT CARD SET ALL TIRE PRESSURES

(RO) Correction:

REPLACED HEATER GRID RELAY. RECALL COMPLETE. PUSHED THE VEHICLE INTO THE STALL AND REPLACED FAULTY K HUB. REPLACED K2 DRUM AND ASSEMBLED THE TRANSMISSION WITH REPLACEMENT THRUST BEARINGS. SET UP ENDPLAY AND INSTALLED IN THE VEHICLE. [redacted] EQUIPPED, DEF EQUIPPED, [redacted] PROP SHAFT EQUIPPED, SKID PLATE EQUIPPED. REPAIR COMPLETE AT THIS TIME. NO DEF SYSTEM RELATED FAULTS PRESENT AT THIS TIME. PERFORMED [redacted] UPDATE AFTER K1 REPAIRS PERFORMED DON JOB #2 FINDS HARSH 2-1 DOWNSHIFT. FLASHED [redacted] AND QUICKLEARNED ECU. REPAIR COMPLETE.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES DR[redacted]G UP HILL LOST THROTTLE, CHECK ENGINE LIGHT CAME ON...ON PERFORM [redacted] FOR [redacted] UPDATE... LY WILL ENGAGE IN REVERSE GEAR.

(Claim) Cause:

PERFORMED [redacted] UPDATE AFTER K1 REPAIRS PERFORMED ON JOB#2, FOUND HARSH 2-1 DOWN NO FORWARE GEAR ENGAGEMENT CONFIRMED WHNE STARTED AND SHIFTED TO DRIVE...PUSHE SHIFT. D VEHICLE IN TO FIND [redacted] ACTIVE...VIEWED TRANS FILL HEIGHT AND FLUID CONDI TION TO FIND [redacted]K...TSB OR K1 CLUTCH REPAIR APPLIES.

(Claim) Correction:

FLASHED [redacted] AND QUICKLEARNED ECU...REPAIR COMPLETE. REPLACED FAULTY K1 HUB, REPLACED K2 DRUM AND ASSEMBLED THE TRANSMISION WITH REPLACEMENT THRUST BEARINGS...SET UP ENDPLAY AND INSTALLED IN VEHICLE, 4X4 EQU IPPED, DEF EQUIPPED, [redacted] PROP SHAFT EQUIPPED, SKID PLATE EQUIPPED...REPA IR COMPLETE AT THIS TIME.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	Sublet	$2,511.85	[redacted]	$0.00	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	[redacted]

Condition Information

Condition		Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[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]	FLUID AFT	[redacted]			
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68637534AA	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68269568AB	[redacted]	1		12.44	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68253940AA	[redacted]	4		56.92	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68019782AA	[redacted]	[redacted]			
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68244579AA	[redacted]	1		36.42	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68244638AA	GASKET	1		44.48	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		9.65	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68253813AB	RACE	1		40.40	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68253770AA	BEARING	[redacted]			
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68254056AB	HUB	[redacted]			[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68253772AA	BEARING	1		42.59	[redacted]
[redacted]	Transmission ; DEF equipped [redacted]			[redacted]	[redacted]	[redacted]			

		pick-up only								
A	[redacted]	Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	FLUID AFT	6		101.51	$113.02
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[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			68269568AB	SNAP RING	1		12.44	$226.03
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	
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			68253813AB	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253770AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253772AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06511777AA	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	6		[redacted]	
A	21000A62	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	4		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 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			68269568AB	SNAP [redacted]	1		12.44	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	SEAL [redacted]	4		56.92	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] [redacted] shaft equipped			68019782AA	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] [redacted] shaft equipped			[redacted]	O-[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			68244638AA	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	RACE	1		40.40	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BEA[redacted]	1		43.39	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] [redacted] shaft equipped			[redacted]	BEA[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] [redacted] shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two			[redacted]	FLUID AFT	6		[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]		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	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]	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		12.44	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
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	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	

		Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		408.01	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
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]
B	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM OPEN RECALL [redacted] DRIVING UP HILL LOST THROTTLE, CHECK ENGINE LIGHT CAME ON. ONLY WILL ENGAGE IN REVERSE GEAR. PLEASE CHECK AND ADVISE. CUSTOMER STATES SERVICE DEF SYSTEM MESSAGE CAME ON. PLEASE CHECK AND ADVISE. PERFORM MULTIPOINT INSPECTION PERFORM [redacted] FOR [redacted] UPDATE.

(RO) Cause:

NO FORWARD GEAR ENGAGEMENT CONFIRMED WHEN STARTED AND SHIFTED TO DRIVE. PUSHED THE VEHICLE INTO THE STALL TO FIND [redacted] ACTIVE. VIEWED TRANS FILL HEIGHT AND FLUID CONDITION TO FIND [redacted] OK. TSB FOR K1 CLUTCH REPAIR APPLIES. PUSHED THE VEHICLE BACK OUT OF THE STALL. WAITING ON PARTS. FILLED OUT VEHICLE REPORT CARD SET ALL TIRE PRESSURES

(RO) Correction:

REPLACED HEATER GRID RELAY. RECALL COMPLETE. PUSHED THE VEHICLE INTO THE STALL AND REPLACED FAULTY K [redacted]. REPLACED K2 DRUM AND ASSEMBLED THE TRANSMISSION WITH REPLACEMENT THRUST BEARINGS. SET UP ENDPLAY AND INSTALLED IN THE VEHICLE. [redacted] EQUIPPED, DEF EQUIPPED, [redacted] PROP SHAFT EQUIPPED, SKID PLATE EQUIPPED. REPAIR COMPLETE AT THIS TIME. NO DEF SYSTEM RELATED FAULTS PRESENT AT THIS TIME. PERFORMED [redacted] UPDATE AFTER K1 REPAIRS PERFORMED DON JOB #2 FINDS HARSH [redacted] DOWNSHIFT. FLASHED [redacted] AND QUICKLEARNED ECU. REPAIR COMPLETE.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES DRIVING UP HILL LOST THROTTLE, CHECK ENGINE LIGHT CAME ON...ON PERFORM [redacted] FOR [redacted] UPDATE... LY WILL ENGAGE IN REVERSE GEAR.

(Claim) Cause:

PERFORMED [redacted] UPDATE AFTER K1 REPAIRS PERFORMED ON JOB#2, FOUND HARSH 2-1 DOWN NO FORWARE GEAR ENGAGEMENT CONFIRMED WHNE STARTED AND SHIFTED TO DRIVE...PUSHE SHIFT. D VEHICLE IN TO FIND [redacted] ACTIVE...VIEWED TRANS FILL HEIGHT AND FLUID CONDI TION TO FIND [redacted]K...TSB OR K1 CLUTCH REPAIR APPLIES.

(Claim) Correction:

FLASHED [redacted] AND QUICKLEARNED ECU...REPAIR COMPLETE. REPLACED FAULTY K1 HUB, REPLACED K2 DRUM AND ASSEMBLED THE TRANSMISION WITH REPLACEMENT THRUST BEARINGS...SET UP ENDPLAY AND INSTALLED IN VEHICLE, 4X4 EQU IPPED, DEF EQUIPPED, [redacted] PROP SHAFT EQUIPPED, SKID PLATE EQUIPPED...REPA IR COMPLETE AT THIS TIME.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$8,661.08	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		188.32	$109.01
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]		69.84	$109.01
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]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]	1		188.32	$708.55
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]	[redacted]		[redacted]	
A	[redacted]6	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]6	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	COOLER	[redacted]			
A	[redacted]6	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	[redacted]	1		188.32	$109.01
A	[redacted]6	Transmission, Replace - automatic ; [redacted]/AWD equipped			[redacted]	[redacted]	[redacted]		69.84	$109.01
A	[redacted]0	Lines, transmission [redacted] (1 - Semi-Skilled)			[redacted]	TRANSMISS	1	X	8205.26	$127.18
A	[redacted]0	Lines, transmission [redacted] (1 - Semi-Skilled)			[redacted]	COOLER	1		97.66	$127.18

A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TOC ASSY	1		188.32	$327.02
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		188.32	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TUBE	1		169.84	[redacted]

RO Narratives

(RO) Customer Concern:

TOW IN -- CUSTOMER STATES -- HAS LOST ALL FORWARD [redacted] Customer Satisfaction Notification [redacted] Transmission (RECALL) [redacted] TRANSMISSION [redacted] 1-4 INOP (RSU 2) [redacted] TRANSMISSION ROUGH SHIFT (RSU 1) Software Flash for TCM (Flash Software 1) 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:

VERIFIED CUSTOMER COMPLAINT [redacted] ACTIVE FOUND TSB TO REPLACE K1 CLUTCH ASSYMBLY FOR THIS COMPLAINT. CHECKED FLUID LEVEL OK HAS SLIGHT BURN SMELL AND DEBRIS WHEN CHECKED REMOVE TRANSMISSION TO REPLACE [redacted] ASSYMBLY FOUND EXCESSIVE INTERNAL DAMAGE TO REAR HUB,WHICH CAUSED EXCESSIVE METAL DEBRIS TO CONTAMINATE TRANS,COOLER,AND BY PASS VALVE REFER TO TRANS REPLACEMEMNT UNABLE TO COMPLETE DUE TO TRTANS FAILURE CHECK ALL FLASHES .

(RO) Correction:

REMOVE AND REPLACED TRANSMISSION,COOLER ,BY PASS VALVE/LINES ADJUSTED FLUID LEVEL PERFORM QUICKLEARN ,ROAD TEST VERIFY REPAIR TRANSMISSION WAS REPLACED -- ON LINE [redacted] REPLACED TRANSMISSION ON LINE [redacted] UP TO DATE .

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TOW IN -- CUSTOMER STATES -- HAS LOST ALL FORWARD [redacted] TOW IN -- CUSTOMER STATES -- HAS LOST ALL FORWARD [redacted] TOW IN -- CUSTOMER STATES -- HAS LOST ALL FORWARD [redacted] TOW IN -- CUSTOMER STATES -- HAS LOST ALL FORWARD [redacted]

(Claim) Cause:

VERIFIED CUSTOMER COMPLAINT [redacted] ACTIVE FOUND TSB TO REPLACE [redacted] CLU VERIFIED CUSTOMER COMPLAINT [redacted] ACTIVE FOUND TSB TO REPLACE K1 CLU VERIFIED CUSTOMER COMPLAINT [redacted] ACTIVE FOUND TSB TO REPLACE [redacted] CLU VERIFIED CUSTOMER COMPLAINT [redacted] ACTIVE FOUND TSB TO REPLACE K1 CLU

(Claim) Correction:

REMOVE AND REPLACED TRANSMISSION,COOLER ,BY PASS VALVE/LINES ADJUSTED FLUID LE REMOVE AND REPLACED TRANSMISSION,COOLER ,BY PASS VALVE/LINES ADJUSTED FLUID LE REMOVE AND REPLACED TRANSMISSION,COOLER ,BY PASS VALVE/LINES ADJUSTED FLUID LE REMOVE AND REPLACED TRANSMISSION,COOLER ,BY PASS VALVE/LINES ADJUSTED FLUID LE

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28H92 - RAM 3500 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**	$1,509.55	[redacted]	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	REAGLE [redacted]	**Zone**	35	[redacted]	
Address	ROUTE 512 , BANGOR, PA 18013						

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 Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		287.00	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1		1027.60	[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	[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	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]			GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]			FLUID AFT	[redacted]			

RO Narratives

(RO) Customer Concern:
RECALL MULTI POINT EXPRESS LANE INSPECTION GENERAL

(RO) Cause:
NA

(RO) Correction:
PERFORMED MULTI POINT INSPECTION

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
PERFORM RECALL PERFORM RECALL

(Claim) Cause:
PERFORM RECALL PERFORM RECALL

(Claim) Correction:
PERFORMED RECALL TRANSMISSION WORKS AS SHOULD PERFORM RECALL

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	REAGLE [redacted]	**Zone**	35	[redacted]	
Address	ROUTE 512 , BANGOR, PA 18013						

Condition Information

Condition [redacted]		Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]		Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Verify No Failures Have Occurred or Symptoms are Present	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

RECALL MULTI POINT EXPRESS LANE INSPECTION GENERAL

(RO) Cause:

NA

(RO) Correction:

PERFORMED MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM RECALL PERFORM RECALL

(Claim) Cause:

PERFORM RECALL PERFORM RECALL

(Claim) Correction:

PERFORMED RECALL TRANSMISSION WORKS AS SHOULD PERFORM RECALL

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	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted] [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	97.52	[redacted]
A	[redacted]	Emissions Recall [redacted] [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	NUT	1		1.76	[redacted]
A	[redacted]	Emissions Recall [redacted] [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		3.53	[redacted]
[redacted]		Safety Recall [redacted]- Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 2 [Emissions Recall [redacted] [redacted]culate Matter Sensor **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Automatic Transmission Concern [Customer States vehicle will not go into reverse or drive] Moved to: [redacted] Line: A CUSTOMER STATES THAT WHEN BRAKING TRUCK PULLS TO THE RIGHT CUSTOMER STATES THAT BRAKES ARE SQUEAKY

(RO) Cause:

.E .E .E .E .E

(RO) Correction:

[redacted] PARTS ORDERED ON[redacted] [redacted] REPAIRSPERFORMED ON[redacted] INSTALLED PM SENSORUPDATE PCM Calibration[redacted] D2 [redacted] PCM68RFE HIGH OUTPUT NO PM SENSOR 50 STATECurrent [redacted] Number:[redacted] New [redacted] Number:[redacted] RECALL COMOPLETED PERFORM RECALL [redacted] PERFORM RECALL [redacted] COMPLETE RECALL COMPLETED PERFORM RECALL

[redacted] INSPECT AND FOUND VEHICLE WILL NOTENGAGE IN ANY FORWARD [redacted], WILL ENGAGE INREVERSE ACTIVE FAULT[redacted]-Gear1ShiftIncorrectRatio PARTSREQUEST SENT TP PARTS DEPT ON [redacted] PERPARTS LIST TSB:[redacted]-[redacted]-Transmissionand TransferCase COMPLETEREPAIRS AS PER TSB INSTALL [redacted] OD ASRCFLUID ROAD TEST OK TRANSMISSION CONCERN FIXED AUTOMATIC TRANSMISSION CONCERN [redacted] PERFORM DIESEL OIL AND FILTER CHANGE Moved to: [redacted] Line: A DO NOT USE [redacted] ROAD TEST VEHICLE UNABLE TO CONFIRMANY TYPE OF PULLING WHILE BRAKES ARE APPLIED BRAKES INSPECTED NOT ABLETO DDUPLICATE CUSTOMERS CONCERN CUSTOMER STATES [redacted] TEST INSPECT FOR NOISEWHILE BRAKING, UNABLE TO VERIFY RE-RACKVEHICLE AND VISUALLY INSPECT BRAKES OK BRAKES/ROTORS INSPECTED. TEST DROVE AND NOT ABLE TO DUPLICATE CUSTOMERS CONCERN CUSTOMER STATES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES VEHICLE WILL NOT GO INTO REVER SE OR DRIVE]

(Claim) Cause:

INSPECT AND FOUND VEHICLE WILL NOT ENGAGE IN ANY FORWARD [redacted], WILL ENGAGE IN REVERSE ACTIVE FAULT [redacted] PARTS REQUEST SENT T P PARTS DEPT O[redacted] PER PARTS LIST TSB:[redacted]-[redacted]-TRANSMIS SIONAND TRANSFERCASE COMPLETE REPAIRS AS PER TSB INSTALL [redacted] OD ASRC FLUID ROAD TEST OK

(Claim) Correction:

INSPECT AND FOUND VEHICLE WILL NOT ENGAGE IN ANY FORWARD [redacted], WILL ENGAGE IN REVERSE ACTIVE FAULT [redacted] PARTS REQUEST SENT T P PARTS DEPT O[redacted] PER PARTS LIST TSB:[redacted]-[redacted]-TRANSMIS SIONAND TRANSFERCASE COMPLETE REPAIRS AS PER TSB INSTALL [redacted] OD ASRC FLUID ROAD TEST OK

