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

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		23.24	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		23.24	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	4		47.60	[redacted]

RO Narratives

(RO) Customer Concern:

EMISSIONS RECALL Y43 - PARTICULATE MATTER SEN sor ** PART OUT OF STOCK [redacted] PERFORM DTC INCPECTION [redacted] SOFTWARE FLASH FOR PCM ** SEE RECALL [redacted] AUTOMATIC TRANSMISSION CONCERN TRANSMISION ONLY HAS REVERSE [redacted]

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ONLY HAS REVERSE

(Claim) Cause:

[redacted] CLUTCH CANE APART [redacted]

(Claim) Correction:

REPLACE [redacted] CLUTCH PER SERVICE BULLETIN

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DP9L94 - RAM 4500 CREW CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	BROWN DAUB DODGE INC	**Zone**	35 [redacted]
Address	7720 BATH PIKE , BATH, PA 18014				

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure	[redacted]	Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	FLUID AFT	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	CONVERTER	1		4540.79	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	OIL PUMP	1		3546.24	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]D	FLUID AFT	2		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	FILTER	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	GASKET	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	BOLT	6		28.93	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	BOLT	8		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	SEAL RING	4		57.46	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	SEAL RING	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	GASKET	1		44.91	$481.14
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	WASHER	1		9.74	$481.14
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	FRONT FAILED	[redacted]D	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	FRONT FAILED	[redacted]	CONVERTER	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	FRONT FAILED	[redacted]	OIL PUMP	1		3546.24	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	FRONT FAILED	[redacted]	FLUID AFT	2		138.43	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	FRONT FAILED	[redacted]	FILTER	1		161.84	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	FRONT FAILED	[redacted]	GASKET	1	X	65.50	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	FRONT FAILED	[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	FRONT FAILED	[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	FRONT FAILED	[redacted]	SNAP RING	1		12.56	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	FRONT FAILED	[redacted]	SEAL RING	4		57.46	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	FRONT FAILED	[redacted]	SEAL RING	1		8.24	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	FRONT FAILED	[redacted]	O-RING	1		36.77	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	8E	FRONT PUMP FAILED	68244638AA	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	8E	FRONT PUMP FAILED	[redacted]	WASHER	1		[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]	CONVERTER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244633AB	OIL PUMP	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]	FILTER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68214914AA	GASKET	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	8		[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			68253940AA	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244579AA	O-RING	1		[redacted]	
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]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	CONVERTER	1		4540.79	$29.16

		[redacted] C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	OIL PUMP	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]	FILTER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	GASKET	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	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP (RSU 2) [redacted] DDDPD2 AISIN TRANSMISSION ROUGH SHIFT (RSU 1) CS VEHICLE LEAKING FLUID UNDERNEATH AND WILL NTO SHIFT STATE S VERY SEVERE LEAK BELEIVES TRANSMISSION FLUID CHECK AND REP ORT (Engine Concern Diesel) PERFORM MULTI POINT SAFETY INSPECTION, UPDATE ALL CONTROL MODULES WITH LATEST SOFTWARE AVAILABLE

(RO) Cause:

COMPLETED RSU CHECKED VEHICEL FOR CONCERN, VERIFIED TRUCK WILL NOT MOVE, CHECKE AND FOUND COD[redacted]-[redacted], FILLED FLUID AND RAN IN LOT, FOUND FLUID COMING OUT OF FRONT PUMP AREA OF TRANS, REMOVE AND DISASSEMBLE FOUND INPUT SEAL RIPPED CAUSING LEAK, REMOVED PUMP BOTLS AND FOUND BRASS IN FLUID, I INPUT SEALS RIPPED AND LAYING IN CASE,

(RO) Correction:

REPLACED TOURQUE CONVERTOR AS WELL COMPLETED RSU REMOVED AND REPLACED PUMP AND CONVERTOR AND INPUT SEALS, AND [redacted], REASSEMBLED AND ROAD TESTED, FOUND CODE [redacted] RESET ACTIVE, CHECKD WI[redacted]

FROM [redacted] TO ALL SOLENOIDS ALL OK, ALL AMPS WITHIN SPEC,, INSTALLED KNOWN GOOD RSU SNAP RING AND SEAL, FOUND SAEM ISSUES RETURNED REMOVED PRESSURE SWITCHAND TESTED, SAME ISSUE, CONTACT STAR, ADVISED TO REPLACED TRANSMISSION UNIT ASSEMBLY COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK FOR FLUID LEAK AND WILL NOT SHIFT

(Claim) Cause:

CHECK AND FOUND TRUCK WILL NOT MOVE.FILL FLUID TO TEST DRIVE AND FOUND LEAKING FROM FRONT PUMP AREA.REMOVE TRANSMISSION AND INSPECT,FOUND INPUT SEAL RIPPE D CAUSING LEAK AND FOUND BRASS IN FLUID.

(Claim) Correction:

REPLACE PUMP AND CONVERTER,REPLACE SNAP RINGS AND SEALS,REPLACE BOLTS

Warranty Claim Report

Vehicle Information

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

Dealer Information

Code	[redacted]	**Name**	BROWN DAUB DODGE INC	**Zone**	35[redacted]
Address	7720 BATH PIKE , BATH, PA 18014				

Condition Information

Condition [redacted]			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted]	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; propeller shaft [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]2	Transmission, Replace - automatic ; propeller shaft [redacted] equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; propeller shaft [redacted] equipped			[redacted]	[redacted]	1		219.00	$29.16
A	[redacted]	Transmission, Replace - automatic ; propeller shaft [redacted] equipped			[redacted]	COOLER	1		109.40	$29.16
A	[redacted]6	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]6	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]6	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]	1		219.00	$87.48
A	[redacted]6	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	[redacted]			
A	[redacted]	Valve, thermal cooler bypass			[redacted]B	TRANSMISS	1	X	[redacted]	$43.74
A	[redacted]	Valve, thermal cooler bypass			[redacted]	BOLT	6		[redacted]	

A	[redacted]	[redacted], thermal cooler bypass			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	[redacted], thermal cooler bypass			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	6		[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		109.40	$262.44
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	6		28.93	[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]	

RO Narratives

(RO) Customer Concern:

TRANSMISSION ASSEMBLYREPLACMENT DUE TO METAL IN FLUID AND INTERNAL FAILURE AS PER STAR CASE PERFORM MULTI POINT SAFETY INSPECTION, UPDATE ALL CONTROL MODULES WITH LATEST SOFTWARE AVAILABLE

(RO) Cause:

FAULTY TRNASMISSION ASSEMBLY INTERNAL FAILURE

(RO) Correction:

REMOVED AND REPLACED TRANSMISSION ASSEMBLY, REPLACED COOLER AND H BLOCK, QUICKLEARNA DN ROAD TEST, FOUND NOW OPERATING AS DESINGED COMPELTED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AFTER REPLACING TORQUE CONVERTER AND PUMP ROAD TESTED AND FAULT CAME BACK

(Claim) Cause:

CONTACT STAR CENTER,DROP PAN TO INSPECT AND FOUND BRASS DEBRIS IN PAN AND THRO UGHOUT FLUID SYSTEM.STAR RECOMMENDED REPLACING TRANSMISSION.

(Claim) Correction:
REPLACE TRANSMISSION,COOLER,AND VALVE

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	Year	[redacted]	Body	DP5L94 - 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]

[redacted]

[redacted]	[redacted]	Name	[redacted]	Zone	71
Address	[redacted]				

Condition Information

Condition [redacted]	[redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
B	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	BOLT	4		30.85	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped			[redacted]	BOLT	9		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	BOLT	3		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[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]	HUB	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]

		Clutch / 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	ZZ	SERVICE ACTION	[redacted]	BOLT	9		[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	3		[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]	GASKET	1		[redacted]	
C	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			68445748AA	BODY ASSY	1	X	[redacted]	
C	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	68445748AA	BODY ASSY	1	X	[redacted]	
D	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
D	21002762	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
D	[redacted]	TCM Quick Learn ; [redacted] Transmissions only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake 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/RRT [redacted] CLUTCH [redacted] VEHICLEINSPECTED FOUND CODE PRESENT FOR P0731-00 -Gear 1 Shift Incorrect Ratio, PERTSB:[redacted] REV. B. [redacted] SNAP RING REPLACED,DURING REMOVAL OF [redacted] 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 STAR CASE#[redacted], PER STAR AIR CLUTCH TESTPERFORMED ON K1, FLUID DRAINED, PAN REMOVED,VALVE BODY REMOVED,[redacted] CLUTCH AIR TESTEDPERFORMED AND PASSED. PER STAR 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 STAR 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 [redacted]

(RO) Technical Notes:

DELAYED AND HARDH SHIFT INTO [redacted] REVERSE HARSH SHIFT AND DELAYED ENGAGEMENT ME TIME , STAR 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 [redacted] INCORRECT RAT D DRAINED, PAN REMOVED, VALVE BODY REMOVED, K1 CLUTCH AIR TESTED PERFORMED A IO, PER TSB: [redacted] REV. B. K1 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 K1 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] 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] - [redacted]	***Year***	[redacted]	***Body***	D28M91 - 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***	[redacted]	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition Code			***Failure***	***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]	

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 Emissions Recall [redacted] - Particulate Matter Sensor ** RSU 1 [redacted] DJD2DDDP [redacted] CUMMINS NO START ** Multi-Point Inspection Alignment Check General Concern 1 Customer States that the phone will disconnect from [redacted] car play randomly General Concern 2 Customer States that the radio will not allow him to choose the usb as the source for music at times General Concern 3 Customer States there is a clunking noise coming from the driver front end when hitting bumps in the road

(RO) Cause:

recall [redacted] Multi-Point Inspection Alignment Check tested vehicle with multiple phones tested radio all working at this time verified customer concern found shock causing noise.