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP0L64 - 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**	$1,647.19	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP 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 ; [redacted] equipped			[redacted]	GASKET	1		36.20	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		6.64	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted] B	SNAP RING	1		10.12	[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	8		110.13	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted] T	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	GASKET	[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] B	[redacted] G	1		[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	[redacted]			
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		[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]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
B	[redacted]	Switch, transmission range	[redacted]	CONNECTION LOOSE	[redacted]	SENSOR	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOME[redacted], CHECK ENGINE LIGHTIS ON. VEHICLE IS IN LIMP MODE CUSTOME[redacted] [redacted] MESSAGE ON DASH. CUSTOME[redacted] HAS DIFFICULTY GOING INTO DRIVE. WILL PHYSICALLY GO INTO DRIVE JUST WILL NOT MOVE. WILL HAVE TO SHUFFLE THROUGH GEARS TO GET IT TO ENGAGE. VEHICLE IS STUCK IN [redacted] MOPAR [redacted] INSPECTION [redacted]

(RO) Cause:

issue due to broken k1 clutch snap ring outlined in [redacted] bulletin issue due to internally corroded trans range sensor

(RO) Correction:

[redacted] issue due to broken k1 clutch snap ringoutlined in [redacted] bulletin [redacted] Clutch /Input ShaftAssembly - Inspect andReplaceSub-Assembly CUSTOME[redacted], CHECK ENGINE LIGHT IS ON. VEHICLE IS IN LIMP MODE CUSTOME[redacted], CHECK ENGINE LIGHT IS ON. DIAGNOSE AND ADVISE [redacted] same as line 1 repair CUSTOMER [redacted] [redacted] MESSAGE ON DASH. CUSTOMER [redacted] [redacted] issue due to internally corroded transrange sensor replaced and adjusted transrange sensor, verified repairs CUSTOMER [redacted] HAS DIFFICULTY GOING INTO DRIVE. WILL PHYSICALLY GOINTO DRIVE JUST WILL NOT MOVE. WILL HAVE TO SHUFFLE THROUGH GEARS TO GET IT TO ENGAGE. VEHICLEIS STUCK IN [redacted] [redacted] MOPAR [redacted] [redacted] INSPECTION [redacted] Replace Relay, Intake Air Heater CUSTOMER REQUESTS CHECK FOR NEEDED RECALLS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HAS DIFFICULTY GOING INTO DRIVE. WILL PHYSICALLY GO INTO DRIVE CUSTOMER STATES, CHECK ENGINE LIGHT IS ON. VEHICLE IS IN LIMP MODE JUST WILL NOT MOVE. WILL HAVE TO SHUFFLE THROUGH GEARS TO GET IT TO ENGAGE. VEHICLE IS STUCK IN [redacted]

(Claim) Cause:

ISSUE DUE TO BROKEN K1 CLUTCH SNAP RING OUTLINED IN [redacted] BULLETIN ISSUE DUE TO INTERNALLY CORRODED TRANS RANGE SENSOR

(Claim) Correction:

K1 CLUTCH / INPUT SHAFTASSEMBLY - INSPECT ANDREPLACE SUB-ASSEMBLY REPLACED AND ADJUSTED TRANS RANGE SENSOR, VERIFIED REPAIRS

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**	$1,428.67	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]		[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission, [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]		[redacted]	
[redacted]		Transmission, [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		[redacted]	
[redacted]		Transmission, [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		[redacted]	
[redacted]		Transmission, [redacted] 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]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		128.52	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		42.84	[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 ; Two piece propeller shaft equipped			[redacted]	BOLT	6		24.19	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		128.52	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		42.84	[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]	[redacted]	[redacted]		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		128.52	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1233.12	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 2 [Emissions Recall [redacted]- Particulate Matter Sensor **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Automatic Transmission Concern [Customer States vehicle will not go into reverse or drive] Moved to: [redacted] Line: A CUSTOMER STATES THAT WHEN BRAKING TRUCK PULLS TO THE RIGHT CUSTOMER STATES THAT BRAKES ARE SQUEAKY

(RO) Cause:

.E .E .E .E .E

(RO) Correction:

[redacted] PARTS ORDERED O[redacted] [redacted] REPAIRSPERFORMED ON[redacted] INSTALLED PM SENSORUPDATE PCM Calibration[redacted] D2 [redacted] PCM68RFE HIGH OUTPUT NO PM SENSOR 50 STATECurrent Part Number:[redacted] New PartNumber:[redacted] RECALL COMOPLETED PERFORM RECALL [redacted] PERFORM RECALL [redacted] COMPLETE RECALL COMPLETED PERFORM RECALL [redacted] INSPECT AND FOUND VEHICLE WILL NOTENGAGE IN ANY FORWARD GEARS, WILL ENGAGE INREVERSE ACTIVE FAULT[redacted]-Gear1ShiftIncorrectRatio PARTSREQUEST SENT TP PARTS DEPT ON [redacted] PERPARTS LIST TSB:[redacted]-[redacted]-Transmissionand TransferCase COMPLETEREPAIRS AS PER TSB INSTALL [redacted] OD ASRCFLUID ROAD TEST OK TRANSMISSION CONCERN FIXED AUTOMATIC TRANSMISSION CONCERN [redacted] PERFORM DIESEL OIL AND FILTER CHANGE Moved to: [redacted] Line: A DO NOT USE [redacted] [redacted] ROAD TEST VEHICLE UNABLE TO CONFIRMANY TYPE OF PULLING WHILE BRAKES ARE APPLIED BRAKES INSPECTED NOT ABLETO DDUPLICATE CUSTOMERS CONCERN CUSTOMER STATES [redacted] DURING ROAD TEST INSPECT FOR NOISEWHILE BRAKING, UNABLE TO VERIFY RE-RACKVEHICLE AND VISUALLY INSPECT BRAKES OK BRAKES/ROTORS INSPECTED. TEST DROVE AND NOT ABLE TO DUPLICATE CUSTOMERS CONCERN CUSTOMER STATES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES VEHICLE WILL NOT GO INTO REVER SE OR DRIVE]

(Claim) Cause:

INSPECT AND FOUND VEHICLE WILL NOT ENGAGE IN ANY FORWARD GEARS, WILL ENGAGE IN REVERSE ACTIVE FAULT [redacted]-GEAR1SHIFTINCORRECTRATIO PARTS REQUEST SENT T P PARTS DEPT O[redacted] PER PARTS LIST TSB:[redacted]-[redacted]-TRANSMIS SIONAND TRANSFERCASE COMPLETE REPAIRS AS PER TSB INSTALL [redacted] OD ASRC FLUID ROAD TEST OK

(Claim) Correction:

INSPECT AND FOUND VEHICLE WILL NOT ENGAGE IN ANY FORWARD GEARS, WILL ENGAGE IN REVERSE ACTIVE FAULT [redacted]-GEAR1SHIFTINCORRECTRATIO PARTS REQUEST SENT T P PARTS DEPT O[redacted] PER PARTS LIST TSB:[redacted]-[redacted]-TRANSMIS SIONAND TRANSFERCASE COMPLETE REPAIRS AS PER TSB INSTALL [redacted] OD ASRC FLUID ROAD TEST OK

Warranty Claim Report

Vehicle Information

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

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	70 [redacted]
Address	1710 S 1ST STREET , YAKIMA, WA 98901				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Safety Recall [redacted] - [redacted] Air Grid Heater Relay ; Replace [redacted] Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	
[redacted]		Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				[redacted]
[redacted]		Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] Ram Heavy Duty Grid Heater Relay [redacted] PM SENSO[redacted] D Truck Tailgate Latch Align RSU [redacted]

(RO) Cause:

RECALL [redacted] RECALL [redacted] RECALL [redacted] [redacted]

(RO) Correction:

[redacted] REPLACED [redacted] GRID HEATER RELAY Replace Relay, [redacted] AirHeater [redacted] INSTALL PM SENSOR RECALL [redacted] NO TAILGATE INSTALLED ON [redacted] D Truck Tailgate Latch Align [redacted] REPLACE STARTER NUT [redacted]

(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	D28M81 - RAM 3500 LIMITED [redacted]
Build Date	[redacted]	Plant	[redacted] TRUCK ASSEMBLY PLANT	Coverage Code	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	Name	[redacted]	Zone	[redacted]
Address	1710 S 1ST STREET , YAKIMA, WA 98901				

Condition Information

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

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

[redacted]

(Claim) Correction:

REPLACED STARTER NUT

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**	PAT MURPHY MOTORS INC	**Zone**	74 [redacted]
Address	30 PARKER AVENUE , DURANGO, CO 81301				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	95.43	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	NUT	1		1.73	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				[redacted]
[redacted]		Customer Satisfaction Notification 71A - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Verify No Failures Have Occurred or Symptoms are Present	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] Install PM sensor andreprogram PCM Install AuthorizedModifications Label Recall / Customer Satisfaction Notification1 [Emissions Recall [redacted] -Particulate Matter Sensor**] PERFORM RECALL [redacted] scanned and haddtc [redacted] gear 1 shift ratio error. will needTSB: [redacted] to be performed.

disassembledtransmission and found the k1 snap ringdislodged. replaced k1 sub assemble. testdrove and is shifting and no dtcs havereturned Perform DTC Inspection [TOW IN Customer States VEHICLE WILL NOT MOVE FORWARD CHECK AND ADVISE] C/S CHECK ENGINE LIGHT [redacted] updated pcm Flash Software 1 [Software Flash for PCM **] REPROGRAM ECU [redacted] 30 mpvi Multi-point inspection (according to maintenanceinterval) MULTI POINT VEHICLE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TOW IN - VEHICLE WILL NOT MOVE FORWARD

(Claim) Cause:

DTC [redacted] - K1 SNAP RING DISLODGED [redacted] RELATED

(Claim) Correction:

REPLACED K1 SUB ASSEMBLY

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[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**	[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	Expense
A	[redacted]	Customer Satisfaction Notification [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Verify No Failures Have Occurred or Symptoms are Present	UC	UNCODABLE (NARRATIVE REQUIRED)					[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [CUSTOMER STATESCHECK ENGINE LIGHT IS ON . CHECK AND ADVISE] Recall / Customer Satisfaction Notification 2 [Customer Satisfaction Notification [redacted] Transmission **]

(RO) Cause:

1 1

(RO) Correction:

[redacted] CEL ON VERIFIED CUSTOMER COMPLAINT OFCEL ON. CEL ON DUE TO ACTIVE [redacted], DPFREGEN TOO FREQUENT. STARTED DIAGNOSTICPROCEDURE OF [redacted] AND THERE ARE NO OTHER [redacted] S REGARDING FUEL SYSTEM, AIR SYSTEM, OREGR SYSTEM. RAISED VEHICLE ON LIFT ANDCHECKED FOR ANY EXHAUST LEAKS THROUGHOUTENTIRE SYSTEM AND THERE ARE NONE. CHECKED AIRFILTER BOX FOR PROPER SEALING AND AIR FILTERBOX IS PROPERLY SEALED. NEXT CHECKED FOR OILCONTAMINATION IN AIR INTAKE SYSTEM AND THEREIS EVIDENCE OF OIL IN AIR SYSTEM. REMOVED OILDRAIN TUBE AND CLEANED RESTRICTION OUT OFTUBE. INSTALLED BACK INTO POSITION WITH NEW ORINGS AND GASKET. ROAD TESTED VEHICLE ANDENSURED PROPER OPERATION OF SYSTEM WITH NORETURNING [redacted] S. GASKET,OIL PAN DRAIN PLUG [redacted] RECALL RECALL IS NOT APPLICABLE TOTHIS VEHICLE AS TO IT HAS BEEN PREVIOUSLYREPAIRED WITH SAME PARTS BY OTHER DEALER.VERIFIED THIS INFORMATION WITH CUSTOMERPROVIDED DOCUMENT FROM OTHER DEALER. RECALLNEED NOT BE PERFORMED AT THIS TIME. CUSTOMER SATISFACATION NOTIFICATION [redacted] TRANSMISSION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CEL ON

(Claim) Cause:

FOUND [redacted] [redacted] CHECKED AIR BOX FOR PROPER SEALING AND IS PROPERLY SEALED, CH ECKED FOR OIL CONTAMINATION IN AIR INTAKE SYSTEM AND THERE IS EVIDENCE OF OIL IN AIR SYSTEM.

(Claim) Correction:

REMOVED OIL DRAIN TUBE AND CLEANED RESTRICTION OUT OF TUBE REPLACED GASKET AND ORING

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P81 - RAM 3500 LARAMIE MEGA CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	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 Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Gasket, oil pan drain plug	[redacted]	[redacted] DEFECT	[redacted]	O RING	2		[redacted]	
A	[redacted]	Gasket, oil pan drain plug	[redacted]	[redacted] DEFECT	[redacted]	GASKET	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

General Concern #1 [CUSTOMER STATESCHECK ENGINE LIGHT IS ON . CHECK AND ADVISE] Recall / Customer Satisfaction Notification 2 [Customer Satisfaction Notification [redacted] Transmission **]

(RO) Cause:

1 1

(RO) Correction:

[redacted] CEL ON VERIFIED CUSTOMER COMPLAINT OFCEL ON. CEL ON DUE TO ACTIVE [redacted], DPFREGEN TOO FREQUENT. STARTED DIAGNOSTICPROCEDURE OF [redacted] AND THERE ARE NO OTHER [redacted]S REGARDING FUEL SYSTEM, AIR SYSTEM, OREGR SYSTEM. RAISED VEHICLE ON LIFT ANDCHECKED FOR ANY EXHAUST LEAKS THROUGHOUTENTIRE SYSTEM AND THERE ARE NONE. CHECKED AIRFILTER BOX FOR PROPER SEALING AND AIR FILTERBOX IS PROPERLY SEALED. NEXT CHECKED FOR OILCONTAMINATION IN AIR INTAKE SYSTEM AND THEREIS EVIDENCE OF OIL IN AIR SYSTEM. REMOVED OILDRAIN TUBE AND CLEANED RESTRICTION OUT OFTUBE. INSTALLED BACK INTO POSITION WITH NEW ORINGS AND GASKET. ROAD TESTED VEHICLE ANDENSURED PROPER OPERATION OF SYSTEM WITH NORETURNING [redacted]S. GASKET,OIL PAN DRAIN PLUG [redacted] RECALL RECALL IS NOT APPLICABLE TOTHIS VEHICLE AS TO IT HAS BEEN PREVIOUSLYREPAIRED WITH SAME PARTS BY OTHER DEALER.VERIFIED THIS INFORMATION WITH CUSTOMERPROVIDED DOCUMENT FROM OTHER DEALER. RECALLNEED NOT BE PERFORMED AT THIS TIME. CUSTOMER SATISFACATION [redacted] TRANSMISSION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CEL ON

(Claim) Cause:

FOUND [redacted] [redacted] CHECKED AIR BOX FOR PROPER SEALING AND IS PROPERLY SEALED, CH ECKED FOR OIL CONTAMINATION IN AIR INTAKE SYSTEM AND THERE IS EVIDENCE OF OIL IN AIR SYSTEM.

(Claim) Correction:

REMOVED OIL DRAIN TUBE AND CLEANED RESTRICTION OUT OF TUBE REPLACED GASKET AND ORING

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***	[redacted]

Claim Information

Claim #	[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]	***LOP***	***LOP Desc***	***Failure*** [redacted]	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
[redacted]		Safety Recall [redacted] Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOME[redacted], CHECK ENGINE LIGHTIS ON. VEHICLE IS IN LIMP MODE CUSTOME[redacted] [redacted] MESSAGE ON DASH. CUSTOME[redacted] HAS DIFFICULTY GOING INTO DRIVE. WILL PHYSICALLY GO INTO DRIVE JUST WILL NOT MOVE. WILL HAVE TO SHUFFLE THROUGH GEARS TO GET IT TO ENGAGE. VEHICLE IS STUCK IN [redacted] MOPAR MULTI [redacted] INSPECTION [redacted]

(RO) Cause:

issue due to broken k1 clutch snap ring outlined in [redacted] bulletin issue due to internally corroded trans range sensor

(RO) Correction:

[redacted] issue due to broken k1 clutch snap ringoutlined in [redacted] bulletin K1 Clutch /Input ShaftAssembly - Inspect andReplaceSub-Assembly CUSTOME[redacted], CHECK ENGINE LIGHT IS ON. VEHICLE IS IN LIMP MODE CUSTOME[redacted], CHECK ENGINE LIGHT IS ON. DIAGNOSE AND ADVISE [redacted] same as line 1 repair CUSTOMER [redacted] [redacted] MESSAGE ON DASH. CUSTOMER [redacted] [redacted] issue due to internally corroded transrange sensor replaced and adjusted transrange sensor, verified repairs CUSTOMER [redacted] HAS DIFFICULTY GOING INTO DRIVE. WILL PHYSICALLY GOINTO DRIVE JUST WILL NOT MOVE. WILL HAVE TO SHUFFLE THROUGH GEARS TO GET IT TO ENGAGE. VEHICLEIS STUCK IN [redacted] CUSTOMER [redacted] MOPAR MULTI [redacted] INSPECTION [redacted] Replace Relay, Intake Air Heater CUSTOMER REQUESTS CHECK FOR NEEDED RECALLS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOME[redacted] HAS DIFFICULTY GOING INTO DRIVE. WILL PHYSICALLY GO INTO DRIVE CUSTOME[redacted], CHECK ENGINE LIGHT IS ON. VEHICLE IS IN LIMP MODE JUST WILL NOT MOVE. WILL HAVE TO SHUFFLE THROUGH GEARS TO GET IT TO ENGAGE. VEHICLE IS STUCK IN [redacted]

(Claim) Cause:

ISSUE DUE TO BROKEN K1 CLUTCH SNAP RING OUTLINED IN [redacted] BULLETIN ISSUE DUE TO INTERNALLY CORRODED TRANS RANGE SENSOR

(Claim) Correction:

K1 CLUTCH / INPUT SHAFTASSEMBLY - INSPECT ANDREPLACE SUB-ASSEMBLY REPLACED AND ADJUSTED TRANS RANGE SENSOR, VERIFIED REPAIRS

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

Dealer Information

Code	[redacted]	**Name**	CHAPMAN'S LAS VEGAS DODGE L.L.C.	**Zone**	7[redacted]
Address	3470 BOULDER HWY , LAS VEGAS, NV 89121				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[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]		Ride Share Service ; [redacted] Party Service - To Dealer			[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

[redacted] Ram Heavy Duty Grid Heater Rel [redacted] DIESEL PM SENSOR PERFORM MULTI POINT INSPECTION LYFT CHARGE FOR WARRANTY

(RO) Cause:

[redacted]

(RO) Correction:

accessed the heater grid relay and replaced with new part, verified no dtcs set after replacement[redacted] part ordered LYFT CHARGE FOR WARRANTY

(RO) Technical 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] 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**	$1,729.49	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	PAT MURPHY MOTORS INC	**Zone**	74 [redacted]
Address	30 PARKER AVENUE , DURANGO, CO 81301				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	4		47.02	$78.02
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	HUB	1	X	[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]	[redacted]			[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1		1206.70	$78.02
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	4		226.54	$78.02
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	4		47.02	$156.05
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				HUB	1	X	[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				[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				CLUTCHKIT	1		1206.70	$156.05
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	4		226.54	$156.05
[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]	HUB	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]	[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]	CLUTCHKIT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	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		[redacted]	
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	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

[redacted]

(RO) Correction:

[redacted] Install PM sensor andreprogram PCM Install AuthorizedModifications Label Recall / Customer Satisfaction Notification1 [Emissions Recall [redacted] -Particulate Matter Sensor**] PERFORM RECALL [redacted] 00-0a[redacted] [redacted] scanned and haddtc p0731 gear 1 shift ratio error. will needTSB: [redacted] to be performed. disassembledtransmission and found the k1 snap ringdislodged. replaced k1 sub assemble. testdrove and is shifting and no dtcs havereturned Perform [redacted] Inspection [TOW IN Customer States VEHICLE WILL NOT MOVE FORWARD CHECK AND ADVISE] C/S CHECK ENGINE LIGHT ISON [redacted] updated pcm Flash Software 1 [Software Flash for PCM **] REPROGRAM ECU [redacted] 30 mpvi Multi-point inspection (according to maintenanceinterval) MULTI POINT VEHICLE INSPECTION

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

TOW IN - VEHICLE WILL NOT MOVE FORWARD

(Claim) Cause:

[redacted] SNAP RING DISLODGED[redacted] RELATED

(Claim) Correction:

REPLACED K1 SUB ASSEMBLY

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**	$1,484.45	$0.00	**Total Paid** [redacted]

Dealer Information

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

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	[redacted] Expense	Expense
[redacted]	[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	[redacted]			27.89	$83.85
[redacted]	[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	[redacted]	6		24.19	$83.85
[redacted]	[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		42.84	$83.85
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		128.52	$167.70
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		42.84	$167.70
[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]	[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]	FLUID AFT	[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 ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] 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]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	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]	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]	FLUID AFT	[redacted]			

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUESTED TO HAVE [redacted] INSPECTION PERFORMED THIS VISIT C/S THE TRANSMISSION HAS REVERSE BUT NO FORWARD [redacted] RECALL SERVICE CAMPAIG[redacted] DIESEL PM SENSOR

(RO) Cause:

PERFORM A [redacted] INSPECTION UPON INSPECTION CONFIRMED THE CUSTOMERS CONCERN. REFERED TO [redacted] REV. B.REMOVED THE TRANSMISSION AND VERIFIED THE [redacted] SNAP RING IS DISLODGED. RE-CALL NOT COMPLETED

(RO) Correction:

[redacted] INSPECTION COMPLETED. PERBB CUSTOMER REQUESTED TO HAVE [redacted] INSPECTION PERFORMED THISVISIT Customer requested to have Multi Point Inspection performed this visit [redacted] UPON INSPECTION CONFIRMED THECUSTOMERS CONCERN. REFERRED TO [redacted]. B. REMOVED THE TRANSMISSION AND VERIFIEDTHE [redacted] SNAP RING IS DISLODGED. REMOVEDTHE TRANSMISSION ASSEMBLY AND REPLACED ALLDAMAGED INTERNAL COMPONENTS, COMPLETED THESERVICE PROCEDURE AS PER THE TECHNICALSERVICE BULLETIN AND REPLACED ALL COMPONENTSTHAT WERE RELATED TO THE SNAP RING FAILURE ONAN AISIN AUTOMATIC TRANSMISSION, TEST DROVEAND COMPLETED THE QUICK LEARN, AND TOPPED OFFTHE FLUIDS. ALL CHECKS OUT OK AND IS WORKINGAS DESIGNED. C/S THE TRANSMISSION HAS REVERSE BUT NO FORWARD [redacted] ELECTRICAL REPAIRS [redacted] PARTICULATE MATTER SENSOR HAS BEENORDERED BUT IS BACK ORDERED. CUSTOMER WILL BECALLED AS SOON AS THE PARTS ARRIVE. PER BB RECALL SERVICE CAMPAIGN [redacted] DIESEL PM SENSOR A/C

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THE TRANSMISSION HAS REVERSE BUT NO FORWARD [redacted]

(Claim) Cause:

UPON INSPECTION CONFIRMED THE CUSTOMERS CONCERN. REFERRED TO [redacted]. B. REMOVED THE TRANSMISSION AND VERIFIED THE [redacted] SNAP RING IS DISLOD GED. REMOVED THE TRANSMISSION ASSEMBLY AND REPLACED ALL DAMAGED INTERNAL COM PONENTS, COMPLETED THE SERVICE PROCEDURE AS PER THE TECHNICAL SERVICE BULLET IN AND REPLACED ALL COMPONENTS THAT WERE RELATED TO THE SNAP RING FAILURE ON AN AISIN AUTOMATIC TRANSMISSION, TEST DROVE AND COMPLETED THE QUICK LEARN, AND TOPPED OFF THE FLUIDS. ALL CHECKS OUT OK AND IS WORKING AS DESIGNED.

(Claim) Correction:

UPON INSPECTION CONFIRMED THE CUSTOMERS CONCERN. REFERRED TO [redacted]. B. REMOVED THE TRANSMISSION AND VERIFIED THE [redacted] SNAP RING IS DISLOD GED. REMOVED THE TRANSMISSION ASSEMBLY AND REPLACED ALL DAMAGED INTERNAL COM PONENTS, COMPLETED THE SERVICE PROCEDURE AS PER THE TECHNICAL SERVICE BULLET IN AND REPLACED ALL COMPONENTS THAT WERE RELATED TO THE SNAP RING FAILURE ON AN AISIN AUTOMATIC TRANSMISSION, TEST DROVE AND COMPLETED THE QUICK LEARN, AND TOPPED OFF THE FLUIDS. ALL CHECKS OUT OK AND IS WORKING 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]
Address	, ,		

Condition Information

Condition	[redacted]		Failure [redacted]	Failure [redacted]	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	08[redacted]182	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 **] Multi-point inspection (according to maintenance interval) *General Concern #1 [Customer States COMPAIRED TO THEIR [redacted] CUMMINS THIS ONE TAKES A [redacted] LONGER TO START WHEN COLD PLEASE CHECK AND ADVISE]

(RO) Cause:

WAR

(RO) Correction:

[redacted] CUSTOMER REQUESTEDCAMPAIGN NUMBE[redacted] BE PERFORMED. PERFORMED ACOMPLETE VEHICLE IDENTIFICATION NUMBER STATUSINQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN.THIS VEHICLE CAN EXPERIENCE AN ENGINECOMPARTMENT FIRE ORIGINATING FROM THEGENERATION 1 SOLID STATE INTAKE AIR GRIDHEATER RELAY. ACCESSED, REMOVED AND INSTALLEDA NEW INTAKE AIR HEATER RELAY AS PER SAFETYRECAL[redacted] INSTRUCTIONS. THE SYSTEM IS NOWOPERATING AS DESIGNED. Safety Recall [redacted] - Intake Air Grid Heater Relay [redacted] COMPLETE Multi-point inspection (according to maintenanceinterval) MULTI-POINT INSPECTION (according to maintenanceinterval) [redacted] VERIFIED CUSTOMER CONCERN. ENGINETAKES A [redacted] OF CRANKING TO START.COMPARED WITH ANOTHE[redacted] AND THEY BOTHDO THE SAME THING. THIS IS A NORMALCHARACTERISTIC FOR THESE VEHICLES. NO REPAIRSMADE, VEHICLE IS OPERATING AS IT SHOULD. STANDARD

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted]
Build Date	[redacted]	**Plant**	[redacted]	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]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	HELFMAN DODGE INC	**Zone**	63 [redacted]
Address	7720 KATY FREEWAY , HOUSTON, TX 77024				

Condition Information

Condition [redacted]	[redacted]	[redacted]	**Failure**	**Failure Desc**	[redacted] **Number**	[redacted] **Name**	[redacted] **Quantity**	[redacted] **Failed**	[redacted] **Expense**	**LOP Expense**
[redacted]		Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	LABEL	1		3.29	[redacted]
[redacted]		Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	91.04	[redacted]
[redacted]		Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	NUT	1		1.65	[redacted]
A	2171A181 [redacted]	Customer Satisfaction Notification 71A - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Verify No Failures Have Occurred or Symptoms are Present	UC	UNCODABLE (NARRATIVE REQUIRED)						$16.19 [redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

Customer satisfaction notification [redacted] - [redacted] Transmission [redacted] - Particulate Matter Sensor

(Claim) Cause:

AS PER CHRYSLER

(Claim) Correction:

INSPECTION ONLY SEE LINE FOR FOR RSU REPAIR INSTALLED PM SENSOR AND MODULE AND PROGRAMMED PCM

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P91 - RAM 3500 LARAMIE 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**	HUNTINGTON JEEP CHRYSLER INC	**Zone**	32[redacted]
Address	1220 EAST JERICHO TURNPIKE , HUNTINGTON, NY 11743				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Glass, sunroof ; Height and centering position	[redacted]	IMPROPER ADJUSTMENT						[redacted]

RO Narratives

(RO) Customer Concern:

RECALL CHECK BODY FOR THE FOLLOWING CUSTOMER STATES PERFROM OIL AND FILTER CUSTOMER STATES REPLACE FUEL FILTER AND WATER SEPE PERFORMED MULTIPOINT INSPECTION

(RO) Cause:

NA

(RO) Correction:

performed oil change removed and replaced [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATED SUNROOF MISALIGNED

(Claim) Cause:

TECHNICIAN VERIFIED CUSTOMER CONCERN. TECHNICIAN FOUND SUNROOF GLASS TO BE L OWER ON ONE SIDE

(Claim) Correction:

TECHNICIAN LOOSENED SUNGLASSS BOLTS AND ADJUSTED GLASS.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [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**	HELFMAN DODGE INC	**Zone**	63 [redacted]
Address	7720 KATY FREEWAY , HOUSTON, TX 77024				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Module, Transmission Control ([redacted]) : Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Module, Transmission Control ([redacted]) : Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	FLUID AFT	8		106.64	[redacted]
[redacted]		Module, Transmission Control ([redacted]) : Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	FLUID AFT	1		[redacted]	
[redacted]		Module, Transmission Control ([redacted]) : Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]			[redacted]	
[redacted]		Module, Transmission Control ([redacted]) : Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]			[redacted]	
[redacted]		Module, Transmission Control ([redacted]) : Module, Transmission ([redacted]) - Reprogram, Includes Quicklearn Routine			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	8		106.64	$97.13
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		54.03	$97.13
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	4		[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	$194.26
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped				FLUID AFT	8		106.64	$194.26

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[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	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]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 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]	FLUID AFT	[redacted]			[redacted]

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
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]	

RO Narratives

(RO) Customer Concern:

CS vehicle will not move when putting in drive [redacted] Customer satisfaction notification [redacted] - Aisin Transmission Emissions Recall [redacted] - Particulate Matter Sensor

(RO) Cause:

FAULT CODES [redacted] AND [redacted] ACTIVE IN [redacted] HAS NO [redacted] [redacted], REVERSE ONLY. INTERNAL FAILURE, [redacted] CLUTCH FAILURE. [redacted] RELATED TO [redacted] FAILURE, [redacted] CLUTCH SNAP RING REPAIR NEEDED. AS PER CHRYSLER AS PER CHRYSLER

(RO) Correction:

R&R AS69RC FOR REPAIR REPLACED K1 CLUTCH ASSEMBLY, REPLACED ALL RELATES GASKETS AND SEALS. FILL [redacted] TO PROPER LEVEL, UPDATED [redacted], CLEARED CODES, PERFORM QUICKLEARN PROCEDURE AND ROAD TEST VEHICLE TO VERIFY OPERATION INSPECTION ONLY SEE LINE FOR FOR RSU REPAIR INSTALLED PM SENSOR AND MODULE AND PROGRAMMED PCM

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS vehicle will not move when putting in drive [redacted] CS vehicle will not move when putting in drive [redacted]
CS vehicle will not move when putting in drive [redacted] CS vehicle will not move when putting in drive [redacted]

(Claim) Cause:

FAULT CODES [redacted] AND [redacted] ACTIVE IN [redacted] HAS NO [redacted] [redacted], REVERSE ONLY FAULT CODE [redacted] AND [redacted] ACTIVE IN [redacted] HAS NO [redacted], REVERSE ONLY FAULT CODES [redacted] AND [redacted] ACTIVE IN [redacted] HAS NO [redacted] [redacted], REVERSE ONLY FAULT CODES [redacted] AND [redacted] ACTIVE IN [redacted] HAS NO [redacted] [redacted], REVERSE ONLY

(Claim) Correction:

R&R AS69RC FOR REPAIR REPLACED K1 CLUTCH ASSEMBLY, REPLACED ALL RELATES GASKET R&R AS69RC FOR REPAIR REPLACED K1 CLUTCH ASSEMBLY, REPLACED ALL RELATES GASKET R&R AS69RC FOR REPAIR REPLACED [redacted] CLUTCH ASSEMBLY, REPLACED ALL RELATES GASKET R&R AS69RC FOR REPAIR REPLACED [redacted] CLUTCH ASSEMBLY, REPLACED ALL RELATES GASKET