(RO) Correction:

parts ordered installed nut per instructions completed completed unable to duplicate customer concern at this time vehicle operating as designed unable to duplicate customer concern part on order

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted] - [redacted]	**Year**	[redacted]	**Body**	D28P92 - RAM 3500 [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted] OF [redacted]
Address	4440 [redacted] E AVE , HAYS, KS 67601		

Condition Information

Condition Code	LOP	[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Tank	[redacted]							

RO Narratives

(RO) Customer Concern:

Multi Point Inspection Customer states WHEN FILLING UP WITH DEF FOUND IT WAS RUNNING OUT ON GROUND BY DEF TANK.

(RO) Cause:

found def tank fil lines not hooked to tank

(RO) Correction:

clean lines and fittings, install into tank

(RO) Technical Notes:

DEF TANK LINES NOT HOOKED TO TANK

GCS Narratives

(Claim) Customer Concern:

WHEN FILLING UP WITH DEF, FOUND IT WAS RUNNING OUT ON GROUND BY DEF TANK

(Claim) Cause:

FOUND DEF TANK FILL LINES NOT HOOKED TO TANK

(Claim) Correction:

CLEAN LINES AND FITTINGS, INSTALL INTO TANK

Warranty Claim Report

Vehicle Information

[redacted]	[redacted] - [redacted]	**Year**	[redacted]	**Body**	D28P91 - RAM 3500 LARAMIE CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	Expense	[redacted] 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)	CERN[redacted]2AA	SENSOR	1	X	97.52	[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]	NUT	1		1.76	[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		3.53	[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [Customer States VEHICLE WONT MOVE FORWARD, ONLY MOVES IN REVERSE. TOWED IN] Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] - Particulate Matter Sensor **] [redacted] [[redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP **] RSU 1 [[redacted] DJ D2 STEERING COLUMN CLICKING NOISE **]

(RO) Cause:

. . . .

(RO) Correction:

[redacted] VERIFIED CONCERN INSPECT AND FOUNDP0731 ACTIVE REPAIRS TO BE PERFORMED AS PERTSB:[redacted] GROUP 21 - Transmissionand Transfer Case P/A SENT TO PARTS ON9[redacted] PERFORM REPAIRS AS STATED IN TSB NODAMAGE TO CLUTCH HUB, REPLACED K1 CLUTCH ANDHUB ASSY INSTALL [redacted] [redacted] FLUID RE-CHECKOK Automatic Transmission Concern RENTAL AUTOMATIC TRANSMISSION CONCERN SUBLET REPAIRS [redacted] PERFORM RECALL [redacted] COMPLETE INSTALLPM SENSOR AND UPDATE PCM Calibration[redacted] D26.7L PCM 68RFE HIGH OUTPUT NO PM SENSOR 50STATE Current Part Number:[redacted] New PartNumber:[redacted] Recall / Customer Satisfaction Notification1 PERFORM RECALL [redacted]

PERFORM INSPECTION AS PER [redacted] PASS [redacted] PERFORM [redacted] PERFORM INSPECTION AS STATED IN [redacted] PASS INSPECTION [redacted] 1 PERFORM RRT

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES VEHICLE WONT MOVE FORWARD, ONL [redacted] Y MOVES IN REVERSE. TOWED IN]

(Claim) Cause:

INSPECTED AND PASSED VERIFIED CONCERN INSPECT AND FOUN [redacted] ACTIVE REPAIRS TO BE PERFORMED AS PER TSB: [redacted] - TRANSMISSION AND TRANSFER CASE P/A SENT TO PARTS ON [redacted] PERFORM REPAIRS AS STATED IN TSB NO DAMAGE TO CLUTCH HUB, RE PLACED K1 CLUTCH AND HUB ASSY INSTALL [redacted] FLUID RE-CHECK OK

(Claim) Correction:

COMPLETED [redacted] VERIFIED CONCERN INSPECT AND FOUN [redacted] ACTIVE REPAIRS TO BE PERFORMED AS PER TSB [redacted] - TRANSMISSION AND TRANSFER CASE P/A SENT TO PARTS O [redacted] PERFORM REPAIRS AS STATED IN TSB NO DAMAGE TO CLUTCH HUB, RE PLACED K1 CLUTCH AND HUB ASSY INSTALL [redacted] FLUID RE-CHECK OK

Warranty Claim Report

Vehicle Information

[redacted]	[redacted] - [redacted]	**Year**	[redacted]	**Body**	D28P91 - RAM 3500 [redacted]
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]			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:

Automatic Transmission Concern [Customer States VEHICLE WONT MOVE FORWARD, ONLY MOVES IN REVERSE. [redacted]] Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] - Particulate Matter Sensor **] [redacted] [redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP **] [redacted] [redacted] DJ D2 STEERING COLUMN CLICKING NOISE **]

(RO) Cause:

. . . .

(RO) Correction:

[redacted] VERIFIED CONCERN INSPECT AND FOUNDP0731 ACTIVE REPAIRS TO BE PERFORMED AS PERTSB: [redacted] B GROUP 21 - Transmissionand Transfer Case P/A SENT TO PARTS ON9 [redacted] PERFORM REPAIRS AS STATED IN TSB NODAMAGE TO CLUTCH HUB, REPLACED [redacted] CLUTCH [redacted] B ASSY INSTALL [redacted] [redacted] FLUID RE-CHECKOK Automatic Transmission Concern RENTAL AUTOMATIC TRANSMISSION CONCERN SUBLET REPAIRS [redacted] PERFORM RECALL [redacted] COMPLETE INSTALLPM SENSOR AND UPDATE PCM Calibration [redacted] HIGH OUTPUT NO PM SENSOR 50STATE Current Part Number: [redacted] New PartNumber: [redacted] Recall / Customer Satisfaction Notification1 PERFORM RECALL [redacted] PERFORM INSPECTION AS PER [redacted] PASS [redacted] PERFORM [redacted] [redacted] PERFORM INSPECTION AS STATED IN [redacted] PASS INSPECTION [redacted] PERFORM [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 CA [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 DODGE	**Zone**	[redacted]
Address	10905 S AUTO MALL DRIVE , SANDY, UT 84070				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[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		1.78	[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		3.56	[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	[redacted]			[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]	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 4 [Emissions Recall [redacted] - Particulate Matter Sensor **] Recall / Customer Satisfaction Notification 5 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] General Service Request [DRIVER HADNO INFO, WAS TOLD TO CALL [redacted] Multi-point inspection (according to maintenance interval) [redacted] FLUIDS EXCHANGED Diesel injection flush & induction system flush ROTATE BREAK DOWN TIRES FOR ROTATION REAR TO FRONT FRONT TO REAR CROSS ROTATE

(RO) Cause:

F F

(RO) Correction:

[redacted] COMPLETED RECAL[redacted]. [redacted]83Installed PM sensor and Flashed PCM fromcurrent part number [redacted] targetedpart number [redacted]. Install AuthorizedModifications Label 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] COMPLETED RECAL[redacted]. ReplacedIntake Air Heater Relay [redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) General Service Request Tell Us More Multi-point inspection (according to maintenanceinterval) [redacted] Inspection [redacted] AT YOUR REQUEST, PERFORMEDDIFFERENTIAL FLUID REPLACEMENT. VISUALINSPECTION OF AXLE COMPONENTS AND UNDERBODYFOR LEAKS, DRAIN FROM PLUG WHERE APPLICABLE.NOTE THAT IN SOME CASES REPLACEMENT OFGASKETS OR SEALS IS REQUIRED WITH COVERREMOVAL, THIS WOULD BE REFLECTIVE INADDITIONAL PARTS CHARGES. REFILL TO PROPERLEVEL. AT YOUR REQUEST, PERFORMED ALL WHEELDRIVE TRANSFER CASE FLUID SERVICE, DRAIN ANDREFILL FLUID. VISUAL INSPECTION OF AXLES,LINKAGE, AND UNDERCARRIAGE COMPONENTS.CHECKED FOR PROPER OPERATION. Driveline Service [redacted] AT YOUR REQUEST, PERFORMED VALVOLINEFUEL INJECTION SERVICE, INCLUDES FLUSHING ALLINJECTORS AND SERVICING THROTTLE BODY.REMOVES ANY DEPOSITS FROM THE ENTIRE FUEL ANDAIR INTAKE SYSTEM INCLUDING THE INJECTORS,INTAKE VALVES, COMBUSTION CHAMBER, ANDTHROTTLE BODY. VISUAL INSPECTION OF ENGINECOM

(RO) Technical 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	1700 SOUTHEAST EVANGELINE HIGHWAY , LAFAYETTE, LA 70508

Condition Information

Condition Code	[redacted]	Failure		Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only				1			
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only		68244579AA	O-RING	1			
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only		68244638AA	GASKET	1		42.39	
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only		68269650AB					
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only		68269649AA			X		
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only		68269568AB	SNAP RING	1		11.85	
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only		68269563AA					
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only		68456960AA	HUB	1			
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			RACE	1			
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only		68253770AA	BEARING	1		41.34	
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only		68253772AA	BEARING	1			
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only		68254056AB	HUB				
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			FLUID AFT	4			
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Remove and install for recondition				1			

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	FLUID AFT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		42.39	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	4		64.48	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244636AA	SEAL	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244579AA	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269650AB	PLATE	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted]				$159.82

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	PLATE	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]	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			68253772AA	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]	FLUID AFT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	SEAL	1		35.46	$26.64
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	O-RING	1		34.71	$26.64
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	GASKET	1		42.39	$26.64
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			68269650AB	PLATE	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			68269649AA	[redacted]	7	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two			[redacted]	HUB	1		[redacted]	

		[redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two [redacted] propeller shaft equipped			[redacted]	RACE	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two [redacted] propeller shaft equipped			[redacted]	BEARING	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two [redacted] propeller shaft equipped			[redacted]	BEARING	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two [redacted] propeller shaft equipped			[redacted]	HUB	1		388.78	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] - Particulate Matter Sensor **] Check Engine Light [CUSTOMER STATESENGINE LIGHT CAME ON. VEHICLE LOST POWER.] Check Transmission [CUSTOMER STATESTHE VEHICLE WILL SHIFT INTO REVERSEFINE. BUT WILL NOT GO INTO DRIVE. SHIFTER WILL MOVE AND VEHICLE WILL NOT ENGAGE IN DRIVE]