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,516.93	**Part**	$400.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	39639 BALENTINE DR , NEWARK, CA 94560				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission, 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				CLEANER	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	$1,372.13
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	1		[redacted]	
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]	CLUTCHKIT	1	X	[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car				CLEANER	1			
A	85LOAN00	Loaner Car ; Loaner Car				BOLT	6			
A	[redacted]	[redacted] ; Standard Line			[redacted]	CLUTCHKIT	1	X	[redacted]	$400.00
A	[redacted]	[redacted] ; Standard Line			[redacted]	CLEANER	1		10.47	$400.00
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	BOLT	6		28.99	$400.00

RO Narratives

(RO) Customer Concern:

CUST STATES TRANSMISSION WILL NOT MOVE IN DRIVE - ONLY MOVES IN [redacted] DRIVE. TOWED IN PERFORM FREE MULTI-[redacted] INSPECTION, SEE ATTACHED SHEET FOR RESULTS CUSTOMER REQUESTS SET AND LOG TIRE PRESSURES AS PER REGULATION - LF____RF____LR____RR____ By signing below, you consent to receiving texts from us on your cell number that you have provided.You agree that we may contact you regarding customer service updates or offers via text. Your consent isnot a condition to purchase goods or services. You may opt out at anytime by calling the service director or whoever is in charge ofthe do not call list. Or check here[ ] to opt out of marketing. _____

(RO) Cause:

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(RO) Correction:

[redacted] - Gear 1 Shift IncorrectRatio-[redacted] - Implausible Data Received FromTCM VERIFY HAVE NO FORWARD GEAR ONLYREVERSE NEED TO REPLACE THE [redacted] CLUTCH ANDFLASH TCM TS[redacted] BACK ORDER [redacted]T-CASE AND TRANS AND REPLACE K-ICLUTCH AND REINSTALL TRANS AND FLASHTCM=[redacted] targeted part number[redacted]. DID QUICK LEARN AND ROAD TESTSHIFTING NORMAL ALL GEARS CHECK FLUID OKAY NOLRAKS K1 KIT WARRANTY LOANER WARRANTY RENTAL SHORTAGE [redacted] CHARGES [redacted] CHARGES PERFORM FREE MULTI-[redacted] INSPECTION, SEE ATTACHED SHEET FOR RESULTS CUSTOMER REQUESTS SET ANDLOG TIRE PRESSURES AS PERREGULATION - LF____RF____LR____RR____ CUSTOMER REQUESTS SET ANDLOG TIRE PRESSURES AS PER REGULATION - LF____RF____LR____RR____ By signing below, you consent to receiving texts from us on your cell number that you haveprovided. You agree that we may contact you regarding customer service updates or offersvia text. Your consent isnot a condition to purchase goods or services. You may opt outat any time by calling the service director or whoever is in charge of the do not call list. Or check here [ ] to opt outof marketing. _____ By signing below, you consent to receiving texts from us on your cell number that you have provided.You agree that we may contact you regarding customer service updates or offers via text. Your co

(RO) Technical Notes:

RENTAL CARE

GCS Narratives

(Claim) Customer Concern:

A CUST STATES TRANSMISSION WILL NOT MOVE IN DRIVE - ONLY MOVES IN [redacted]L DRIV E. TOWED IN

(Claim) Cause:

[redacted] (EMP[redacted] [redacted]): [redacted] - GEAR [redacted] INCORRECT R ATIO-[redacted] - IMPLAUSIBLE DATA RECEIVED FROM TCM VERIFY HAVE NO FORWARD [redacted] NLY REVERSE NEED TO REPLACE THE [redacted] CLUTCH AND FLASH TCM TSB=[redacted] [redacted] (EMP[redacted] [redacted]): [redacted] - GEAR 1 SHIFT INCORRECT R ATIO[redacted]2 - IMPLAUSIBLE DATA RECEIVED FROM TCM VERIFY HAVE NO FORWARD [redacted]NLY REVERSE NEED TO REPLACE THE [redacted] CLUTCH AND FLASH TCM TSB=[redacted] BACK OR DE[redacted] 3 (EMP# [redacted] [redacted]): [redacted] - GEAR 1

(Claim) Correction:

SHIFT INCORRECT RATIO-[redacted] - IMPLAUSIBLE DATA RECEIVED FROM TCM VERIFY HAVE NO FORWARD [redacted]NLY REVERSE NEED TO REPLACE THE [redacted] CLUTCH AND FLASH TCM TSB [redacted] BACK ORDE[redacted] (EMP# [redacted] [redacted]): [redacted] - GEAR 1 SHIFT INCORRECT RATIO-[redacted] - IMPLAUSIBLE DATA RECEIVED FROM TCM VERIFY HAVE NO FORWARD [redacted]NLY REVERSE NEED TO REPLACE THE K1 CLUTCH AND FLASH TCM TS[redacted] BACK ORDER [redacted]T-CASE AND TRANS AND REPLA CE K-I CLUTCH AND REINSTALL TRANS AND FLASH TCM=[redacted] TO TARGETED PART N UMBE[redacted]. DID QUICK LEARN AND ROAD TEST SHIFTING NORMAL ALL GEARS CHE CK FLUID OKAY NO LRAKS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	DP0L64 - 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	, ,		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]	[redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[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**	DP5L94 - 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]	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	63 [redacted]
Address	[redacted]				

Condition Information

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

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

CHANGE THE FLUID TO 13 & THE FC IS ZZ

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES WHILE DRI[redacted]G VEHICLE FROM A S TOP FELT LIKE TRANSMISSION JUMPED INTO GEAR. RPMS RACED BUT DID NOT GO INT O GEAR. WHEN VEHICLE WAS PUT INTO PARK IT CLUNKED INTO GEAR]

(Claim) Cause:

VERIFIED NO FOWARD GEARS. TOWED VEHICLE INTO SHOP. [redacted]. TRANSMISSION FLU ID LEVEL NORMAL. TRANSMISSION FLUID CONDITION NORMAL. [redacted] R EMOVED TRANSMISSION ASSEMBLY. REMOVED TRANSMISSION OIL PUMP. REMOVED THE INP UT SHAFT ASSEMBLY. THE K1 SNAP RING IS DISLODGE. DISLODGED K1 SNAP RING RESU LTED IN DAMAGE TO THE K2 CLUTCH HUB.

(Claim) Correction:

REPLACED THE INPUT SHAFT ASSEMBLY AND THE K2 CLUTCH HUB. REASSEMBLED TRANSMISS ION. VERIFIED INPUT SHAFT END-PLAY. RE-INSTALLED TRANSMISSION ASSEMBLY. FILL ED TRANSMISSION FLUID TO SPECIFICATION. CLEARED DTCS. ROAD TESTED VEHICLE TO VERIFY REPAIR.

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	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**	63 [redacted]
Address	315 EAST GOODMAN RD , SOUTHAVEN, MS 38671				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	89.44	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	NUT	1		1.62	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		3.24	[redacted]
B	[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 2 [Emissions Recall [redacted]- Particulate Matter Sensor **] RSU 1 [[redacted] [redacted] TRANSMISSION GEARS 1-4 INOP **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] General Concern #1 [Customer StatesCEL AND ABS LIGHTS IS ON] RADIO SCREEN WENT BLANK BUT THE BACKUP CAMERA STILL SHOW ABS BRAKSELIGHT ON

(RO) Cause:

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(RO) Correction:

PM sensor to perform recall is here.Customer took the truck Installed PM sensorand updated the PCM. RECALL 99 RECALL PASS RO ON TO TRANSMISSION TECH.Curtis ordered [redacted] needed to performrecall. some of the [redacted] are on back order.Customer took the truck. Parts are here now.Truck is still gone. Replaced the K1 clutchsnap ring per recall instructions. updatedthe TCM to latest software

level. updated PCMper recall instructions. updated dosingcontrol module per TSB. Quick leraned thetrans after repair and TCM update. Drove thetruck [redacted] after repair. RECALL 99 recall removed air duct and replaced airintake grid heater relay Recall / Customer Satisfaction Notification1 [Safety Recall [redacted] - Intake Air Grid Heater Relay **] RECALL wd scan vehicle for codes and retrievedc0037-1d left rear wheel speed sensor,inactive codes, cleared codes, inspected rearspeed sensor at [redacted] for any debris General Concern #1 [Customer States CEL AND ABS LIGHTS IS ON] When I went out to get the truck to bringin the shop there were no warning lights on.SOS unavailable was on the radio and says dueto low battery. Star case says this is anormal condition until the battery rechargesper Star Case [redacted] Afterperforming the [redacted] andupdating the modules I drove this truck [redacted] and the SOS unavailable,the checkengine light,the ABS light and the air baglight did not come on and no codes reset.Tried to update the radio per TSB [redacted] but the radio would not update. Ordereda new radio. MISCELLANEOUS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	**Name**	[redacted]	[redacted]
[redacted]	315 EAST GOODMAN RD , SOUTHAVEN, MS 38671		

Condition Information

Condition [redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	1	X	9.63	$80.00
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	GASKET	[redacted]		
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	1		6.32	$80.00
A	[redacted]	Transmission ; equipped [redacted] pick-up only			68244579AA	O[redacted]	1	28.19	$80.00
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	4		[redacted]	
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	ADHESIVE	2		[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GASKET	1	34.43	$160.00
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	1		6.32	$160.00
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			O[redacted]	1		28.19	$160.00
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	4		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	ADHESIVE	2		[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted]			[redacted]	[redacted]		[redacted]	

		[redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two [redacted] propeller shaft equipped			[redacted]	GASKET	1		34.43	$26.67
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two [redacted] propeller shaft equipped			[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] shaft equipped			[redacted]	O-[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two [redacted] propeller shaft equipped			[redacted]	SEAL [redacted]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two [redacted] propeller shaft equipped			[redacted]	ADHESIVE	2		[redacted]	
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SNAP [redacted]	1	X	9.63	$586.65
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	O-[redacted]	1		28.19	$586.65
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL [redacted]	4		[redacted]	
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	ADHESIVE	2		[redacted]	

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 2 [Emissions Recall [redacted]- Particulate Matter Sensor **] RSU 1 [redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid

Heater Relay **] General Concern #1 [Customer StatesCEL AND ABS LIGHTS IS ON] RADIO SCREEN WENT BLANK BUT THE BACKUP CAMERA STILL SHOW ABS BRAKSELIGHT ON

(RO) Cause:

. . . . .

(RO) Correction:

PM sensor to perform recall is here.Customer took the truck Installed PM sensorand updated the PCM. RECALL 99 RECALL PASS RO ON TO TRANSMISSION TECH. [redacted] ordered [redacted] needed to performrecall. some of the [redacted] are on back order.Customer took the truck. Parts are here now.Truck is still gone. Replaced the K1 clutchsnap ring per recall instructions. updatedthe [redacted] to latest software level. updated PCMper recall instructions. updated dosingcontrol module per TSB. Quick leraned thetrans after repair and [redacted] update. Drove thetruck [redacted] after repair. RECALL 99 recall removed air duct and replaced airintake grid heater relay Recall / Customer Satisfaction Notification1 [Safety Recall [redacted] - Intake Air Grid Heater Relay **] RECALL wd scan vehicle for codes and retrievedc0037-1d left rear wheel speed sensor,inactive codes, cleared codes, inspected rearspeed sensor at [redacted] for any debris General Concern #1 [Customer States CEL AND ABS LIGHTS IS ON] When I went out to get the truck to bringin the shop there were no warning lights on.SOS unavailable was on the radio and says dueto low battery. Star case says this is anormal condition until the battery rechargesper Star Case [redacted]. Afterperforming the [redacted] andupdating the modules I drove this truck [redacted] and the SOS unavailable,the checkengine light,the ABS light and the air baglight did not come on and no codes reset.Tried to update the radio per [redacted] but the radio would not update. Ordereda new radio. MISCELLANEOUS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[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***	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure*** [redacted]	***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]
[redacted]		Safety Recall ZB8 - Tailgate Latch Alignment ; Inspect and Adjust Tailgate Strikers	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES PERFORM RECALL [redacted] CUSTOMER STATES PERFORM RECAL[redacted]

(Claim) Cause:

CUSTOMER REQUESTED CAMPAIGN [redacted] BE PERFORMED. PERFORMED A COMPLETE VEHI CUSTOMER REQUESTED CAMPAIGN [redacted] BE PERFORMED. PERFORMED A COMPLETE VEHI CLE IDENTIFICATION [redacted] STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THE TAILGATE MAY NOT LATCH PROPERLY DUE TO MISALIGNED

TAILGATE STRIKERS, WHICH THIS VEHICLE CAN EXPERIENCE AN ENGINE COMPARTMENT FIRE ORIGINATING FROM THE GE COULD RESULT IN THE TAILGATE OPENING WHILE DRIVING. [redacted] SOLID STATE INTAKE AIR GRID HEATER RELAY.

(Claim) Correction:

ACCESSED, INSPECTED AND ADJUSTED THE TAILGATE STRIKER ALIGNMENT TO THE BOX LAT ACCESSED, REMOVED AND INSTALLED A NEW INTAKE AIR HEATER RELAY AS PER SAFETY RE CALL [redacted]. THE SYSTEM IS NOW OPERATING AS DESIGNED. DOCUMENTED THE CH AS PER CAMPAIGN ZB8 [redacted]. THE SYSTEM IS NOW OPERATING AS DESIGNED. DOCUMENTED THE LABOR OPERATION [redacted] AND THE TOTAL LABOR TIME LABOR OPERATION NUMBE[redacted] AND THE TOTAL LABOR TIME AS .3. AS .2.

Warranty Claim Report

Vehicle Information

[redacted]		**Year**	[redacted]	**Body**	DD8L93 - RAM 3500 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	, ,		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	Name	Quantity	Failed	Part Expense	LOP Expense
[redacted]		Maintenance Interval - Schedule B ; To be used every [redacted]	MC	MAINTENANCE CARE						[redacted]
A	[redacted]	Tire Rotation ; Tire Rotation								[redacted]
[redacted]		Maintenance Allowance ; Fixed Cost Maintenance								[redacted]
[redacted]		Maintenance Allowance ; TIRE ROTATION								[redacted]

RO Narratives

(RO) Customer Concern:

Customer Satisfaction Notification [redacted] - [redacted] Transmission (Recall Customer Satisfaction Notification 2) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) PERFORM DIESEL OIL AND FILTER CHANGE PERFORM REPORT CARD INSPECTION

(RO) Cause:

PER DIESEL MENU MPI ENGINE AND CABIN AIR FILTER BLACK AND FULL OF DIRT. DECLINED

(RO) Correction:

ORDERED PART ORDERED PARTS COMPLETED AS REQUESTED THANK YOU COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]	***Zone***	[redacted]
Address	2412 N JEFFERSON WAY , INDIANOLA, IA 50125				

Condition Information

C[redacted]	[redacted]	[redacted] Desc	[redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A[redacted]	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	54.58	$30.41 [redacted]

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) (Change diesel engine oil and filter synthetic oil may be re quired based on geographic location [redacted]) [redacted] Ram Heavy Duty Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) [redacted] Transmission Gears 1-4 Inop (Reca ll Customer Satisfaction Notification 2) [redacted] DIESEL PM SENSOR (Recall Customer Satisf action Notification 5) - DO NOT HAVE (Replace both fuel filters)

(RO) Cause:

COURTESY VEHICLE SYSTEMS INSPECTION. PER MANUFACTURES RECOMMENDATION open recall

(RO) Correction:

PERFORME[redacted] VEHICLE SYSTEMS INSPECTION. REPLACED FILTER, DRAIN AND REFILL OIL, CHECK LEVEL REPLACED GRID RELAY PARTS ORDERED PARTS ORDERED REPLACED FUEL FILTER.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] Ram Heavy Duty Grid Heater Relay (Recall Cus tomer Satisfactio

(Claim) Cause:

open recall

(Claim) Correction:

REPLACED GRID RELAY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28M81 - RAM 3500 LIMITED [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,586.87	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted] **Name** [redacted]
Address	13500 VETERANS MEMORIAL PKWY , WENTZVILLE, MO 63385

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[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]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]				
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		53.87	[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]	CLUTCHKIT	1	X	1249.41	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	FLUID AFT	5		72.34	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT GO INTO GEAR (Automatic Tra nsmission Concern) Emissions Recall [redacted] Particulate Matter Sensor (Recall Cus tomer Satisfaction Notification 1)

(RO) Cause:

TRUCK WILL NOT MOVE. FOLLOWING FLOW OF DIAG FO[redacted]. FOUND WIRING OK TO TCM/TRANSMISSION. CONTACTED STAR. FOUND [redacted]B B.