(RO) Cause:

NA

(RO) Correction:

[redacted] Parts have been ordered. no work done- parts on order- will call customerwhen they arrive NO WORK DON[redacted] Check engine light is on due toactive codes [redacted], and [redacted]. REFER TO LINE C CHECK ENGINE LIGHT ON [redacted] Customer concern, Vehicle goes inreverse but not in drive; Codes [redacted] and [redacted] are active, will have to pull downtransmission and check the [redacted] forgear shift incorrect ratios. Aftertransmission removal, started tear down.Found the K1 snap ring failure. Upon lookingat the [redacted] pack, the [redacted] and K2 hubassemblies and other surrounding parts, foundthe [redacted] hub scared inside. recommendreplacing [redacted] clutch assembly, [redacted] hubs, oil pump seal and oil pump o-ring tocorrect issue. Trans oil looked good and nodebris in oil. Parts came in, re-built transk1-k2 clutch, installed trans and relatedparts. Ran TCM Re-learn, and flashed PCM withupdates. Cleared all codes. topped off transwith ASRC trans fluid. Transmission, Remove and install for recondition - [redacted] Remove and install for recondition (3 - Highly Skilled) Transmission, Remove and install for recondition - [redacted] 4X4 equipped Transmission, Remove and install for recondition - [redacted] [redacted] shaft equipped Transmission DEF equipped2500-3500 4x4 pick-up only Transmission, Remove and install for recondition - [redacted] Complete Reconditioning of Transmission (3 - Highly Skilled)

(RO) Technical Notes:

[redacted] SNAP RING FAILURE, ALSO SCARRED [redacted] HUB ET AND PICTURES.

GCS Narratives

(Claim) Customer Concern:

VEHICLE WILL SHIFT INTO REVERSE FINE. BUT WILL NOT GO INTO DRIVE. SHIFTER WILL MOVE AND VEHICLE WILL NOT ENGAGE IN DRIVE

(Claim) Cause:

CUSTOMER CONCERN, VEHICLE GOES IN REVERSE BUT NOT IN DRIVE; CODES [redacted] AND [redacted] ARE ACTIVE, WILL HAVE TO PULL DOWN [redacted]MISSION AND CHECK THE [redacted] FOR GEAR SHIFT INCORRECT RATIOS. AFTER [redacted]MISSION REMOVAL, STARTE D TEAR DOWN. FOUND THE K1 SNAP RING FAILURE. UPON LOOKING AT THE [redacted] PA CK, THE K1 AND K2 HUB ASSEMBLIES AND OTHER SURROUNDING PARTS, FOUND THE [redacted] HUB SCARED INSIDE. RECOMMEND REPLACING [redacted] ASSEMBLY, [redacted] HUBS, OIL PUMP SEAL AND OIL PUMP O-RING TO CORRECT ISSUE. [redacted] L OOKED GOOD AND NO DEBRI[redacted].

(Claim) Correction:

RE-BUILT [redacted] [redacted], INSTALLED [redacted] AND RELATED PARTS. RAN TCM RE-LEA RN, AND FLASHED PCM WITH UPDATES. CLEARED ALL CODES. TOPPED OFF [redacted] WITH A SRC [redacted]S FLUID.

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**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,498.73	**Part**	$200.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition			Failure	Failure Desc		Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]				$69.19
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		128.52	$69.19
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	4		57.12	$69.19
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[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]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	FLUID AFT	[redacted]			[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Shaft, steering column intermediate ; Shaft, Upper Steering Column Intermediate Shaft - Inspect	[redacted]	SERVICE ACTION						[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [Customer States VEHICLE WONT MOVE FORWARD, ONLY MOVES IN REVERSE. TOWED IN] Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] - Particulate Matter Sensor **] [redacted] [redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP **] [redacted] [redacted] 23MY DJ D2 STEERING COLUMN CLICKING NOISE **]

(RO) Cause:

. . . .

(RO) Correction:

[redacted] VERIFIED CONCERN INSPECT AND FOUND[redacted] ACTIVE REPAIRS TO BE PERFORMED AS PERTSB: [redacted] - Transmissionand Transfer Case P/A SENT TO PARTS ON[redacted] PERFORM REPAIRS AS STATED IN TSB NODAMAGE TO CLUTCH HUB, REPLACED [redacted] CLUTCH ANDHUB ASSY INSTALL [redacted] [redacted] FLUID RE-CHECKOK Automatic Transmission Concern RENTAL AUTOMATIC TRANSMISSION CONCERN SUBLET REPAIRS [redacted] PERFORM RECALL [redacted] COMPLETE INSTALLPM SENSOR AND UPDATE PCM Calibration[redacted] D26.7L PCM 68RFE HIGH OUTPUT NO PM SENSOR 50STATE Current Part Number: [redacted] New PartNumber: [redacted] Recall / Customer Satisfaction Notification1 PERFORM RECALL [redacted] PERFORM INSPECTION AS PER RSU PASS [redacted] PERFORM [redacted] [redacted] PERFORM INSPECTION AS STATED IN RSUPASS INSPECTION [redacted] PERFORM [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES VEHICLE WONT MOVE FORWARD, ONL [redacted] Y MOVES IN REVERSE. TOWED IN]

(Claim) Cause:

INSPECTED AND PASSED VERIFIED CONCERN INSPECT AND FOUN[redacted] ACTIVE REPAIRS TO BE PERFORMED AS PER TSB: [redacted] - TRANSMISSION AND TRANSFER CASE P/A SENT TO PARTS O[redacted] PERFORM REPAIRS AS STATED IN TSB NO DAMAGE TO CLUTCH HUB, RE PLACED [redacted] CLUTCH AND HUB ASSY INSTALL [redacted] [redacted] FLUID RE-CHECK OK

(Claim) Correction:

COMPLETED [redacted] VERIFIED CONCERN INSPECT AND FOUN[redacted] ACTIVE REPAIRS TO BE PERFORMED AS PER [redacted]21-002-23 [redacted] - TRANSMISSION AND TRANSFER CASE P/A SENT TO PARTS O[redacted] PERFORM REPAIRS AS STATED IN [redacted] NO DAMAGE TO CLUTCH HUB, RE PLACED K1 CLUTCH AND HUB ASSY INSTALL [redacted] ASIAN FLUID RE-CHECK OK

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition	[redacted]	Desc [redacted]	Failure	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:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON. NO REMOTE START CHECK AND ADVISE. CHECK AND ADVISE. PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS. PERFORM RE-CALL [redacted] Ram Heavy Duty Grid Heater Rel PERFORM RE-CALL [redacted] DIESEL PM SENSOR

(RO) Cause:

WAS ABLE TO VERIFY. CHECK ENGINE LIGHT IS ON. CONNECTED WIPOD TO VEHICLE AND PULLED CODES. (CODES LISTED BELOW). [redacted] CODE IS ACTIVE. STARTED BY LOOKING UP SERVICE BULLETINS FOR CODE. NO BULLETINS RELATED TO CODE [redacted]. LOOKED UP SERVICE BULLETINS FOR CODE. [redacted], FOUND [redacted] RELATED TO CONCERN. (SERVICE BULLETIN [redacted]). THIS REQUIRES A FLASH UPDATE ON PCM. FOR NOW, WENT AHEAD AND PERFORM FLASH UPDATE ON PCM. [redacted] Diesel Particulate Filter Regeneration Frequency) ([redacted] Turbocharger [redacted])

(RO) Correction:

[redacted]TG Module, Powertrain Control (PCM) - Inspect and Reprogram and Perform Quicklearn Routine (68RFE Transmission) (0 - Introduction)1 - Engine Repair and Performance [redacted]*|PCM - Successfully flashed ECU from old part number [redacted] current part number [redacted]. PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS. CHECKED AND ADJUSTED VEHICLE TIRE PRESSURE AS REQUIRED. Replace Relay, Intake Air Heater [redacted]- [redacted] [redacted] Install PM sensor and reprogram and Install Authorized Modifications Label PCM [redacted] [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON. NO REMOTE START CHECK AND ADVISE. CH ECK AND ADVISE.

(Claim) Cause:

WAS ABLE TO VERIFY. CHECK ENGINE LIGHT IS ON. CONNECTED WIPOD TO VEHICLE AND P ULLED CODES. (CODES LISTED BELOW). [redacted] CODE IS ACTIVE. STARTED BY LOOKING UP SERVICE BULLETINS FOR CODE. NO BULLETINS RELATED TO CODE [redacted]. LOOKED UP SERVICE BULLETINS FOR CODE. [redacted], FOUND [redacted] RELATED TO CO NCERN. (SERVICE BULLETIN [redacted]). THIS REQUIRES A FLASH UPDATE ON PCM. F OR NOW, WENT AHEAD AND PERFORM FLASH UPDATE ON PCM.

(Claim) Correction:

[redacted]TG MODULE, POWERTRAIN CONTROL (PCM) - INSPECT AND REPROGRAM AND PERFO RM QUICKLEARN ROUTINE (68RFE TRANSMISSION) (0 - INTRODUCTION)1 - ENGINE REPA IR AND PERFORMANCE 0.5 [redacted]*

Warranty Claim Report

Vehicle Information

[redacted]	[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**		**Zone**	71

[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]		Emissions Recall [redacted] - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON. NO REMOTE START CHECK AND ADVISE. CHECK AND ADVISE. PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS. PERFORM RE-CALL [redacted] Ram Heavy [redacted] Grid Heater Rel PERFORM RE-CALL [redacted] [redacted] [redacted] DIESEL PM SENSOR

(RO) Cause:

WAS ABLE TO VERIFY. CHECK ENGINE LIGHT IS ON. CONNECTED WIPOD TO VEHICLE AND PULLED CODES. (CODES LISTED BELOW). [redacted] CODE IS ACTIVE. STARTED BY LOOKING UP SERVICE BULLETINS FOR CODE. NO BULLETINS RELATED TO CODE [redacted]. LOOKED UP SERVICE BULLETINS FOR CODE. [redacted], FOUND [redacted] RELATED TO CONCERN. (SERVICE BULLETIN [redacted]). THIS REQUIRES A FLASH UPDATE ON PCM. FOR NOW, WENT AHEAD AND PERFORM FLASH UPDATE ON PCM. [redacted] Diesel [redacted]culate Filter Regeneration Frequency) ([redacted] Turbocharger Underboost)

(RO) Correction:

[redacted]TG Module, Powertrain Control (PCM) - Inspect and Reprogram and Perform Quicklearn Routine ([redacted] Transmission) (0 - Introduction)1 - Engine Repair and Performance [redacted] *|PCM - Successfully flashed ECU from old part number [redacted] current part number [redacted]. PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS. CHECKED AND ADJUSTED VEHICLE TIRE PRESSURE AS REQUIRED. Replace Relay, Intake Air Heater [redacted] A1-82 [redacted] Install PM sensor and reprogram and Install Authorized Modifications Label PCM [redacted] [redacted]

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON. NO REMOTE START CHECK AND ADVISE. CH ECK AND ADVISE.

(Claim) Cause:

WAS ABLE TO VERIFY. CHECK ENGINE LIGHT IS ON. CONNECTED WIPOD TO VEHICLE AND P ULLED CODES. (CODES LISTED BELOW). [redacted] CODE IS ACTIVE. STARTED BY LOOKING UP SERVICE BULLETINS FOR CODE. NO BULLETINS RELATED TO CODE [redacted]. LOOKED UP SERVICE BULLETINS FOR CODE. [redacted]. FOUND [redacted] RELATED TO CO NCERN. (SERVICE BULLETIN [redacted]). THIS REQUIRES A FLASH UPDATE ON PCM. F OR NOW, WENT AHEAD AND PERFORM FLASH UPDATE ON PCM.

(Claim) Correction:

[redacted]TG MODULE, POWERTRAIN CONTROL (PCM) - INSPECT AND REPROGRAM AND PERFO RM QUICKLEARN ROUTINE (68RFE TRANSMISSION) (0 - INTRODUCTION)1 - ENGINE REPA IR AND PERFORMANCE 0.5 [redacted]*

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28P92 - RAM 3500 [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	3[redacted] V[redacted]
Address	255 N WALNUT ST , SLATINGTON, PA 18080				

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	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:

CUSTOMER STATES VEHICLE LEAKING DEF FLUID WHEN TRIES TO FILL - VEHICLE JUST HAD TRANS OUT AT BLAISE- [redacted] NEEDS TRUCK FOR [redacted] PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION [redacted] Heavy [redacted] Grid [redacted] AISIN Transmission [redacted] DIESEL PM SENSOR

(RO) Cause:

CUSTOMER STATES VEHICLE LEAKING DEF FLUID WHEN TRIES TO FILL - VEHICLE JUST HAD TRANS OUT AT BLAISE- [redacted] NEEDS TRUCK FOR [redacted] MULTIPOINT INSPECTION [redacted] Heavy [redacted] Grid [redacted] RECALL.... [redacted] DIESEL PM SENSOR

(RO) Correction:

RAISE TRUCK AND INSPECT DEF SYSTEM= FOUND FILL TUBE AT DEF TANK NOT SECURED PROPERLY... LEAKING WHEN TRY TO FILL.. REMOVE FILL TUBE, CLEAN INSIDE AND REATTACH SECURELY TO DEF TANK...|ADD 1 CONTAINER OF DEF = OK, NOT LEAKING NOW.. PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS. HAD TO ORDER PARTS FOR RECALL.. TRANSMISSION REPAIRED PREVIOUSLY AT ANOTHER DEALER.... |Close CSN LOP*[redacted]====[redacted] HAD TO ORDER PARTS FOR RECALL....

(RO) Technical Notes:

TIME TO FIND LEAKING FILL TUBE, CLEAN, REPLACE, AND FILL DEF FLUID P, TRANSMISSION REPAIR AND FILL TUBE WOULD HAVE BEEN REMOVED FOR THOSE REPAIRS, POSSIBLY NOT HOOKED UP PROPERLY DURING THOSE REPAIRS. DEF TANK EMPTY, NO WAY TO KNOW IF LEAKED OUT OR NOT. WE REPAIRED TUBE AND FILLED DEF. CUSTOMER ALREADY ON EDGE BECAUSE THEIR [redacted] TRUCK DIED WHILE TOWING A [redacted] AND THEY WERE OUT OF THE TRUCK FO[redacted]. PLEASE ADVISE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE LEAKING DEF FLUID WHEN TRIES TO FILL - VEHICLE JUST HA D TRANS OUT AT BLAISE-[redacted]R - NEEDS TRUCK FOR [redacted]

(Claim) Cause:

FOUND FILL TUBE AT DEF TANK NOT SECURED PROPERLY

(Claim) Correction:

RAISE TRUCK AND INSPECT DEF SYSTEM= FOUND FILL TUBE AT DEF TANK NOT SECURED PROPERLY... LEAKING WHEN TRY TO FILL.. REMOVE FILL TUBE, CLEAN INSIDE AND REAT TACH SECURELY TO DEF TANK...ADD 1 CONTAINER OF DEF = OK, NOT LEAKING NOW..

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$39.46	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	255 N WALNUT ST , SLATINGTON, PA 18080		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Tube/Hose, DEF Heater	65	LEAKS	[redacted]	FLUID	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE LEAKING DEF FLUID WHEN TRIES TO FILL - VEHICLE JUST HAD TRANS OUT AT [redacted] - [redacted] TRUCK FOR [redacted] PERFORM CERTIFIED MULTI-POINT VEHICLE [redacted] AISIN Transmission Gear [redacted] DIESEL PM SENSOR

(RO) Cause:

CUSTOMER STATES VEHICLE LEAKING DEF FLUID WHEN TRIES TO FILL - VEHICLE JUST HAD TRANS OUT AT [redacted] - [redacted] TRUCK FOR [redacted] MULTIPOINT [redacted] RECALL.... [redacted] DIESEL PM SENSOR

(RO) Correction:

RAISE TRUCK AND INSPECT DEF SYSTEM= FOUND FILL TUBE AT DEF TANK NOT SECURED PROPERLY... LEAKING WHEN TRY TO FILL.. REMOVE FILL TUBE, CLEAN INSIDE AND REATTACH SECURELY TO DEF TANK...|ADD 1 CONTAINER OF DEF = OK, NOT LEAKING NOW.. PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS. HAD TO ORDER PARTS FOR RECALL.. TRANSMISSION REPAIRED PREVIOUSLY AT ANOTHER DEALER.... |Close CSN LOP*[redacted]====[redacted] HAD TO ORDER PARTS FOR RECALL....

(RO) Technical Notes:

TIME TO FIND LEAKING FILL TUBE, CLEAN, REPLACE, AND FILL DEF FLUID P, TRANSMISSION REPAIR AND FILL TUBE WOULD HAVE BEEN REMOVED FOR THOSE REPAIRS, POSSIBLY NOT HOOKED UP PROPERLY DURING THOSE REPAIRS. DEF TANK EMPTY, NO WAY TO KNOW IF LEAKED OUT OR NOT. WE REPAIRED TUBE AND FILLED DEF. CUSTOMER ALREADY ON EDGE BECAUSE THEIR [redacted] TRUCK DIED WHILE TOWING A [redacted] AND THEY WERE OUT OF THE TRUCK FO[redacted]. PLEASE ADVISE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE LEAKING DEF FLUID WHEN TRIES TO FILL - VEHICLE JUST HA D TRANS OUT AT BLAISE- [redacted] - NEEDS TRUCK FOR [redacted]

(Claim) Cause:

FOUND FILL TUBE AT DEF TANK NOT SECURED PROPERLY

(Claim) Correction:

RAISE TRUCK AND INSPECT DEF SYSTEM= FOUND FILL TUBE AT DEF TANK NOT SECURED PROPERLY... LEAKING WHEN TRY TO FILL.. REMOVE FILL TUBE, CLEAN INSIDE AND REAT TACH SECURELY TO DEF TANK...ADD 1 CONTAINER OF DEF = OK, NOT LEAKING NOW..

Warranty Claim Report

Vehicle Information

[redacted]	[redacted] - [redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted]	CREW CAB 4X4	
Build Date	[redacted]	**Plant**	[redacted]	[redacted] PLANT	**Coverage** [redacted]	[redacted]	

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [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:

[redacted] [redacted] AISIN TransmissionGear Guest States REMOTE START IS INOP AFTER PREVIOUS VISIT CHECK AND ADVISE *Multi Point Inspection

(RO) Cause:

[redacted] RECALL NWD MPI

(RO) Correction:

[redacted] [redacted] HAVE ALREADY BEENPERFORMED. [redacted] ALREADY PERFORME[redacted] VEHICLE IS NOT EQUIPTED WITH REMOTESTART. NOT EQUIPPED WITH REMOTE START No Problem Found At This Time [redacted] Performed Multi-Point Inspection andCompleted Worksheet *Multi Point Inspection 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]	[redacted] - [redacted]	**Year**	[redacted]	**Body**	D28P92 - 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]	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	PUTNAM CHRYSLER DODGE JEEP INC	**Zone**	3[redacted] [redacted]
Address	157 PROVIDENCE PIKE, RT 44 , PUTNAM, CT 06260				

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]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	NAMEPLATE	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	NAMEPLATE	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	NAMEPLATE	1		100.37	$[redacted]70
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	W/STRIP	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	W/STRIP	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	W/STRIP	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	PANEL	9		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	PANEL	9		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	PANEL	9		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			0000MATL		1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			0000MATL		1		[redacted]	