(RO) Correction:

REMOVED TRANSMISSION. FOUND THE K1 SNAP RING HAS FAILED. REPLACED THE K1 CLUTCH DRUM. REASSEMBLED. FILLED TRANSMISSION WITH. TEST DROVE. ALL OK AT THIS TIME MADE FUTURE APPT WHILE WAITING ON PARTS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT GO INTO GEAR (Automatic Tra nsmission Concern

(Claim) Cause:

TRUCK WILL NOT MOVE. FOLLOWING FLOW OF DIAG FOR [redacted]. FOUND WIRING OK TO TCM/

(Claim) Correction:

REMOVED TRANSMISSION. FOUND THE K1 SNAP RING HAS FAILED. REPLACED THE K1 CLUTC

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	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] JEEP RAM	**Zone**	[redacted]
Address	126 FORNI ROAD , PLACERVILLE, CA 95667				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	[redacted]			
A	[redacted]	Check Engine Light, Powertrain Related Issues, Trouble Not Found ; Check Engine Light - MIL	ML	CHECK ENGINE/SERVICE ENGINE SO						[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 2 [Emissions Recall [redacted] Particulate [redacted] **]

(RO) Cause:

NA

(RO) Correction:

[redacted] CHECK FOR DTC'S HAS ACTIVE [redacted] REGEN PARTICULATE FILTER FREQUENCY.(ACTIVE.) CHECK FOR ANY INTAKE LEAKS, CHECKAIR FILTER, OK CHECK TIGHTNESS OF INTAKE AIRBOOT, OK . REMOVE LOWER TURBO COOL AIR BOOTAND CHECK FOR OIL, OK. GO TO PERFORM AFTERTREATMENT SYSTEM PERFORMANCE TEST, BUT THEREIS NOT ENOUGH FUEL IN TANK. NEED TO HAVEPORTER PUT FUEL IN VEHICLE BEFORE GOING ANYFURTHER. FUEL WAS ADDED TO VEHICLE IN ORDERTO PERFORM "AFTER TREATMENT SYSTEMPERFORMANCE TEST" 1 HOUR TEST, AND PASSED.THIS DTC WILL POP UP IF VEHICLE IS NOT DRIVENENOUGH SO IT CAN PERFORM A REGEN. WHEN RECALLPARTS COME IN AND PCM IS UPDATED ,IT MAYCHANGE THE PERIMETERS AND HELP WITH KEEPINGTHE SOOT LEVEL DOWN. Check Engine Light, EVAP-Fuel System Issues, Trouble Not Found - No Repair/Trouble Not Found [redacted] Skilled) [redacted] PERFORMED VISUAL MULTI-POINTINSPECTION ON THE VEHICLE. PLEASE SEE REVIEWINSPECTION SHEET ATTACHED. Multi-point inspection (according to maintenanceinterval) PERFORM MULTI-POINT VEHICLE INSPECTION. CHECK TIREPRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD [redacted] ON REPAIR ORDE[redacted] INSPECTED EXHAUST SYSTEM AND FOUNDTHAT THE VEHICLE DOES NOT HAVE THE REQUIREDSENSOR. ADDED CUSTOMER TO THE LIST FOR PART.CUSTOMER WILL BE CONTACTED WHEN THE PARTARRIVES. Recall / Customer Satisfaction Notification2 [Emissions Recall [redacted] Particulate [redacted] **] PERFORM RECALL AS NEEDED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE

(Claim) Cause:

NO REPAIR/TROUBLE NOT FOUND

(Claim) Correction:

CHECK FOR DTC'S HAS ACTIVE [redacted] DIESEL REGEN PARTICULATE FILTER FREQUENCY . (ACTIVE.) CHECK FOR ANY INTAKE LEAKS, CHECK AIR FILTER, OK CHECK TIGHTNESS OF INTAKE AIR BOOT, OK . REMOVE LOWER TURBO COOL AIR BOOT AND CHECK FOR OIL, OK. GO TO PERFORM AFTER TREATMENT SYSTEM PERFORMANCE TEST, BUT THERE IS NOT E NOUGH FUEL IN TANK. NEED TO HAVE PORTER PUT FUEL IN VEHICLE BEFORE GOING ANY FURTHER. FUEL WAS ADDED TO VEHICLE IN ORDER TO PERFORM "AFTER TREATMENT SYSTE M PERFORMANCE TEST" [redacted], AND PASSED. THIS DTC WILL POP UP IF VEHICLE IS NOT DRIVEN ENOUGH SO IT CAN PERFORM A REGEN. WHEN RECALL PARTS COME IN AN D PCM IS UPDATED ,IT MAY CHANGE THE PARAMETERS AND HELP WITH KEEPING THE SOOT LEVEL DOWN.

Warranty Claim Report

Vehicle Information

[redacted]	Year	[redacted]	Body	D28L92 - RAM 3500 [redacted]	CREW CAB 4X4
Build Date [redacted]	Plant	[redacted]	ASSEMBLY PLANT	Coverage [redacted]	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	[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]B	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]B	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]B	TRANSMISS	1	X	8176.72	$36.94
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]B	TRANSMISS	1	X	[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]B	TRANSMISS	1	X	8176.72	$0.00

RO Narratives

(RO) Customer Concern:

General Concern #1 [TEST AND INSPECT ,CUSTOMER STATES THE CHECK [redacted] LIGHT IS ON AND HAS A TRANSMISSION CONCERN ,PLEASE CHECK AND ADVISE.] Multi-point inspection (according to maintenance interval) Check Tire Pressure

(RO) Cause:

NA

(RO) Correction:

[redacted] VERIFIED THE CUSTOMER'S CONCERN. ROADTESTED THE VEHICLE. ACCESSED THE DIAGNOSTICPORT AND PERFORMED A SCAN TO FIND [redacted]. FOUND THE AUTOMATICTRANSMISSION ASSEMBLY IS THE POINT OFCONCERN. FURTHER EXAMINATION FOUND THEAUTOMATIC TRANSMISSION ASSEMBLY IS SLIPPINGAND K1 CLUTCH FAILURE. ACCESSED, REMOVED ANDREPLACED THE AUTOMATIC TRANSMISSION ASSEMBLYWITH ALL OTHER RELATED SEALS GASKETS ANDNON-REUSABLE HARDWARE AND REINSTALLED ALLCOMPONENTS REMOVED FOR REPAIRS IN THE REVERSEORDER OF REMOVAL. SET AND CORRECT FLUIDLEVEL. REPLACED TRANS PER STAR CENTER. ROADTESTED THE VEHICLE [redacted] TO VERIFY REPAIRSDOCUMENTED THE VEHICLE IN MILEAGE AS [redacted] AND THE VEHICLE OUT MILEAGE AS [redacted]. General Concern #1 CUSTOMER STATES THAT THERE IS A GENERAL CONCERN WITH THE VEHICLE [redacted] PERFORMED INSPECTION Multi-point inspection (according to maintenanceinterval) PERFORM MULTI-POINT VEHICLE INSPECTION [redacted] SET TIRE PRESSURES Check Tire Pressure CHECK TIRE PRESURES, SET TIRES TO FACTORY SPECIFICATION, SET TIRES TO RF_____ LF_____RR_____LR_____

(RO) Technical Notes:

[redacted] VOR [redacted] AE AS TECH NOTES DO NOT SUPPORT REPLACEMENT. THANK YOU FROM THE [redacted] WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] LEAD FOR ADDITIONAL REVIEW: [redacted]

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [TEST AND INSPECT ,CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON AND HAS A TRANSMISSION CONCERN ,PLEASE CHECK AND ADVISE.]

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN. ROAD TESTED THE VEHICLE. ACCESSED THE DIAGNO STIC PORT AND PERFORMED A SCAN TO FIND STORED [redacted]. FOUND THE AUTOMAT IC TRANSMISSION ASSEMBLY IS THE POINT OF CONCERN. FURTHER EXAMINATION FOUND T HE AUTOMATIC TRANSMISSION ASSEMBLY IS SLIPPING AND K1 CLUTCH FAILURE.

(Claim) Correction:

ACCESSED, REMOVED AND REPLACED THE AUTOMATIC TRANSMISSION ASSEMBLY WITH ALL O THER RELATED SEALS GASKETS AND NON-REUSABLE HARDWARE AND REINSTALLED ALL COMP ONENTS REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL. SET AND CORRECT F LUID LEVEL. REPLACED TRANS PER STAR CENTER. ROAD TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS DOCUMENTED THE VEHICLE IN MILEAGE AS [redacted] AND THE VE HICLE OUT MILEAGE AS [redacted].

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DD8L93 - RAM 3500 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)**	[redacted]

Expense

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

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]		Safety Recall [redacted] Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	$[redacted]

RO Narratives

(RO) Customer Concern:

RSU 1 [[redacted] DJD2DDDP [redacted] CUMMINS NO START **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] Intake Air Grid Heater Relay **] Check Engine Light General Concern #1 [Customer Statesvehicle will not accelerate at highspeed and transmission make a noise] [redacted] Ram Heavy Duty Grid Heater Rel

(RO) Cause:

.

(RO) Correction:

[redacted] REPLACE STARTER NU[redacted] Starter - Replace Nut, Starter - Replace (1 - Semi-Skilled) [redacted] REPLACE INTAKE HEATER RELAY08-13[redacted] Safety Recall [redacted] Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) [redacted] CHECK LINE D FOR REPAIR Check Engine Light BODY ELECTRICAL [redacted] CONFIRM CONCERN. CONNECT SCANNER ANDFIND DTC [redacted] GEAR 1 SHIFT INCORRECT RATIO.FIND SERVICE BULLETIN [redacted] REV BPERFORM SB 21-[redacted] THAT INVOLVES [redacted] FRONT AND REAR PROPELLER SHAFT,REMOVE SKID PLATE, REMOVE REMOVETRANSMISSION. REMOVE OIL PAN. REMOVE KICLUTCH AND FIND SNAP RING DISLODGED. AS PERSERVICE BULLETIN REPLACE INPUT SHAFTASSEMBLY. REINSTALL COMPONENTS. CHECKTRANSMISSION FLUID LEVEL AND BRING IT TOSPECIFICATIONS. ERASE DTC. PERFORMQUICKLEARN. DRIVE VEHICLE TO CONFIRM CONCERNHAS BEEN SOLVED [redacted] RECALL /CAMPAIGN

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT ACCELERATE AT HIGH SPEED AND TRANSMISSION MA KE A NOISE

(Claim) Cause:

CONFIRM CONCERN. CONNECT SCANNER AND FIND [redacted] GEAR [redacted] INCORRECT RA TIO. FIND SERVICE BULLETIN [redacted] REV B PERFORM S[redacted] THAT INVOLVES [redacted] FRONT AND REAR PROPELLER SHAFT, REMOVE SKID PLATE, REMOVE REMOVE TRANSMISSION. REMOVE OIL PAN. REMOVE KI CLUTCH AND FIND SNAP RING DISL ODGED. \

(Claim) Correction:

AS PER SERVICE BULLETIN REPLACE INPUT SHAFT ASSEMBLY. REINSTALL COMPONENTS. C HECK TRANSMISSION FLUID LEVEL AND BRING IT TO SPECIFICATIONS. ERASE [redacted]. PERF ORM QUICKLEARN. DRIVE VEHICLE TO CONFIRM CONCERN HAS BEEN SOLVED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DD8L93 - 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**	$1,737.34	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure	[redacted]	Part Name	Part Quantity	Part Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	[redacted]	1	X	1.98	$32.[redacted]
B	[redacted]	Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		28.49	$96.43
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	4		[redacted]	
B	[redacted]	Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		70.53	$96.43
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		151.35	$96.43
B	[redacted]	Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1452.15	$96.43
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	BOLT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	GREASE	1		70.53	[redacted]
B	21000A61	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	9		151.35	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	1452.15	[redacted]
[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]		Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
B	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	05189966AD	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]	CLUTCHKIT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] [redacted] DJD2DDDP [redacted] CUMMINS NO START **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] - Intake Air Grid Heater Relay **] Check Engine Light General Concern #1 [Customer Statesvehicle will not accelerate at highspeed and transmission make a noise] [redacted] Ram Heavy Duty Grid Heater Rel

(RO) Cause:

.

(RO) Correction:

[redacted] REPLACE STARTER NU [redacted] Starter - Replace Nut, Starter - Replace (1 - Semi-Skilled) [redacted] REPLACE INTAKE HEATER RELAY08-13 [redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) [redacted] CHECK LINE D FOR REPAIR Check Engine Light BODY ELECTRICAL [redacted] CONFIRM CONCERN. CONNECT SCANNER ANDFIND DTC [redacted] GEAR [redacted] INCORRECT RATIO.FIND SERVICE BULLETIN [redacted] REV BPERFORM SB 21-[redacted] THAT INVOLVES [redacted] FRONT AND REAR PROPELLER SHAFT,REMOVE SKID PLATE, REMOVE REMOVETRANSMISSION. REMOVE OIL PAN. REMOVE KICLUTCH AND FIND SNAP RING DISLODGED. AS PERSERVICE BULLETIN REPLACE INPUT SHAFTASSEMBLY. REINSTALL COMPONENTS. CHECKTRANSMISSION FLUID LEVEL AND BRING IT TOSPECIFICATIONS. ERASE DTC. PERFORMQUICKLEARN. DRIVE VEHICLE TO CONFIRM CONCERNHAS BEEN SOLVED [redacted] RECALL /CAMPAIGN

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT ACCELERATE AT HIGH SPEED AND TRANSMISSION MA KE A NOISE

(Claim) Cause:

CONFIRM CONCERN. CONNECT SCANNER AND FIND DTC [redacted] GEAR 1 SHIFT INCORRECT RA TIO. FIND SERVICE BULLETIN [redacted] REV B PERFORM S[redacted] THAT INVOLVES [redacted] FRONT AND REAR PROPELLER SHAFT, REMOVE SKID PLATE, REMOVE REMOVE TRANSMISSION. REMOVE OIL PAN. REMOVE KI CLUTCH AND FIND SNAP RING DISL ODGED. \

(Claim) Correction:

AS PER SERVICE BULLETIN REPLACE INPUT SHAFT ASSEMBLY. REINSTALL COMPONENTS. C HECK TRANSMISSION FLUID LEVEL AND BRING IT TO SPECIFICATIONS. ERASE DTC. PERF ORM QUICKLEARN. DRIVE VEHICLE TO CONFIRM CONCERN HAS BEEN SOLVED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28P92 - RAM 3500 [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] -DODGE & JEEP	***Zone***	[redacted]
Address	1655 SOUTH GARFIELD AVE , TRAVERSE CITY, MI 49686				

Condition Information

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

RO Narratives

(RO) Customer Concern:

[redacted] Inspection

(RO) Cause:

NA

(RO) Correction:

Multi-point inspection (according to maintenance interval) Change diesel engine oil and filter (synthetic oil may be required based on geographic location) [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**	D28M92 - RAM 3500 LIMITED CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure [redacted]	Failure Desc	Part Number	[redacted] Name	[redacted] Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	[redacted]	[redacted]
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	NUT	1		1.47	[redacted]
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		2.94	[redacted]

RO Narratives

(RO) Customer Concern:

RSU1 [[redacted] DJD2DDDP [redacted] CUMMINS NO START **] General Concern 1 [Vehicle was towed in] Automatic Transmission Concern [Customer States check engine light went on while driving and vehicle had no reaction to throttle after. Pulled over and vehicle did not want to go in drive, loud clunk when shifting into reverse. Check and advise] Recall / CSN 1 [Emissions Recall [redacted]3 - Particulate Matter Sensor **]

(RO) Cause:

perform the RRt scan the vehicle for codes . found code [redacted] . and found [redacted] and customer satisfaction [redacted] recall [redacted]

(RO) Correction:

Replaced the starter nut per recall Remove trans and perform recall [redacted] with [redacted] . Replace the K1 clutch and perform and update to the TCM module . Test drove vehicle after repair, performing as designed. Scanned for fault codes, none populated after. Transmission operating as designed. perform recall [redacted] update the pcm and install the particulate sensor

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

REMOVE TRANS AND PERFORM RECALL 71A WITH [redacted] . REPLACE THE K1 CLUTC H AND PERFORM AND UPDATE TO THE [redacted] MODULE . TEST DROVE VEHICLE AFTER REPAIR , PERFORMING AS DESIGNED. SCANNED FOR FAULT CODES, NONE POPULATED AFTER. TRA NSMISSION OPERATING AS DESIGNED.