A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			0000MATL		1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	DOOR	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	DOOR	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	DOOR	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	PANEL	9		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	PANEL	9		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	PANEL	9		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	W/STRIP	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	W/STRIP	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	W/STRIP	1		[redacted]	[redacted]
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	BACKLITE	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	BACKLITE	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	BACKLITE	1		[redacted]	[redacted]
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	SPAT	1		[redacted]	[redacted]
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	SPAT	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	SPAT	1		[redacted]	[redacted]
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	SPAT	1		[redacted]	[redacted]
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	SPAT	1		[redacted]	[redacted]

A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	FILM	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	FILM	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	FILM	1		[redacted]	[redacted]
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	MOLDING	1		[redacted]	[redacted]
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	MOLDING	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	MOLDING	1		[redacted]	[redacted]
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			0000MATL		1		[redacted]	[redacted]
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			0000MATL		1		[redacted]	[redacted]
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			0000MATL		1		[redacted]	[redacted]
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			0000MATL		1		[redacted]	[redacted]
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			0000MATL		1		[redacted]	[redacted]

A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			0000MATL		1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	PANEL	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	PANEL	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	PANEL	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	NAMEPLATE	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	NAMEPLATE	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	NAMEPLATE	1		[redacted]	
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	DOOR	1	X	[redacted]	[redacted]
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	DOOR	1	X	[redacted]	[redacted]
A	[redacted]	Tape, body panel ; - Anti-chip Tape/Film - Rear Quarter or cargo box - Upper or Lower - Right			[redacted]	DOOR	1	X	[redacted]	[redacted]
A	[redacted]	Decal/name plate/medallion ; [redacted]s turbo diesel-Right or left			[redacted]	NAMEPLATE	1		100.37	[redacted]
A	[redacted]	Decal/name plate/medallion ; [redacted]s turbo diesel-Right or left			[redacted]	W/STRIP	1		[redacted]	[redacted]
A	[redacted]	Decal/name plate/medallion ; [redacted]s turbo diesel-Right or left			[redacted]	PANEL	9		[redacted]	[redacted]
A	[redacted]	Decal/name plate/medallion ; [redacted]s turbo diesel-Right or left			0000MATL		1		[redacted]	
A	[redacted]	Decal/name plate/medallion ; [redacted]s turbo diesel-Right or left			[redacted]	DOOR	1		[redacted]	[redacted]
A	[redacted]	Decal/name plate/medallion ; [redacted]s turbo diesel-Right or left			[redacted]	PANEL	9		13.90	[redacted]
A	[redacted]	Decal/name plate/medallion ; [redacted]s turbo diesel-Right or left			[redacted]	W/STRIP	1		[redacted]	[redacted]
A	[redacted]	Decal/name plate/medallion ; [redacted]s turbo diesel-Right or left			[redacted]	BACKLITE	1		[redacted]	
A	[redacted]	Decal/name plate/medallion ; [redacted]s turbo diesel-Right or left			[redacted]	SPAT	1		27.11	[redacted]
A	[redacted]	Decal/name plate/medallion ; [redacted]s turbo diesel-Right or left			[redacted]	SPAT	1		[redacted]	
A	[redacted]	Decal/name plate/medallion ; [redacted]s turbo diesel-Right or left			[redacted]	CAP	1		262.52	[redacted]

[redacted]		Decal/name plate/medallion ; Cummins turbo diesel-Right or left			[redacted]	WIRING	1		0.00	[redacted]
[redacted]		Decal/name plate/medallion ; Cummins turbo diesel-Right or left			[redacted]	FILM	1		60.31	[redacted]
[redacted]		Decal/name plate/medallion ; Cummins turbo diesel-Right or left			[redacted]	MOLDING	1		[redacted]	
[redacted]		Decal/name plate/medallion ; Cummins turbo diesel-Right or left			0000MATL		1		[redacted]	[redacted]
[redacted]		Decal/name plate/medallion ; Cummins turbo diesel-Right or left			0000MATL		1		[redacted]	
[redacted]		Decal/name plate/medallion ; Cummins turbo diesel-Right or left			6NB301Z0AB	PANEL	1		202.46	[redacted]
[redacted]		Decal/name plate/medallion ; Cummins turbo diesel-Right or left			[redacted]	NAMEPLATE	1		[redacted]	[redacted]
[redacted]		Decal/name plate/medallion ; Cummins turbo diesel-Right or left			[redacted]	DOOR	1	X	[redacted]	[redacted]
A	[redacted]	[redacted], Headlamp ; Right			[redacted]	NAMEPLATE	1		100.37	$2[redacted]
A	[redacted]	[redacted], Headlamp ; Right			[redacted]	W/STRIP	1		[redacted]	[redacted]
A	[redacted]	[redacted], Headlamp ; Right			[redacted]	PANEL	[redacted]			$[redacted]
A	[redacted]	[redacted], Headlamp ; Right			0000MATL		1		94.46	[redacted]
A	[redacted]	[redacted], Headlamp ; Right			[redacted]	DOOR	1		1007.17	[redacted]
A	[redacted]	[redacted], Headlamp ; Right			[redacted]	PANEL	[redacted]			$[redacted]
A	[redacted]	[redacted], Headlamp ; Right			[redacted]	W/STRIP	1		[redacted]	
A	[redacted]	[redacted], Headlamp ; Right			[redacted]	BACKLITE	1		[redacted]	
A	[redacted]	[redacted], Headlamp ; Right			[redacted]	SPAT	1		27.11	[redacted]
A	[redacted]	[redacted], Headlamp ; Right			[redacted]	[redacted]				
A	[redacted]	[redacted], Headlamp ; Right			[redacted]	CAP	1		[redacted]	
A	[redacted]	[redacted], Headlamp ; Right			[redacted]	WIRING	1		[redacted]	
A	[redacted]	[redacted], Headlamp ; Right			[redacted]	FILM	1		60.31	[redacted]
A	[redacted]	[redacted], Headlamp ; Right			[redacted]	MOLDING	1		[redacted]	
A	[redacted]	[redacted], Headlamp ; Right			0000MATL		1		[redacted]	$2[redacted]
A	[redacted]	[redacted], Headlamp ; Right			0000MATL		1		32.69	[redacted]
A	[redacted]	[redacted], Headlamp ; Right			6NB301Z0AB	PANEL	1		202.46	[redacted]
A	[redacted]	[redacted], Headlamp ; Right			[redacted]	NAMEPLATE	1		[redacted]	[redacted]
A	[redacted]	[redacted], Headlamp ; Right			[redacted]	DOOR	1	X	[redacted]	$[redacted]
A	[redacted]	Molding, windshield ; Right or left			[redacted]	NAMEPLATE	1		100.37	[redacted]
A	[redacted]	Molding, windshield ; Right or left			[redacted]	W/STRIP	1		[redacted]	[redacted]
A	[redacted]	Molding, windshield ; Right or left			[redacted]	PANEL	[redacted]			[redacted]
A	[redacted]	Molding, windshield ; Right or left			0000MATL		1		94.46	[redacted]
A	[redacted]	Molding, windshield ; Right or left			[redacted]	DOOR	1		1007.17	[redacted]
A	[redacted]	Molding, windshield ; Right or left			[redacted]	PANEL	[redacted]			[redacted]
A	[redacted]	Molding, windshield ; Right or left			[redacted]	W/STRIP	1		162.66	[redacted]
A	[redacted]	Molding, windshield ; Right or left			[redacted]	BACKLITE	1		840.74	[redacted]
A	[redacted]	Molding, windshield ; Right or left			[redacted]	SPAT	1		27.11	[redacted]
A	[redacted]	Molding, windshield ; Right or left			[redacted]	[redacted]			[redacted].81	[redacted]
A	[redacted]	Molding, windshield ; Right or left			[redacted]	CAP	1		262.52	[redacted]
A	[redacted]	Molding, windshield ; Right or left			[redacted]	WIRING	1		0.00	[redacted]
A	[redacted]	Molding, windshield ; Right or left			[redacted]	FILM	1		60.31	[redacted]
A	[redacted]	Molding, windshield ; Right or left			[redacted]	MOLDING	1		[redacted]	

A		Molding, windshield ; or left								04.43	
A		Molding, windshield ; Right or left			0000MATL		1				
A		Molding, windshield ; Right or left					1		202.46		
A		Molding, windshield ; Right or left				E	1				
A		Molding, windshield ; Right or left				DOOR	1	X	1261.11		
A	2	Molding, roof joint ;				E	1		100.37		
A	2	Molding, roof joint ;				W/STRIP	1		148.67		
A	2	Molding, roof joint ;									$
A		Molding, roof joint ;			0000MATL		1				
A	2	Molding, roof joint ;				DOOR	1				
A	2	Molding, roof joint ;									$
A	2	Molding, roof joint ;				W/STRIP	1		162.66		
A	2	Molding, roof joint ;				BACKLITE					
A	2	Molding, roof joint ;				SPAT	1				$
A	2	Molding, roof joint ;									$
A	2	Molding, roof joint ;				CAP	1		262.52		
A	2	Molding, roof joint ;				WIRING	1		0.00		
A	2	Molding, roof joint ;				FILM	1		60.31		
A	2	Molding, roof joint ;				MOLDING	1		141.90		
A		Molding, roof joint ;			0000MATL		1		104.43		
A		Molding, roof joint ; or left			0000MATL		1				
A	2	Molding, roof joint ;									
A	2	Molding, roof joint ;				E	1				
A	2	Molding, roof joint ;				DOOR	1				
A						E	1		100.37		
A						W/STRIP	1		148.67		
A											$
						DOOR	1				
A											$
						W/STRIP	1				
A						BACKLITE					
						SPAT	1				
A											
						CAP	1		262.52		$
A						WIRING	1				
A						FILM	1		60.31		
A						MOLDING	1		141.90		
A									04.43		
A					0000MATL		1				
A							1		202.46		
A						E	1				
A						DOOR	1	X	1261.11		
A		, Cargo ;				E	1		100.37		
A		, Cargo ;				W/STRIP	1		148.67		
A		, Cargo ;									$
A		, Cargo ;			0000MATL		1				
A		, Cargo ;				DOOR	1				
A		, Cargo ;									$
A		, Cargo ; o				W/STRIP	1				
A		, Cargo ;				BACKLITE	1		840.74		
A		, Cargo ; o				SPAT	1				
A		, Cargo ; o									
A		, Cargo ;									
A		, Cargo ;				WIRING	1				
A		, Cargo ;				FILM	1		60.31		
A		, Cargo ;				MOLDING	1		141.90		
A		, Cargo ;									
A		, Cargo ; o			0000MATL		1				
A		, Cargo ;					1		202.46		
A		, Cargo ; o				E	1				
A		, Cargo ;				DOOR	1	X	1261.11		
A		Glass, Rear Window Sliding Backlite ; Quad / club / mega cab				E	1		100.37		