(Claim) Cause:

REMOVE TRANS AND PERFORM RECALL 71A WITH [redacted] . REPLACE THE K1 CLUTC H AND PERFORM AND UPDATE TO THE [redacted] MODULE . TEST DROVE VEHICLE AFTER REPAIR , PERFORMING AS DESIGNED. SCANNED FOR FAULT CODES, NONE POPULATED AFTER. TRA NSMISSION OPERATING AS DESIGNED.

(Claim) Correction:

REMOVE TRANS AND PERFORM RECALL 71A WITH [redacted] . REPLACE THE K1 CLUTC H AND PERFORM AND UPDATE TO THE [redacted] MODULE . TEST DROVE VEHICLE AFTER REPAIR , PERFORMING AS DESIGNED. SCANNED FOR FAULT CODES, NONE POPULATED AFTER. TRA NSMISSION OPERATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$109.03	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	RIVER FRONT CHRYSLER JEEP INC	**Zone**	51 [redacted]
[redacted]	200 HANSEN BOULEVARD , NORTH AURORA, IL 60542				

Condition Information

Condition Code	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	[redacted]
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				[redacted]
A	[redacted] E	State Labor Allowance			[redacted]	SENSOR	1	X	[redacted]	[redacted]
A	[redacted] E	State Labor Allowance			[redacted]	[redacted]				
[redacted]	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Verify No Failures Have Occurred or Symptoms are Present	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]
[redacted]		State Labor Allowance								[redacted]

RO Narratives

(RO) Customer Concern:

* General Diag [VERY LOUD CLUNK WHEN PUTTING INTO GEAR] MULTI POINT INSPECTION .DIESEL SYNTHETIC OIL CHANGE [redacted] RECALL [redacted] RECALL TCM SOFTWARE UPDATE

(RO) Cause:

INTERNAL TRANS FAILURE RECALL RECALL TSB

(RO) Correction:

[redacted] INTERNAL TRANS FAILURE INSPECTED ANDFOUND NO FORWARD GEARS IN TRANSMISSION,REMOVED TRANS AND DISASSEMBLED TRANS, FOUNDTHE POINT OF FAILURE IN TRANS WAS SNAP RINGFOR K1 CLUTCH, FOLLOWED STEPS OUTLINED INRECALL [redacted] AND PERFORMED TSB DOC [redacted] NEW CLUTCH ASSEMBLY AND ASSEMBLEDTRANS. ADDED FLUID, QUICKLOEARNED ANDROADTESTED GOOD AT THIS TIME OF SERVICE Transmission, Remove and install for recondition - [redacted] K1 Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] [redacted] [redacted] [redacted] SUPPLEMENTTIM [redacted] SUPPLEMENTTIME [redacted] REPLACED

RIGHT FRONT TIRE THAT HADBOLT PUNCTURE .MOUNT AND BALANCE 1 TIRETIRE DISPOSAL TIRE TAX .MOUNT AND BALANCE 1 TIRE[redacted]. SHOP CHARGES [redacted]. SHOP CHARGE[redacted] CHANGED OIL AN DOIL FILTER .DIESEL SYNTHETIC OIL CHANGE [redacted] RECALL PERFORMED RECALL [redacted] Emissions Recall [redacted] - Particulate Matter Sensor- Replace Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only) (1 - Semi-Skilled) [redacted] SUPPLEMENTTIM[redacted] SUPPLEMENTTIME [redacted] RECALL PERFORMED RECAL[redacted] Customer Satisfaction Notification [redacted]- Aisin Transmission - Inspect K1Clutch / Input Shaft Assembly - Verify No Failures Have Occurred orSymptoms are Present (3 -Highly Skilled) [redacted] SUPPLEMENTTIM[redacted] SUPPLEMENTTIME [redacted] PERFORMED [redacted] DOC [redacted]-REV AUPDATED TCM SOFTWARE FOR SHIFTINGIMPROVMENTS. Module, Transmission Control (TCM) - ReprogramModule, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine (0 - Low Skilled) [redacted] SUPPLEMENTTIME [redacted] SUPPLEMENTTIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] VERY LOUD CLUNK WHEN PUTTING INTO GEAR

(Claim) Cause:

INTERNAL TRANS FAILURE TCM UPDATE

(Claim) Correction:

INTERNAL TRANS FAILURE INSPECTED AND FOUND NO FORWARD GEARS IN TRANSMISSION, PERFORMED [redacted] UPDATE REMOVED TRANS AND DISASSEMBLED TRANS, FOUND THE POINT OF FAILURE IN TRANS WAS SNAP RING FO[redacted] FOLLOWED STEPS OUTLINED IN RECALL [redacted] PERFORME[redacted] DOC [redacted]. INSTALLED NEW CLUTCH ASSEMBLY AND ASSEMBLED TRANS. ADDED FLUID, QUICKLOEARNED AND ROADTESTED GOOD AT THIS TIME OF SERVICE

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]	***Zone***	[redacted]
Address	726 ROOSEVELT AVE , [redacted] , WA 98022				

Condition Information

Condition Code	[redacted]	[redacted]	***Failure***	***Failure*** [redacted]	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	***LOP Expense***
A	[redacted]	Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	SENSOR	[redacted]		[redacted]	
A	[redacted]	Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	NUT	1		2.08	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	LABEL	1		4.17	[redacted]

RO Narratives

(RO) Customer Concern:

FACTORY REQUIRED RECALL REPAIR TRANS. DIAG. RECALLS

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

VEHICLE TOWED IN FOR NOT MOVING FORWARD, NOT ON RSU LIST , WAS INSTRUCTED TO USE THIS PER SKLYER [redacted] AT [redacted]. SEE ATTACHED DOCS ATTACHED, TIME ALSO SPENT WAITING ON BACK ORDER K1 CLUTCH KIT FOR REPAIR

GCS Narratives

(Claim) Customer Concern:

VEHICLE TOWED IN IN LIMP MODE

(Claim) Cause:

TOWED IN. IN LIMP MODE. CUSTOMER HEARD [redacted] TRUCK LUNGED FORWARD THEN N O DRIVE/FORWARD GEARS. INSPECTED AND CONFIRM COMPLAINT REFERENCED 71A RECALL AND LED TO [redacted] A. REMOVED TRANS FOR INSPECTION.

(Claim) Correction:

DISASSEMBLED TRANS AND FOUND [redacted] SNAP RING CAME DISLODGE FROM PACK. PER TSB ADVISED TO REPLACED [redacted] KIT. PARTS DEPT CAN NOT ORDER REC PART PER VEH NOT VALID? CONTACTED STAR FOR ASSISTANCE. RECEIVED [redacted] KIT AND IN STALLED PER TSB AND TORQUED TO SPECS. INSTALLED TRANS AND FILLED WITH FLUID. P ERFORMED TRANS QUICK LEARN. TEST DROVE [redacted] AND RECHECKED. SUCCESSFUL

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28H92 - RAM 3500 BIG HORN 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]	[redacted]	[redacted]
Address	15603 CENTENNAL DR , NORTHVILLE, MI 48167				

Condition Information

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

RO Narratives

([redacted]) Customer Concern:

Recall / Customer Satisfaction Notification 2 [Emissions Recall [redacted]- Particulate Matter Sensor **] [redacted] [[redacted] [redacted] AISIN TRANSMISSION GEARS 1-4 INOP **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] General Concern #1 [Customer StatesCEL AND ABS LIGHTS IS ON] RADIO SCREEN WENT BLANK BUT THE BACKUP CAMERA STILL SHOW ABS BRAKSELIGHT ON

([redacted]) Cause:

. . . . .

([redacted]) Correction:

PM sensor to perform recall is here.Customer took the truck Installed PM sensorand updated the PCM. RECALL 99 RECALL PASS RO ON TO TRANSMISSION TECH.Curtis ordered parts needed to performrecall. some of the parts are on back order.Customer took the truck. Parts are here now.Truck is still gone. Replaced the K1 clutchsnap ring per recall instructions. updatedthe TCM to latest software level. updated PCMper recall instructions. updated dosingcontrol module per TSB. Quick leraned thetrans after repair and TCM update. Drove thetruck [redacted] after repair. RECALL 99 recall removed air duct and replaced airintake grid heater relay Recall / Customer Satisfaction Notification1 [Safety Recall [redacted]- Intake Air Grid Heater Relay **] RECALL wd scan vehicle for codes and retrievedc0037-1d left rear wheel speed sensor,inactive codes, cleared codes, inspected rearspeed sensor at [redacted] for any debris General Concern #1 [Customer States CEL AND ABS LIGHTS IS ON] When I went out to get the truck to bringin the shop there were no warning lights on.SOS unavailable was on the radio and says dueto low battery. Star case says this is anormal condition until the battery rechargesper Star Case [redacted] Rev. A. Afterperforming the [redacted] andupdating the modules I drove this truck [redacted] and the SOS unavailable,the checkengine light,the ABS light and the air baglight did not come on and no codes reset.Tried to update the radio per TSB [redacted] but the radio would not update. Ordereda new radio. MISCELLANEOUS

([redacted]) Technical Notes:

[redacted]

[redacted]

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

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	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	726 ROOSEVELT AVE , ENUMCLAW, WA 98022				

Condition Information

Condition Code			Failure	Failure		Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			32.94	$106.65
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]				
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]T	1	X	[redacted]	
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]				$106.65
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped				[redacted]	6		28.57	[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]	[redacted]T	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUIDS	9		132.50	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] 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]C ; Two piece propeller shaft equipped			[redacted]	[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]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUIDS	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID	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]		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]	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]	FLUIDS	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	6		88.34	[redacted]

RO Narratives

(RO) Customer Concern:

FACTORY REQUIRED RECALL REPAIR TRANS. DIAG. RECALLS

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

VEHICLE TOWED IN FOR NOT MOVING FORWARD, NOT ON RSU LIST , WAS INSTRUCTED TO USE THIS PER SKLYER [redacted] AT [redacted] , SEE ATTACHED DOCS ATTACHED, TIME ALSO SPENT WAITING ON BACK ORDER K1 CLUTCH KIT FOR REPAIR

GCS Narratives

(Claim) Customer Concern:

VEHICLE TOWED IN IN LIMP MODE

(Claim) Cause:

TOWED IN. IN LIMP MODE. CUSTOMER HEARD [redacted] TRUCK LUNGED FORWARD THEN N O DRIVE/FORWARD GEARS. INSPECTED AND CONFIRM COMPLAINT REFERENCED 71A RECALL AND LED TO [redacted] A. REMOVED TRANS FOR INSPECTION.

(Claim) Correction:

DISASSEMBLED TRANS AND FOUND [redacted] SNAP RING CAME DISLODGE FROM PACK. PER TSB ADVISED TO REPLACED [redacted] KIT. PARTS DEPT CAN NOT ORDER REC PART PER VEH NOT VALID? CONTACTED STAR FOR ASSISTANCE. RECEIVED [redacted] KIT AND IN STALLED PER TSB AND TORQUED TO SPECS. INSTALLED TRANS AND FILLED WITH FLUID. P ERFORMED TRANS QUICK LEARN. TEST DROVE [redacted] AND RECHECKED. SUCCESSFUL

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28P92 - 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**	RIVER FRONT CHRYSLER JEEP INC	**Zone**	51 [redacted]
[redacted]	200 HANSEN BOULEVARD , NORTH AURORA, IL 60542				

Condition Information

Condition [redacted]		Failure [redacted]	Failure [redacted]		Name	Part Quantity	Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			30.09	$104.45
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	4		61.63	$104.45
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		124.89	$104.45
[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	LUBRICANT	1		52.93	$104.45
[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]	[redacted]	1	X	1330.45	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	4		61.63	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	2		124.89	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	LUBRICANT	1		52.93	[redacted]
[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted]				

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[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	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	LUBRICANT	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		26.10	[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]	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	4		61.63	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	2		124.89	[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]	LUBRICANT	1		52.93	[redacted]
A	[redacted]	State Labor Allowance			[redacted]	BOLT	6		[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	BOLT	4		[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	BOLT	4		[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	LUBRICANT	1		[redacted]	
B	181905RT	Module, Transmission [redacted] (TCM) ; Module, Transmission [redacted] (TCM) - Reprogram, Includes Quicklearn Routine	RF							[redacted]
B	[redacted]	State Labor Allowance								[redacted]

RO Narratives

(RO) Customer Concern:

* General Diag [VERY LOUD CLUNK WHEN PUTTING INTO GEAR] MULTI POINT INSPECTION .DIESEL SYNTHETIC OIL CHANGE [redacted] RECALL [redacted] RECALL TCM SOFTWARE UPDATE

(RO) Cause:

INTERNAL TRANS FAILURE RECALL RECALL TSB

(RO) Correction:

[redacted] INTERNAL TRANS FAILURE INSPECTED ANDFOUND NO FORWARD GEARS IN TRANSMISSION,REMOVED TRANS AND DISASSEMBLED TRANS, FOUNDTHE POINT OF FAILURE IN TRANS WAS SNAP RINGFOR K1 CLUTCH, FOLLOWED STEPS OUTLINED INRECALL [redacted] PERFORMED TSB DOC [redacted] NEW CLUTCH ASSEMBLY AND ASSEMBLEDTRANS. ADDED FLUID, QUICKLOEARNED ANDROADTESTED GOOD AT THIS TIME OF SERVICE Transmission, Remove and install for recondition -[redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] SUPPLEMENTTIM[redacted] SUPPLEMENTTIME [redacted] REPLACED RIGHT FRONT TIRE THAT HADBOLT PUNCTURE .MOUNT AND BALANCE 1 TIRETIRE DISPOSAL TIRE TAX .MOUNT AND BALANCE 1 TIREMISC. SHOP CHARGES MISC. SHOP CHARGE[redacted] CHANGED OIL AN DOIL FILTER .DIESEL SYNTHETIC OIL CHANGE [redacted] RECALL PERFORMED RECALL [redacted] Emissions Recall [redacted] - Particulate Matter Sensor- Replace Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only) (1 - Semi-Skilled) [redacted] [redacted] SUPPLEMENTTIM[redacted] SUPPLEMENTTIME [redacted] RECALL PERFORMED RECAL[redacted] Customer Satisfaction Notification [redacted] - Aisin Transmission - Inspect K1Clutch / Input Shaft Assembly - Verify No Failures Have Occurred orSymptoms are Present (3 -Highly Skilled) [redacted] SUPPLEMENTTIM[redacted] SUPPLEMENTTIME [redacted] TSB PERFORMED TSB DOC [redacted] -REV AUPDATED TCM SOFTWARE FOR SHIFTINGIMPROVMENTS. Module, Transmission Control (TCM) - ReprogramModule, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine (0 - Low Skilled) [redacted] SUPPLEMENTTIME [redacted] SUPPLEMENTTIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] VERY LOUD CLUNK WHEN PUTTING INTO GEAR

(Claim) Cause:

INTERNAL TRANS FAILURE TCM UPDATE

(Claim) Correction:

INTERNAL TRANS FAILURE INSPECTED AND FOUND NO FORWARD GEARS IN TRANSMISSION, PERFORMED TSB UPDATE REMOVED TRANS AND DISASSEMBLED TRANS, FOUND THE POINT OF FAILURE IN TRANS WAS SNAP RING FOR K1 CLUTCH, FOLLOWED STEPS OUTLINED IN RECALL [redacted] PERFORMED TSB DOC [redacted] NEW CLUTCH ASSEMBLY AND ASSEMBLED TRANS. ADDED FLUID, QUICKLOEARNED AND ROADTESTED GOOD AT THIS TIME OF SERVICE

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28R92 - RAM 3500 LONGHORN CREW CAB 4X4
Build Date	[redacted]	***Plant***	[redacted]	***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	726 ROOSEVELT AVE , [redacted] , WA 98022				

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]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Verify No Failures Have Occurred or Symptoms are Present	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28M92 - RAM [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**	$1,289.75	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]			Failure	Failure		Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	NUT	1	X	[redacted]	
B	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	$134.01
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
B	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		51.31	$134.01
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		107.10	$134.01
B	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		35.70	$134.01
B	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
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]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				GREASE	1		51.31	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	

B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
B	[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]
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	[redacted]
B	[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]	
B	[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]
B	[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]
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]		4		[redacted]	

RO Narratives

(RO) Customer Concern:

RSU1 [redacted] 22MY DJD2DDDP [redacted] CUMMINS NO START **] General Concern 1 [Vehicle was towed in] Automatic Transmission Concern [Customer States check engine light went on while driving and vehicle had no reaction to throttle after. Pulled over and vehicle did not want to go in drive, loud clunk when shifting into reverse. Check and advise] Recall / CSN 1 [Emissions Recall [redacted]3 - Particulate Matter Sensor **]

(RO) Cause:

perform the RRt scan the vehicle for codes . found code [redacted] . and found [redacted] and customer satisfaction [redacted] recall [redacted]

(RO) Correction:

Replaced the starter nut per recall Remove trans and perform recall [redacted] with [redacted] . Replace the [redacted] clutch and perform and update to the TCM module . Test drove vehicle after repair, performing as designed. Scanned for fault codes, none populated after. Transmission operating as designed. perform recall [redacted] update the pcm and install the particulate sensor

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

REMOVE TRANS AND PERFORM RECALL 71A WITH [redacted] . REPLACE THE K1 CLUTC H AND PERFORM AND UPDATE TO THE [redacted] MODULE . TEST DROVE VEHICLE AFTER REPAIR , PERFORMING AS DESIGNED. SCANNED FOR FAULT CODES, NONE POPULATED AFTER. TRA NSMISSION OPERATING AS DESIGNED.