		/ crew - Power Sliding Backlite Complete Assembly								
A	[redacted]	Glass, Rear Window Sliding Backlite ; Quad / club / mega cab / crew - Power Sliding Backlite Complete Assembly			[redacted]	W/STRIP	1		[redacted]	[redacted]
A	[redacted]	Glass, Rear Window Sliding Backlite ; Quad / club / mega cab / crew - Power Sliding Backlite Complete Assembly			[redacted]	PANEL	9		[redacted]	[redacted]
A	[redacted]	Glass, Rear Window Sliding Backlite ; Quad / club / mega cab / crew - Power Sliding Backlite Complete Assembly			0000MATL		1		[redacted]	[redacted]
A	[redacted]	Glass, Rear Window Sliding Backlite ; Quad / club / mega cab / crew - Power Sliding Backlite Complete Assembly			[redacted]	DOOR	1		[redacted]	[redacted]
A	[redacted]	Glass, Rear Window Sliding Backlite ; Quad / club / mega cab / crew - Power Sliding Backlite Complete Assembly			[redacted]	PANEL	9		[redacted]	[redacted]
A	[redacted]	Glass, Rear Window Sliding Backlite ; Quad / club / mega cab / crew - Power Sliding Backlite Complete Assembly			[redacted]	W/STRIP	1		[redacted]	[redacted]
A	[redacted]	Glass, Rear Window Sliding Backlite ; Quad / club / mega cab / crew - Power Sliding Backlite Complete Assembly			[redacted]	BACKLITE	1		[redacted]	[redacted]
A	[redacted]	Glass, Rear Window Sliding Backlite ; Quad / club / mega cab / crew - Power Sliding Backlite Complete Assembly			[redacted]	SPAT	1		[redacted]	[redacted]
A	[redacted]	Glass, Rear Window Sliding Backlite ; Quad / club / mega cab / crew - Power Sliding Backlite Complete Assembly			[redacted]	SPAT	1		[redacted]	[redacted]
A	[redacted]	Glass, Rear Window Sliding Backlite ; Quad / club / mega cab / crew - Power Sliding Backlite Complete Assembly			[redacted]	CAP	1		[redacted]	
A	[redacted]	Glass, Rear Window Sliding Backlite ; Quad / club / mega cab / crew - Power Sliding Backlite Complete Assembly			[redacted]	WIRING	1		[redacted]	[redacted]
A	[redacted]	Glass, Rear Window Sliding Backlite ; Quad / club / mega cab / crew - Power Sliding Backlite Complete Assembly			[redacted]	FILM	1		[redacted]	[redacted]
A	[redacted]	Glass, Rear Window Sliding Backlite ; Quad / club / mega cab / crew - Power Sliding Backlite Complete Assembly			[redacted]	MOLDING	1		[redacted]	
A	[redacted]	Glass, Rear Window Sliding Backlite ; Quad / club / mega cab / crew - Power Sliding Backlite Complete Assembly			0000MATL		1		[redacted]	
A	[redacted]	Glass, Rear Window Sliding Backlite ; Quad / club / mega cab / crew - Power Sliding Backlite Complete Assembly			0000MATL		1		[redacted]	[redacted]
A	[redacted]	Glass, Rear Window Sliding Backlite ; Quad / club / mega cab / crew - Power Sliding Backlite Complete Assembly			[redacted]	PANEL	1		[redacted]	
A	[redacted]	Glass, Rear Window Sliding Backlite ; Quad / club / mega cab / crew - Power Sliding Backlite Complete Assembly			[redacted]	NAMEPLATE	1		128.34	[redacted]
A	[redacted]	Glass, Rear Window Sliding Backlite ; Quad / club / mega cab			[redacted]	DOOR	1	X	[redacted]	

		/ crew - [redacted] Backlite Complete Assembly								
A	[redacted]	[redacted], door window belt outer ; Outer-Right or left-Rear			[redacted]	NAMEPLATE	1		[redacted]	[redacted]
A	[redacted]	[redacted], door window belt outer ; Outer-Right or left-Rear			[redacted]	W/STRIP	1		148.67	[redacted]
A	[redacted]	[redacted], door window belt outer ; Outer-Right or left-Rear			[redacted]	[redacted]			[redacted]	
A	[redacted]	[redacted], door window belt outer ; Outer-Right or left-Rear			[redacted]		1		[redacted]	
A	[redacted]	[redacted], door window belt outer ; Outer-Right or left-Rear			[redacted]	DOOR	1		[redacted]	[redacted]
A	[redacted]	[redacted], door window belt outer ; Outer-Right or left-Rear			[redacted]	[redacted]			[redacted]	
A	[redacted]	[redacted], door window belt outer ; Outer-Right or left-Rear			[redacted]	W/STRIP	1		[redacted]	[redacted]
A	[redacted]	[redacted], door window belt outer ; Outer-Right or left-Rear			[redacted]	BACKLITE	1		[redacted]	[redacted]
A	[redacted]	[redacted], door window belt outer ; Outer-Right or left-Rear			[redacted]	SPAT	1		27.11	[redacted]
A	[redacted]	[redacted], door window belt outer ; Outer-Right or left-Rear			[redacted]	SPAT	1		13.81	[redacted]
A	[redacted]	[redacted], door window belt outer ; Outer-Right or left-Rear			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	[redacted], door window belt outer ; Outer-Right or left-Rear			[redacted]	WIRING	1		0.00	[redacted]
A	[redacted]	[redacted], door window belt outer ; Outer-Right or left-Rear			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	[redacted], door window belt outer ; Outer-Right or left-Rear			[redacted]	MOLDING	1		141.90	[redacted]
A	[redacted]	[redacted], door window belt outer ; Outer-Right or left-Rear			[redacted]		1		[redacted]	[redacted]
A	[redacted]	[redacted], door window belt outer ; Outer-Right or left-Rear			[redacted]		1		[redacted]	
A	[redacted]	[redacted], door window belt outer ; Outer-Right or left-Rear			[redacted]	[redacted]	1		202.46	[redacted]
A	[redacted]	[redacted], door window belt outer ; Outer-Right or left-Rear			[redacted]	NAMEPLATE	1		128.34	[redacted]
A	[redacted]	[redacted], door window belt outer ; Outer-Right or left-Rear			[redacted]	DOOR	1	X	[redacted]	[redacted]
A	[redacted]	Panel, fender ; Complete-Right or left-Monotone			[redacted]	NAMEPLATE	1		[redacted]	[redacted]
A	[redacted]	Panel, fender ; Complete-Right or left-Monotone			[redacted]	W/STRIP	1		148.67	[redacted]
A	[redacted]	Panel, fender ; Complete-Right or left-Monotone			[redacted]	[redacted]			[redacted]	
A	[redacted]	Panel, fender ; Complete-Right or left-Monotone			[redacted]		1		[redacted]	
A	[redacted]2	Panel, fender ; Complete-Right or left-Monotone			[redacted]	DOOR	1		[redacted]	[redacted]
A	[redacted]2	Panel, fender ; Complete-Right or left-Monotone			[redacted]	[redacted]			[redacted]	
A	[redacted]	Panel, fender ; Complete-Right or left-Monotone			[redacted]	W/STRIP	1		[redacted]	[redacted]
A	[redacted]	Panel, fender ; Complete-Right or left-Monotone			[redacted]	BACKLITE	1		[redacted]	[redacted]
A	[redacted]	Panel, fender ; Complete-Right or left-Monotone			[redacted]	SPAT	1		[redacted]	
A	[redacted]2	Panel, fender ; Complete-Right or left-Monotone			[redacted]	SPAT	1		13.81	[redacted]
A	[redacted]2	Panel, fender ; Complete-Right or left-Monotone			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]2	Panel, fender ; Complete-Right or left-Monotone			[redacted]	WIRING	1		0.00	[redacted]
A	[redacted]	Panel, fender ; Complete-Right or left-Monotone			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Panel, fender ; Complete-Right or left-Monotone			[redacted]	MOLDING	1		141.90	[redacted]
A	[redacted]	Panel, fender ; Complete-Right or left-Monotone			[redacted]		1		[redacted]	[redacted]
A	[redacted]	Panel, fender ; Complete-Right or left-Monotone			[redacted]		1		[redacted]	[redacted]