(Claim) Cause:

REMOVE TRANS AND PERFORM RECALL 71A WITH [redacted] . REPLACE THE K1 CLUTC H AND PERFORM AND UPDATE TO THE [redacted] MODULE . TEST DROVE VEHICLE AFTER REPAIR , PERFORMING AS DESIGNED. SCANNED FOR FAULT CODES, NONE POPULATED AFTER. TRA NSMISSION OPERATING AS DESIGNED.

(Claim) Correction:

REMOVE TRANS AND PERFORM RECALL 71A WITH [redacted] . REPLACE THE K1 CLUTC H AND PERFORM AND UPDATE TO THE [redacted] MODULE . TEST DROVE VEHICLE AFTER REPAIR , PERFORMING AS DESIGNED. SCANNED FOR FAULT CODES, NONE POPULATED AFTER. TRA NSMISSION OPERATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	$851.80	**Sublet**	$225.45	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	BROWN'S [redacted]	**Zone**	32	NEW	[redacted]
Address	483 ROUTE 112 , PATCHOGUE, NY 11772						

Condition 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] ; Two piece propeller shaft equipped			[redacted]	SNAP RING	1	X	12.95	$35.49
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	SEAL RING	1		14.82	$35.49
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			68019782AA	SEAL RING	1		8.50	$35.49
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SNAP RING	1	X	[redacted]	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly -	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL RING	1		[redacted]	[redacted]

		Inspect and Replace Snap Ring								
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL RING	1		8.50	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	O-RING	1		37.92	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		46.31	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	WASHER	1		10.05	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		29.84	[redacted]
B	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	65.06	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

J1; [redacted] / CUSTOMER SATISFACTION NOTIFICATION 6 CUSTOMER SATISFACTION NOTIF J2; [redacted] / CUSTOMER SATISFACTION NOTIFICATION 5 SAFETY [redacted] -INTAKE AIR GRID HEATER RELAY. [redacted] - AISIN TRANSMISSION.

(Claim) Cause:

CAUSE: OPEN [redacted]. CAUSE: OPEN [redacted].

(Claim) Correction:

PERFORM [redacted]. AFTER COMPLETING [redacted] AND REPLACING SNAP RING IN K1 [redacted] COMPLETED [redacted] AND REPLACED HEATER GRID RELAY. M [redacted] THEN TEST DROVE VEHICLE IN ORDER TO GET THE TRANSMISSION TO TEMPERATUR E AND COMPLETE A QUICK-LEARN. ONCE [redacted] PERFORMED A QUICK-LEARN THE ENGINE LI GHT CAME ON AND NO FORWARD GEARS WERE PRESENT. [redacted] THEN REMOVED THE TRANSMIS SION TO FIND THE SNAP RING CAME OUT OF THE DRUM AGAIN. SEE LINE D.

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]	Zone	32 [redacted]
Address	483 ROUTE 112 , PATCHOGUE, NY 11772				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted] G	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		8.50	$35.49
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		10.05	$35.49
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	RACE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1520.92	$35.49
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly		[redacted]	[redacted]	[redacted] G	1		12.95	$816.32

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	4		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]	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		10.05	[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]	BOLT	6		29.84	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	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	X	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REPORTS VEHICLE HAS NO FORWARD GEARS. ONLY REVERSE. SEE RECALL 71A.

(Claim) Cause:

CAUSE: TECHNICAL SERVICE BULLETIN [redacted] REV. B. [redacted] CLUTCH SNAP RING REPAI R. DIAGNOSTIC TROUBLE CODES [redacted] GEAR [redacted] INCORRECT RATIO AND [redacted] GEAR [redacted] INCORRECT RATIO STORED. [redacted] CAS[redacted].

(Claim) Correction:

AFTER COMPLETING RECALL 71A AND REPLACING SNAP RING IN [redacted] TECH THEN TEST DROVE VEHICLE IN ORDER TO GET THE TRANSMISSION TO TEMPERATURE AND COMPLETE A QUICK-LEARN. ONCE TECH PERFORMED A QUICK-LEARN THE ENGINE LIGHT CAME ON AND NO FORWARD GEARS WERE PRESENT. TECH THEN REMOVED THE TRANSMISSION TO FIND THE SNAP RING CAME OUT OF THE DRUM AGAIN AND WAS ADVISED BY [redacted] TO REPLACE THE [redacted] AS A COMPLETE ASSEMBLY WITH PART PROVIDED BY [redacted]R P/N [redacted]. TEC H THEN INSTALLED TRANSMISSION. TOPPED OFF FLUID AND TEST DROVE AGAIN AND COM PLETED A QUICK-LEARN BEFORE RETURNING THE VEHICLE TO THE CUSTOMER.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - 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]	[redacted]***et***	$34.48	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted]					
A	0891LDF4	[redacted]				SLEEVE	6	X	[redacted]	

RO Narratives

(RO) Customer Concern:

DIAG ELECTRICAL SYSTEM - CUSTOMER STATES COMPLIMENTARY VEHICLE HEALTH REPORT

(RO) Cause:

check for right rear backup light not working

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RIGHT REVERSE LIGHT AND BACK UP CAMERA INOP.

(Claim) Cause:

CHECKED FOR POWER TO THE RIGHT REAR BACK UP LIGHT, NO POWER TO THE LIGHT. CHE CKED POWER AT BCM CONNECTOR C5E PIN 1, HAS [redacted]. CHECKED [redacted] PIN [redacted]. CHECKED [redacted] PIN 21, NO POWER. INSPECTED T HE WIRE HARNESS AND FOUND THE HARNESS HAD WIRES THAT RUBBED THROUGH DUE TO C ONTACTING THE VEHICLE FRAME.

(Claim) Correction:

REPAIRED THE WIRE HARNESS FOR THE BACK UP CAMERA/BACK UP LIGHTS. AFTER REPAIRI NG WIRE HARNESS CHECKED OPERATION, ALL EXTERIOR LIGHTS WORKING AND THE BACK UP CAMERA IS WORKING AS DESIGNED.

Warranty Claim Report

Vehicle Information

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

Dealer Information

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

Condition Information

Condition [redacted]		Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
B	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	[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:

[redacted] CUST [redacted] VEH IS STUCK IN [redacted]. THE ONLY OTHER GEAR THAT WORKS IS REVERS E

(Claim) Cause:

FOUND [redacted] TO BE ACTIVE. VEH WOULD NOT MOVE WHEN SHIFTED INTO DRIVE, SUS PECT K1 SNAPRING TO HAVE COME DISLODGED

(Claim) Correction:

FLASHED DCU [redacted] TO [redacted] REPLACED GRID HEATER RELAY REMOVED TRANSMISSION. REMOVED AND REPLACE THE INPUT SHAFT ASSEMBLY. REINSTALLE D TRANSMISSION. TEST DROVE

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,405.63	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[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	1213.23	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		126.45	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		42.15	[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]	CLUTCHKIT	1	X	1213.23	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	9		126.45	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	3		42.15	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1213.23	$29.08
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		126.45	$29.08

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

[redacted] CUST STATES VEH IS STUCK IN [redacted]. THE ONLY OTHER GEAR THAT WORKS IS REVERS E

(Claim) Cause:

FOUND [redacted] TO BE ACTIVE. VEH WOULD NOT MOVE WHEN SHIFTED INTO DRIVE, SUS PECT K1 SNAPRING TO HAVE COME DISLODGED

(Claim) Correction:

FLASHED DCU [redacted] TO [redacted] REPLACED GRID HEATER RELAY REMOVED TRANSMISSION. REMOVED AND REPLACE THE INPUT SHAFT ASSEMBLY. REINSTALLE D TRANSMISSION. TEST DROVE

Warranty Claim Report

Vehicle Information

[redacted]	[redacted] - [redacted]	Year	[redacted]	Body	DP0L64 - 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	$2,003.58	[redacted]	$0.00	Total Paid	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	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				CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				BOLT	6		40.55	$160.03
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				GREASE	1		59.68	$160.03
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	9		124.57	$160.03
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	1		13.84	$160.03
[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] B	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1195.25	$26.67
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	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	[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]	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]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	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 AFT	1		13.84	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	RACE	1		[redacted]	

A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	GREASE	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	HUB	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	HUB	1		[redacted]	
A	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	RACE	1		[redacted]	

RO Narratives

(RO) Customer Concern:

TRANSMISSION MPVI EXPRESS

(RO) Cause:

Has active code [redacted] Shift Incorrect

(RO) Correction:

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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE HAS NO MOTIVE POWER, CAN ONLY PUT IN REVERSE, NO [redacted].

(Claim) Cause:

HAS ACTIVE CODE [redacted] 1 SHIFT INCORRECT RATIO. THE TRANSMISSION WILL NOT SHIFT INTO/OR OUT OF [redacted] - [redacted] GEARS. [redacted] AND REVERSE [redacted] STILL AVAI LABLE. THE [redacted] CLUTCH SNAP RING DISLODGED, RESULTING IN LOSS OF TORQUE TRANSF ER FOR LOWER GEARS 1, 2, 3 AND 4. AFTER TEAR DOWN FOUND THE [redacted] CLUTCH SNAP R ING FAILED, CAUSING DAMAGE TO THE [redacted] CLUTCHES.

(Claim) Correction:

COMPLETED REMOVED THE PTO AND THE TRANS. COMPLETED REPLACED THE THE K1 CLUTCH ASSEMBLY. COMPLETED REINSTALLED THE TRANS. AND THE PTO. COMPLETED ADDED NEW FLUID. COMPLETED TRANS. QUICK LEARN PROCEDURE. COMPLETED TEST DRIVE. MILES O [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	Year	[redacted]	Body	D28P91 - RAM 3500	[redacted]	CREW CAB 4X4
Build Date	[redacted]	Plant	[redacted]	TRUCK ASSEMBLY PLANT	Coverage	[redacted]	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]			Failure [redacted]	Failure [redacted]	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed [redacted]	Expense	Expense
[redacted]		Transmission ; DEF equipped [redacted] 4x4 pick-up only			[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			[redacted]	[redacted]	1		188.28	$84.36
[redacted]		Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	COOLER	1		[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]				
[redacted]		Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	COOLER	1		290.19	[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			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate			[redacted]	[redacted]			[redacted]	

		equipped								
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE	1		168.50	$84.36
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		188.28	$84.36
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		290.19	$84.36
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TRANSMISS	1	X	7954.22	$98.42
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	COOLER	1		290.19	$98.42
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		290.19	$253.08

RO Narratives

(RO) Customer Concern:

CLIENT STATES PERFORM MULTI POINT INSPECTION CUSTOMER STATES PERFORM OPEN RECALL TRANSMISSION REPLACEMENT (AUTOMATIC): REPLACE TRAN PERFORM CAR WASH SEWRVICE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CEL CAME ON AND CUST LOST DRIVING POWER. LIMPED OVE R TO SIDE OF THE ROAD AND ONLY HAS REVERSE. VEHIC LE WILL NOT MOVE FORWARD.

(Claim) Cause:

VERIFIED, VEHICLE WILL NOT MOVE FOREWORD. CHECKED CO DES FOUN [redacted] 1 SHIFT INCORRECT RATIO AND [redacted] INCORRECT RATIO. CHECKE D TRANSMISSION FLUID LEVEL, LEVEL IS FULL BUT BURN T. REMOVED TRANSMISSION PAN AND INSPECTED FOR DEBRIS , FOUND LOTS OF METAL DEBRIS PRESENT INSIDE THE P AN INDICATING A INTERNAL TRANSMISSION FAILURE. TRANS MISSION REPLACEMENT NECESSARY.

(Claim) Correction:

REPLACED TRANSMISSION ASSEMBLY, TRANSMISSION OIL CO OLER LINES, AND TRAN SMISSION COOLER.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	D28P91 - 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***	[redacted]
Address	, ,		

Condition Information

Condition [redacted]		***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	[redacted] ***Failed***	***Expense***	***Expense***
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only								[redacted]
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC		CHECK [redacted] SERVICE ENGINE SO						[redacted]
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped								[redacted]
[redacted]		Lines, transmission and torque converter oil cooler ; [redacted] or Both (1 - Semi-Skilled)								[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)								[redacted]
A	85LOAN00	Loaner Car ; Loaner Car								
A	[redacted]	Loaner Car ; High Line Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

ORDER NUMBER DST0981 PART NUMBE[redacted] SHIPPER NUMBE[redacted] RDERED P ART INFORMATION TO NARRATIVE: PART NUMBER(S), ORDER NUMBER(S), AND ORDER TYPE(S). REFERENCE WARRANTY BULLETIN D-[redacted]. 2) [redacted] FOR BACKORDERED SUP PORT. REFERENCE WARRANTY BULLETIN D-[redacted]. THANK YOU FROM THE FCA WARRANTY CON TACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] [redacted], INCLUDE [redacted] & CONCERN

[redacted]

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

[redacted]

(Claim) Correction:

[redacted]

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	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	2075 E KANSAS AVE , MCPHERSON, KS 67460		

Condition Information

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

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND TRANSMISSION FEELS LIKE IT IS NOT SHIFTING PROPERLY. HAS SOME SLIPPING. CUSTOMER STATES CRUISE CONTROL IS NOT WORKING CUSTOMER REQUESTS RECALL [redacted] BE COMPLETED

(RO) Cause:

E E

(RO) Correction:

[redacted] SNAP RING DISLODGED [redacted] FOUND [redacted]. ROAD TESTING FOUND VEHICLE WOULD NOTDRIVE FORWARD UNLESS SWAPPING QUICKLY BETWEENPARK AND REVERSE TO INITIATE LIMP IN MODE.REMOVED TRANSMISSION OIL PAN AND FOUND NODEBRIS IN PAN OR FILTER. REMOVED VALVE BODYAND INSPECTED. NO ISSUES FOUND WITH VALVEBODY OR HARNESS CIRCUITS. AIR TESTED ALLTRANSMISSION FLUID PASSAGEWAYS AND FOUND ALLCLUTCHES PASS AIR CHECK. FOLLOWING [redacted] REMOVED TRANSMISSION AND INSPECTEDK1 CLUTCH. FOUND [redacted] SNAP RING DISLODGED ANDDAMAGE TO [redacted]. FURTHER INSPECTION FOUNDK2 HUB DAMAGED AS WELL. REPLACED K1 CLUTCHASSEMBLY AND K2 HUB. REINSTALLED TRANSMISSIONAND VERIFIED ALL FORWARD [redacted] PRESENT ANDDTC NO LONGER PRESENT. [redacted] CRUISE CONTROL WORKING, MAY HAVE BEEN ASYMPTOM OF LINE A CONCERN 1 [redacted] 20 REMOVED AND REPLACED GRID HEATERRELAY. [redacted] [redacted] RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND TRANSMISSION FEELS LIKE IT IS NO T SHIFTING PROPERLY. HAS SOME SLIPPING

(Claim) Cause:

[redacted] SNAP RING DISLODGED [redacted] FOUND [redacted] [redacted]. ROAD TESTING FOUND VEHICLE WOULD NOT DRIVE FORWARD UNLESS SWAPPING QUICKLY BETWEEN PARK AND REVERSE TO INITIAT E LIMP IN MODE. REMOVED TRANSMISSION OIL PAN AND FOUND NO DEBRIS IN PAN OR F ILTER. REMOVED VALVE BODY AND INSPECTED. NO ISSUES FOUND WITH VALVE BODY OR H ARNESS CIRCUITS. AIR TESTED ALL TRANSMISSION FLUID PASSAGEWAYS AND FOUND ALL CLUTCHES PASS AIR CHECK. FOLLOWING [redacted] REMOVED TRANSMISSION AND IN SPECTED [redacted] CLUTCH.