A	[redacted]	Panel, fender ; Complete-Right or left-Monotone			[redacted]	PANEL	1		202.46	[redacted]
A	[redacted]	Panel, fender ; Complete-Right or left-Monotone			[redacted]	[redacted]E	1		128.34	[redacted]
A	[redacted]	Panel, fender ; Complete-Right or left-Monotone			[redacted]	DOOR	1	X	[redacted]	[redacted]
A	[redacted]	Panel, [redacted]; [redacted]			[redacted]	[redacted]E	1		100.37	[redacted]
A	[redacted]	Panel, [redacted]; [redacted]			[redacted]	W/STRIP	1		148.67	[redacted]
A	[redacted]	Panel, [redacted]; [redacted]			[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]	Panel, [redacted]; [redacted]			[redacted]		1		[redacted]	[redacted]
A	[redacted]	Panel, [redacted]; [redacted]			[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]	Panel, [redacted]; [redacted]			[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]	Panel, [redacted]; [redacted]			[redacted]	W/STRIP	1		[redacted]	[redacted]
A	[redacted]	Panel, [redacted]; [redacted]			[redacted]	BACKLITE	1		840.74	[redacted]
A	[redacted]	Panel, [redacted]; [redacted]			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Panel, [redacted]; [redacted]			[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]	Panel, [redacted]; [redacted]			[redacted]	CAP	1		[redacted]	[redacted]
A	[redacted]	Panel, [redacted]; [redacted]			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Panel, [redacted]; [redacted]			[redacted]	FILM	1		[redacted]	[redacted]
A	[redacted]	Panel, [redacted]; [redacted]			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Panel, [redacted]; [redacted]			[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]	Panel, [redacted]; [redacted]			[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]	Panel, [redacted]; [redacted]			[redacted]	PANEL	1		[redacted]	[redacted]
A	[redacted]	Panel, [redacted]; [redacted]			[redacted]	[redacted]E	1		128.34	[redacted]
A	[redacted]	Panel, [redacted]; [redacted]			[redacted]	DOOR	1	X	[redacted]	[redacted]
A	[redacted]0	Paint stripping			[redacted]	[redacted]E	1		100.37	[redacted]
A	[redacted]0	Paint stripping	P0		[redacted]	[redacted]E	1		100.37	[redacted]
A	[redacted]0	Paint stripping			[redacted]	W/STRIP	1		148.67	[redacted]
A	[redacted]0	Paint stripping	P0		[redacted]	W/STRIP	1		148.67	[redacted]
A	[redacted]0	Paint stripping			[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]0	Paint stripping	P0		[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]0	Paint stripping			[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]0	Paint stripping	P0		[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]0	Paint stripping			[redacted]	DOOR	1		[redacted]	[redacted]
A	[redacted]0	Paint stripping	P0		[redacted]	DOOR	1		[redacted]	[redacted]
A	[redacted]0	Paint stripping			[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]0	Paint stripping	P0		[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]0	Paint stripping			[redacted]	W/STRIP	1		162.66	[redacted]
A	[redacted]0	Paint stripping	P0		[redacted]	W/STRIP	1		162.66	[redacted]
A	[redacted]0	Paint stripping			[redacted]	BACKLITE	1		840.74	[redacted]
A	[redacted]0	Paint stripping	P0		[redacted]	BACKLITE	1		840.74	[redacted]
A	[redacted]0	Paint stripping			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]0	Paint stripping	P0		[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]0	Paint stripping			[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]0	Paint stripping	P0		[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]0	Paint stripping			[redacted]	CAP	1		262.52	[redacted]
A	[redacted]0	Paint stripping	P0		[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]0	Paint stripping			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]0	Paint stripping	P0		[redacted]	[redacted]			[redacted]	[redacted]
A	[redacted]0	Paint stripping			[redacted]	FILM	1		[redacted]	[redacted]
A	[redacted]0	Paint stripping	P0		[redacted]	FILM	1		[redacted]	[redacted]
A	[redacted]0	Paint stripping			[redacted]B	[redacted]	1		141.90	[redacted]
A	[redacted]0	Paint stripping	P0		[redacted]B	[redacted]	1		141.90	[redacted]
A	[redacted]0	Paint stripping			[redacted]	[redacted]			[redacted]04.43	[redacted]
A	[redacted]0	Paint stripping	P0		[redacted]	[redacted]			[redacted]04.43	[redacted]
A	[redacted]0	Paint stripping			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]0	Paint stripping	P0		[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]0	Paint stripping			[redacted]	PANEL	1		202.46	[redacted]
A	[redacted]0	Paint stripping	P0		[redacted]	PANEL	1		202.46	[redacted]
A	[redacted]0	Paint stripping			[redacted]	[redacted]E	1		128.34	[redacted]
A	[redacted]0	Paint stripping	P0		[redacted]	[redacted]E	1		128.34	[redacted]
A	[redacted]0	Paint stripping			[redacted]	DOOR	1	X	[redacted]	[redacted]
A	[redacted]0	Paint stripping	P0		[redacted]	DOOR	1	X	[redacted]	[redacted]
A	[redacted]	Panel, front door shell ; Right or left			[redacted]	[redacted]E	1		100.37	[redacted]
A	[redacted]	Panel, front door shell ; Right or left			[redacted]	W/STRIP	1		148.67	[redacted]
A	[redacted]	Panel, front door shell ; Right or left			[redacted]	[redacted]			[redacted]	[redacted]

A	[redacted]	Panel, front door shell ; Right or left			[redacted]		1		[redacted]	
A	[redacted]	Panel, front door shell ; Right or left			[redacted]	DOOR	1		[redacted]	
A	[redacted]	Panel, front door shell ; Right or left			[redacted]	PANEL	9		[redacted]	
A	[redacted]	Panel, front door shell ; Right or left			[redacted]	W/STRIP	1		[redacted]	
A	[redacted]	Panel, front door shell ; Right or left			[redacted]	BACKLITE	1		[redacted]	
A	[redacted]	Panel, front door shell ; Right or left			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Panel, front door shell ; Right or left			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Panel, front door shell ; Right or left			[redacted]	CAP	1		[redacted]	
A	[redacted]	Panel, front door shell ; Right or left			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Panel, front door shell ; Right or left			[redacted]	FILM	1		[redacted]	
A	[redacted]	Panel, front door shell ; Right or left			[redacted]	MOLDING	1		[redacted]	
A	[redacted]	Panel, front door shell ; Right or left			[redacted]		1		[redacted]	
A	[redacted]	Panel, front door shell ; Right or left			[redacted]		1		[redacted]	
A	[redacted]	Panel, front door shell ; Right or left			[redacted]	PANEL	1		[redacted]	
A	[redacted]	Panel, front door shell ; Right or left			[redacted]	NAMEPLATE	1		[redacted]	
A	[redacted]	Panel, front door shell ; Right or left			[redacted]	DOOR	1	X	[redacted]	
A	[redacted]	Panel, front door shell ; Panel, front door shell-Refinish-Monotone-Right or left			[redacted]	NAMEPLATE	1		[redacted]	
A	[redacted]	Panel, front door shell ; Panel, front door shell-Refinish-Monotone-Right or left			[redacted]	W/STRIP	1		[redacted]	
A	[redacted]	Panel, front door shell ; Panel, front door shell-Refinish-Monotone-Right or left			[redacted]	PANEL	9		[redacted]	
A	[redacted]	Panel, front door shell ; Panel, front door shell-Refinish-Monotone-Right or left			[redacted]		1		[redacted]	
A	[redacted]	Panel, front door shell ; Panel, front door shell-Refinish-Monotone-Right or left			[redacted]	DOOR	1		[redacted]	
A	[redacted]	Panel, front door shell ; Panel, front door shell-Refinish-Monotone-Right or left			[redacted]	PANEL	9		[redacted]	
A	[redacted]	Panel, front door shell ; Panel, front door shell-Refinish-Monotone-Right or left			[redacted]	W/STRIP	1		[redacted]	
A	[redacted]	Panel, front door shell ; Panel, front door shell-Refinish-Monotone-Right or left			[redacted]	BACKLITE	1		[redacted]	
A	[redacted]	Panel, front door shell ; Panel, front door shell-Refinish-Monotone-Right or left			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Panel, front door shell ; Panel, front door shell-Refinish-Monotone-Right or left			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Panel, front door shell ; Panel, front door shell-Refinish-Monotone-Right or left			[redacted]	CAP	1		[redacted]	
A	[redacted]	Panel, front door shell ; Panel, front door shell-Refinish-Monotone-Right or left			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Panel, front door shell ; Panel, front door shell-Refinish-Monotone-Right or left			[redacted]	FILM	1		[redacted]	