(Claim) Correction:

FOUND K1 SNAP RING DISLODGED AND DAMAGE TO [redacted]. FURTHER INSPECTION FOUN D K2 HUB DAMAGED AS WELL. REPLACED K1 CLUTCH ASSEMBLY AND K2 HUB. REINSTALLED TRANSMISSION AND VERIFIED ALL FORWARD GEARS PRESENT AND [redacted] NO LONGER PRESE NT.

Warranty Claim Report

Vehicle Information

VIN	[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**	$2,205.44	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	MIDWAY MOTORS CHRYSLER, JEEP, DODGE LLC	**Zone**	[redacted]
Address	2075 E KANSAS AVE , MCPHERSON, KS 67460				

Condition Information

Condition Code	LOP	LOP 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]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1364.29	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	BOLT	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	FILTER	1		149.72	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		381.03	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	FLUID AFT	9		142.19	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	FLUID AFT	7		110.59	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND TRANSMISSION FEELS LIKE IT IS NOT SHIFTING PROPERLY. HAS SOME SLIPPING. CUSTOMER STATES CRUISE CONTROL IS NOT WORKING CUSTOMER REQUESTS RECALL [redacted] BE COMPLETED

(RO) Cause:

E E

(RO) Correction:

[redacted] SNAP RING DISLODGED [redacted] FOUND [redacted]. ROAD TESTING FOUND VEHICLE WOULD NOTDRIVE FORWARD UNLESS SWAPPING QUICKLY BETWEENPARK AND REVERSE TO INITIATE LIMP IN MODE.REMOVED TRANSMISSION OIL PAN AND FOUND NODEBRIS IN PAN OR FILTER. REMOVED VALVE BODYAND INSPECTED. NO ISSUES FOUND WITH VALVEBODY OR HARNESS CIRCUITS. AIR TESTED ALLTRANSMISSION FLUID PASSAGEWAYS AND FOUND [redacted]S PASS AIR CHECK. FOLLOWING [redacted] REMOVED TRANSMISSION AND INSPECTEDK1 CLUTCH. FOUND [redacted] SNAP RING DISLODGED ANDDAMAGE TO [redacted]. FURTHER INSPECTION FOUNDK2 HUB DAMAGED AS WELL. REPLACED K1 CLUTCHASSEMBLY AND K2 HUB. REINSTALLED TRANSMISSIONAND VERIFIED ALL FORWARD [redacted] PRESENT AND[redacted] NO LONGER PRESENT. [redacted] CRUISE CONTROL WORKING, MAY HAVE BEEN ASYMPTOM OF LINE A CONCERN 1 [redacted] REMOVED AND REPLACED GRID HEATERRELAY. [redacted] [redacted] RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND TRANSMISSION FEELS LIKE IT IS NO T SHIFTING PROPERLY. HAS SOME SLIPPING

(Claim) Cause:

[redacted] SNAP RING DISLODGED [redacted] FOUND [redacted]. ROAD TESTING FOUND VEHICLE WOULD NOT DRIVE FORWARD UNLESS SWAPPING QUICKLY BETWEEN PARK AND REVERSE TO INITIAT E LIMP IN MODE. REMOVED TRANSMISSION OIL PAN AND FOUND NO DEBRIS IN PAN OR F ILTER. REMOVED VALVE BODY AND INSPECTED. NO ISSUES FOUND WITH VALVE BODY OR H ARNESS CIRCUITS. AIR TESTED ALL TRANSMISSION FLUID PASSAGEWAYS AND FOUND [redacted] PASS AIR CHECK. FOLLOWING [redacted] REMOVED TRANSMISSION AND IN SPECTED [redacted] CLUTCH.

(Claim) Correction:

FOUND K1 SNAP RING DISLODGED AND DAMAGE TO [redacted]. FURTHER INSPECTION FOUN D K2 HUB DAMAGED AS WELL. REPLACED K1 CLUTCH ASSEMBLY AND K2 HUB. REINSTALLED TRANSMISSION AND VERIFIED ALL FORWARD [redacted] PRESENT AND [redacted] NO LONGER PRESE NT.

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]

[redacted]

Condition Information

Condition			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		186.68	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	3		172.07	[redacted]
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] SO	ML	CHECK ENGINE/SERVICE	[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] SO	ML	CHECK ENGINE/SERVICE	[redacted]	[redacted]	1		186.68	[redacted]
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] SO	ML	CHECK ENGINE/SERVICE	[redacted]	COOLER	1		[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] SO	ML	CHECK ENGINE/SERVICE	00000NPN	[redacted]	[redacted]			
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] plate equipped			[redacted]	[redacted]	1		186.68	$60.31
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] plate equipped			[redacted]	COOLER	1		[redacted]	$60.31
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] plate equipped			00000NPN	[redacted]	3		172.07	$60.31
A	[redacted]	Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	$30.15
A	[redacted]	Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	[redacted]	1		186.68	$30.15

A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	[redacted]	3		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		186.68	$90.46
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		287.73	$90.46
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]	3		172.07	$90.46
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TOC ASSY	1		186.68	$105.54
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		287.73	$105.54
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	[redacted]	3		172.07	$105.54
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	7886.98	$271.39
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	[redacted]	3		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		186.68	$120.62
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	[redacted]	3		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	TRANSMISS	1	X	7886.98	$0.00
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Loaner Car			[redacted]	[redacted]	3		[redacted]	
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	TOC ASSY	1		[redacted]	[redacted]

A	[redacted]	Loaner Car ; Competitive Vehicles			[redacted]	COOLER	1		287.73	$ [redacted]
A	[redacted]	Loaner Car ; Competitive Vehicles			00000NPN	[redacted]	3		172.07	$ [redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] TRANSMISSION CONCERNS [redacted] PERFORMED K1CLUTCH REPAIRS UPON TEST DRIVE [redacted] AND [redacted] TO ENGAGE WITH ACTIVE RATIODTCS, REMOVED PAN AND FOUND EXCESSIVEMATERIAL PRESENT. REC REPLACEMENT OFTRANSMISSION ASSEMBLY, COOLER AND LINES.REPLACED TRANSMISSION, TRANSMISSIONCOOLER/LINES, TOPPED OFF TRANSMISSION ANDPERFORMED QUICK LEARN VEHICLE IS NOWOPERATING AS DESIGNED.

(RO) Technical Notes:

[redacted] SPECIAL DE SUPPO RT FOR RENTAL BY ADDING LOANER LOP [redacted]) ; BACK ORDER PART INFORMATION IN NARRATIVES (PART NUMBER, ORDER NUMBER AND ORDER TYPE) & FINAL RENTAL INVOI CE TO SUPPORT RENTAL CLAIMED IF DUE TO PART BACKORDER SITUATION OR REDUCE TO [redacted] PER POLICY OR ADVISE. REFERENCE WARRANTY BULLETIN [redacted] FOR RENTAL PO LICIES. 2)PLEASE ATTACH FINAL RENTAL INVOICE. 3)SC7;RENTAL DAYS EXCEED THE LENGTH OF REPAIR VISIT. THANK YOU FROM THE [redacted] WARRANTY CONTACT CENTER. IF FU RTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [redacted] . INCLUDE VIN & CONCERN.

GCS Narratives

(Claim) Customer Concern:

COMPLETION OF K1 CLUTCH REPAIR VEHICLE NOW DRIVES BUT WILL NOT SHIFT INTO [redacted] AND [redacted] R - ORIGINAL RO [redacted]

(Claim) Cause:

PERFORMED K1 CLUTCH REPAIRS UPON TEST DRIVE [redacted] AND [redacted] TO ENGA GE WITH ACTIVE RATIO DTCS, REMOVED PAN AND FOUND EXCESSIVE MATERIAL PRESENT. REC REPLACEMENT OF TRANSMISSION ASSEMBLY, COOLER AND LINES. REPLACED TRANSM ISSION, TRANSMISSION COOLER/LINES, TOPPED OFF TRANSMISSION AND PERFORMED QUI CK LEARN VEHICLE IS NOW OPERATING AS DESIGNED.

(Claim) Correction:

PERFORMED K1 CLUTCH REPAIRS UPON TEST DRIVE [redacted] AND [redacted] TO ENGA GE WITH ACTIVE RATIO DTCS, REMOVED PAN AND FOUND EXCESSIVE MATERIAL PRESENT. REC REPLACEMENT OF TRANSMISSION ASSEMBLY, COOLER AND LINES. REPLACED TRANSM ISSION, TRANSMISSION COOLER/LINES, TOPPED OFF TRANSMISSION AND PERFORMED QUI CK LEARN VEHICLE IS NOW OPERATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DP5L94 - RAM 5500 CREW 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]	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

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

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] ntake Air Grid Heater Relay **] VEHICLE TOWED IN....HAS NO DRIVE-ONLY GOES IN REVERSE Multi-point inspection (according to maintenance interval) TIRE PRESSURE CHECK AND INFLATE SERVICE PER STATE REGULATION!! DOCUMENT ALL TIRE PRESSURES!!! REPLACE TRANSMSSION ASSEMBLY

(RO) Cause:

NA

(RO) Correction:

[redacted] RECALL [redacted] INTAKE AIR GRID HEATERRELAY REPLACED PER RECALL PROCEDURE Recall / Customer Satisfaction Notification1 [Safety Recall [redacted] Intake Air Grid Heater Relay **] RECALL/[redacted] VEHICLEINSPECTED FOUND CODE PRESENT FOR [redacted] -Gear 1 Shift Incorrect Ratio, PERTSB:[redacted] REV. B. K1 SNAP RING REPLACED,DURING REMOVAL OF K1 CLUTCH SUBASSEMBLY FOUNDK2 CLUTCH HUB DAMAGED, K2 CLUTCH HUBREPLACED. TRANSMISSION REINSTALLED, FILLED TOPROPER LEVEL WITH FLUID ([redacted] ASRC FLUID).VEHICLE BROUGHT TO OPERATING TEMPERATURE,QUICKLEARN PERFORMED DURING ROAD TESTOBSERVED DELAYED HARD SHIFT INTO [redacted] TSB TSB:[redacted] Successfully flashedECU from old part number [redacted] part number [redacted] FOR HARSHSHIFTING. VEHICLE BROUGHT TO OPERATINGTEMPERATURE AND ATTEMPTED QUICKLEARN, UNABLETO COMPLETE. QUICKLEARN ATTEMPTE[redacted] ROUTINE FAILED. CONTACTED [redacted] CASE[redacted], PER [redacted] AIR CLUTCH TESTPERFORMED ON K1, FLUID DRAINED, PAN REMOVED,VALVE BODY REMOVED, K1 CLUTCH AIR TESTEDPERFORMED AND PASSED. PER [redacted] VALVE BODYREPLACEMENT NECESSARY, VALVE BODY REPLACED,PAN REINSTALLED TRANSMISSION FILLED TO PROPERLEVEL, VEHICLE BROUGHT TO OPERATINGTEMPERATURE AND QUICK LEARN ROUTINEATTEMPTED. AFTER [redacted] QUICK LEARNROUTINE SUCCESSFUL. VEHICLE ROAD TESTED ANDFOUND DELAYED HARD SHIFT CONDITION STILLPRESENT. PER [redacted] TRANSMISSION REPLACEMENTNECESSARY. SEE LINE E FOR DETAILS PERFORMED TSB [redacted] AND [redacted] AND REPLACEVALVEBODY CUSTOMER STATES TRANSMISSION [redacted] MPI MPI COMPLETED, NO ADDITIONALRECOMMENDATIONS MADE Multi-point inspection (according to maintenanceinterval) MULTI POINT INSPECTION 157

(RO) Technical Notes:

DELAYED AND HARDH SHIFT INTO [redacted] REVERSE HARSH SHIFT AND DELAYED ENGAGEMENT ME TIME , [redacted] CASE ATTACHED TO SUPPORT, THANK YOU

GCS Narratives

(Claim) Customer Concern:

VEHICLE TOWED IN....HAS NO DRIVE-ONLY GOES IN REVERSE

(Claim) Cause:

CONTACTED STAR CASE [redacted], PER STAR AIR CLUTCH TEST PERFORMED ON K1, FLUI DELAYED HARSH SHIFT INTO [redacted] AND REVERSE DURING ROAD TEST OBSERVED DELAYED HARD SHIFT INTO [redacted]. VEHICLE INSPECTED FOUND CODE PRESENT FOR P0731-00 - GEAR 1 SHIFT INCORRECT RAT D DRAINED, PAN REMOVED, VALVE BODY REMOVED, [redacted] CLUTCH AIR TESTED PERFORMED A IO, PER TSB:[redacted] REV. B. [redacted] SNAP RING ND PASSED. PER STAR VALVE BODY REPLACEMENT NECESSARY

(Claim) Correction:

PER STAR CASE [redacted], TRANSMISSION REPLACED, QUICKLEARN PERFORMED, VEHICLE PER TSB TSB:[redacted] SUCCESSFULLY FLASHED ECU FROM OLD PART [redacted]R 68541292AB ROAD TESTED [redacted] WITH NO ISSUES, FLUID LEVEL INSPECTED AND FOUND TO BE TO CURRENT PART [redacted] [redacted] FOR HARSH SHIFTING SNAP RING REPLACED, DURING REMOVAL OF [redacted] CLUTCH SUBASSEMBLY FOUND K2 CLUTCH HU B DAMAGED, K2 CLUTCH HUB REPLACED. TRANSMISSION REINSTALLED, FILLED TO PROPE HIGH, TRANSMISSION FLUID LEVEL ADJUSTED TO PROPER LEVEL. VALVE BODY REPLACED, PAN REINSTALLED TRANSMISSION FILLED TO PROPER LEVEL, VEHI CLE BROUGHT TO OPERATING TEMPERATURE AND QUICK LEARN ROUTINE ATTEMPTED. AFTE R LEVEL WITH FLUID ([redacted] ASRC FLUID). VEHICLE BROUGHT TO OPERATING TEMPERAT R [redacted] QUICK LEARN ROUTINE SUCCESSFUL. VEHICLE ROAD TESTED AND FOUND D URE, QUICKLEARN PERFORMED ELAYED HARD SHIFT CONDITION STILL PRESENT. PER STAR TRANSMISSION REPLACEMENT NECESSARY. SEE LINE E FOR DETAILS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28P92 - 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**	$1,141.84	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	NORTHERN PRAIRIE LLC	[redacted]	[redacted]
Address	100 HIGHWAY 2 EAST , WOLF POINT, MT 59201				

Condition Information

Condition Code		Failure	Failure		Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			23.24	$71.79
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	4		47.60	$71.79
[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]			[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	4		47.60	$143.58
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - AS68RC [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted] T	1	X	[redacted]	