A	[redacted]	Panel, front door shell ; Panel, front door shell-Refinish-Monotone-[redacted]			[redacted]	MOLDING	1		[redacted]	
A	[redacted]	Panel, front door shell ; Panel, front door shell-Refinish-Monotone-[redacted]			[redacted]		1		[redacted]	
A	[redacted]	Panel, front door shell ; Panel, front door shell-Refinish-Monotone-[redacted]			[redacted]		1		[redacted]	
A	[redacted]	Panel, front door shell ; Panel, front door shell-Refinish-Monotone-[redacted]			[redacted]	PANEL	1		[redacted]	
A	[redacted]	Panel, front door shell ; Panel, front door shell-Refinish-Monotone-[redacted]			[redacted]	NAMEPLATE	1		[redacted]	
A	[redacted]	Panel, front door shell ; Panel, front door shell-Refinish-Monotone-[redacted]			[redacted]	DOOR	1	X	[redacted]	
A	[redacted]	Panel, rear door shell ; Mega / Crew cab - [redacted]			[redacted]	NAMEPLATE	1		[redacted]	
A	[redacted]	Panel, rear door shell ; Mega / Crew cab - [redacted]			[redacted]	W/STRIP	1		[redacted]	
A	[redacted]	Panel, rear door shell ; Mega / Crew cab - [redacted]			[redacted]	PANEL	9		[redacted]	
A	[redacted]	Panel, rear door shell ; Mega / Crew cab - [redacted]			[redacted]		1		[redacted]	
A	[redacted]	Panel, rear door shell ; Mega / Crew cab - [redacted]			[redacted]	DOOR	1		[redacted]	
A	[redacted]	Panel, rear door shell ; Mega / Crew cab - [redacted]			[redacted]	PANEL	9		[redacted]	
A	[redacted]	Panel, rear door shell ; Mega / Crew cab - [redacted]			[redacted]	W/STRIP	1		[redacted]	
A	[redacted]	Panel, rear door shell ; Mega / Crew cab - [redacted]			[redacted]	BACKLITE	1		[redacted]	
A	[redacted]	Panel, rear door shell ; Mega / Crew cab - [redacted]			[redacted]	SPAT	1		[redacted]	
A	[redacted]	Panel, rear door shell ; Mega / Crew cab - [redacted]			[redacted]	SPAT	1		[redacted]	
A	[redacted]	Panel, rear door shell ; Mega / Crew cab - [redacted]			[redacted]	CAP	1		[redacted]	
A	[redacted]	Panel, rear door shell ; Mega / Crew cab - [redacted]			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Panel, rear door shell ; Mega / Crew cab - [redacted]			[redacted]	FILM	1		[redacted]	
A	[redacted]	Panel, rear door shell ; Mega / Crew cab - [redacted]			[redacted]	MOLDING	1		[redacted]	
A	[redacted]	Panel, rear door shell ; Mega / Crew cab - [redacted]			[redacted]		1		[redacted]	
A	[redacted]	Panel, rear door shell ; Mega / Crew cab - [redacted]			[redacted]		1		[redacted]	
A	[redacted]	Panel, rear door shell ; Mega / Crew cab - [redacted]			[redacted]	PANEL	1		[redacted]	
A	[redacted]	Panel, rear door shell ; Mega / Crew cab - [redacted]			[redacted]	NAMEPLATE	1		[redacted]	
A	[redacted]	Panel, rear door shell ; Mega / Crew cab - [redacted]			[redacted]	DOOR	1	X	[redacted]	
A	[redacted]	Panel, rear door ; Panel, rear door repair-Refinish-Right or left-Monotone			[redacted]	NAMEPLATE	1		[redacted]	
A	[redacted]	Panel, rear door ; Panel, rear door repair-Refinish-Right or left-Monotone			[redacted]	W/STRIP	1		148.67	
A	[redacted]	Panel, rear door ; Panel, rear door repair-Refinish-Right or left-Monotone			[redacted]	PANEL	9		[redacted]	
A	[redacted]	Panel, rear door ; Panel, rear door repair-Refinish-Right or left-Monotone			[redacted]		1		[redacted]	
A	[redacted]	Panel, rear door ; Panel, rear door repair-Refinish-Right or left-Monotone			[redacted]	DOOR	1		[redacted]	

A	[redacted]	Panel, rear door ; Panel, rear door repair-Refinish-Right or left-Monotone			[redacted]	PANEL	9		[redacted]	
A	[redacted]	Panel, rear door ; Panel, rear door repair-Refinish-Right or left-Monotone			[redacted]	W/STRIP	1		162.66	[redacted]
A	[redacted]	Panel, rear door ; Panel, rear door repair-Refinish-Right or left-Monotone			[redacted]	BACKLITE	1		[redacted]	[redacted]
A	[redacted]	Panel, rear door ; Panel, rear door repair-Refinish-Right or left-Monotone			[redacted]	SPAT	1		27.11	[redacted]
A	[redacted]	Panel, rear door ; Panel, rear door repair-Refinish-Right or left-Monotone			[redacted]	SPAT	1		[redacted]	
A	[redacted]	Panel, rear door ; Panel, rear door repair-Refinish-Right or left-Monotone			[redacted]	CAP	1		[redacted]	[redacted]
A	[redacted]	Panel, rear door ; Panel, rear door repair-Refinish-Right or left-Monotone			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Panel, rear door ; Panel, rear door repair-Refinish-Right or left-Monotone			[redacted]	FILM	1		60.31	[redacted]
A	[redacted]	Panel, rear door ; Panel, rear door repair-Refinish-Right or left-Monotone			[redacted]	MOLDING	1		[redacted]	
A	[redacted]	Panel, rear door ; Panel, rear door repair-Refinish-Right or left-Monotone			[redacted]		1		[redacted]	
A	[redacted]	Panel, rear door ; Panel, rear door repair-Refinish-Right or left-Monotone			[redacted]		1		[redacted]	
A	[redacted]	Panel, rear door ; Panel, rear door repair-Refinish-Right or left-Monotone			[redacted]	PANEL	1		[redacted]	
A	[redacted]	Panel, rear door ; Panel, rear door repair-Refinish-Right or left-Monotone			[redacted]	NAMEPLATE	1		128.34	[redacted]
A	[redacted]	Panel, rear door ; Panel, rear door repair-Refinish-Right or left-Monotone			[redacted]	DOOR	1	X	[redacted]	[redacted]
B	[redacted]	Panel, Front [redacted] ; [redacted]			[redacted]		1	X	[redacted]	
B	[redacted]	Panel, Front [redacted] ; [redacted]			[redacted]		1		86.79	$152.59
B	[redacted]	Panel, Rear Side [redacted] ; [redacted]			[redacted]		1	X	[redacted]	
B	[redacted]	Panel, Rear Side [redacted] ; [redacted]			[redacted]		1		[redacted]	[redacted]
B	[redacted]	Panel, pick-up box side-outside ; Long box-Complete-Right or left-Monotone	P0		[redacted]		1	X	[redacted]	[redacted]
B	[redacted]	Panel, pick-up box side-outside ; Long box-Complete-Right or left-Monotone	P0		[redacted]		1		[redacted]	
B	[redacted]	Panel, pick-up box side-outside ; Remove or reposition box for repair			[redacted]		1	X	[redacted]	
B	[redacted]	Panel, pick-up box side-outside ; Remove or reposition box for repair			[redacted]		1		[redacted]	
B	[redacted]	Panel, cab rear side corner ; 4DR/conventional cab-Complete-Right or left-Monotone			[redacted]		1	X	434.10	$163.49
B	[redacted]	Panel, cab rear side corner ; 4DR/conventional cab-Complete-Right or left-Monotone			[redacted]		1		86.79	$163.49

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THERE ARE PAINT IMPERFECTIONS ALL OVER RHS [redacted] AVERY-) HEADLINER DAMAGED BY [redacted] ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

PAINT STRIPPING TO REMOVE FISHEYES/DEBRIS IN PAINT BLEM DAMAGED WHEN REMOVED FOR FENDER REFINISH P3 - SEE REPAIR VS REPLACE FOR FRONT DOOR P4 - DAMAGED WHEN REMOVED FOR FRONT DOOR REPLACEMENT P5 - DAMAGED DURING DETRIM FOR FRONT DOOR REPLACEMENT P6 - DAMAGE WHEN REMOVED FOR FRONT DOOR DETRIM P7 - FRONT DOOR PAINT AND MATERIALS P8 - SEE REPAIR VS. REPLACE FOR REAR DOOR. P9 - CLIPS DAMAGED WHEN TRIM PANEL WAS REMOVED FOR FRONT DOOR REPLACEMENT P10 - DAMAGED DURING DETRIM FOR REAR DOOR REPLACEMENT P11 - REMOVED REAR GLASS FOR CAB CORNER REPAIR/REFINISH. PER RAM, GLASS IS [redacted] USE. [redacted] - [redacted] USE PROTECTOR, REMOVED FOR BEDSIDE REPAIR/REFINISH [redacted] - [redacted] USE PROTECTOR, REMOVED FOR BEDSIDE REPAIR/REFINISH [redacted] - BED RAIL COVER DAMAGED WHEN REMOVED FOR BEDSIDE REPAIR/REFINISH [redacted] - [redacted] USE PROTECTOR, REMOVED FOR BEDSIDE REPAIR/REFINISH [redacted] - [redacted] USE PROTECTOR, REMOVED FOR BEDSIDE REPAIR/REFINISH [redacted] - WINDSHIELD MOLDING DAMAGED WHEN REMOVED FOR CAB SIDE REPAIR/REFINISH [redacted] - REAR DOOR MATERIALS [redacted] - MATERIALS FOR FENDER [redacted] FOR BLEND [redacted] - FENDER BLEND (.5 OF FULL TIME) [redacted] - RIGHT CAB CORNER LABOR/STRIPPING TIME [redacted] - RIGHT REAR DOOR LABOR/STRIPPING TIME [redacted] - RIGHT BEDSIDE LABOR/STRIPPING TIME

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THERE ARE DIRT PARTICLES, DEBRIS, AND FISH EYES IN PAINT ON TH E RT SIDE OF THE VEHICLE. E RT SIDE OF THE VEHICLE.

(Claim) Cause:

DEBRIS PRESENT AT FACTORY WHEN VEHICLE PAINTED.

(Claim) Correction:

ATTEMPTED TO REMOVE DEBRIS FROM PAINT ON PANELS ON RT SIDE. RT FRONT AND RT RE AR DOOR NOT COST EFFECTIVE TO REPAIR, REPLACED DOORS. REPAIRED AND REPAINTED RT CAB SIDE AND RT BEDSIDE.

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

Condition Information

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

RO Narratives

(RO) Customer Concern:

PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION 2 FUEL FILTER REPLACE DIESEL OIL & FILTER SERVICE

(RO) Cause:

CUST RQUESTS CUST REQUESTS

(RO) Correction:

PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS. DONE DONE

(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*	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	[redacted]	*LOP* [redacted]	*Failure Code*	*Failure* [redacted]	*Part Number*	[redacted] *Name*	*Quantity*	*Failed*	*Expense*	*Expense*
A	[redacted]	Module, Transmission [redacted] ([redacted]) ; Module, Transmission [redacted] ([redacted]) - Reprogram, Includes Quicklearn Routine	[redacted]							[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Recall / [redacted] DIESEL PM SENSOR Customer states THE TRANSMISSION WILL SOMETIMES GET STUCK IN [redacted] OR [redacted]. WILL PULL OVER AND SHUT OFF, ON RESTART WILL BE FINE.

(RO) Cause:

INSPECTED. TRUCK NEEDS THE PARTICULATE MATTER SENSOR. PART WILL NEED TO BE ORDER. TEST DROVE VEHICLE AND WAS UNABLE TO DUPLICATE CONCERN. BROUGHT VEHICLE INTO SHOP, PLUGGED TRUCK IN, CHECKED FOR ANY DIAGNOSTIC TROUBLE CODES IN THE TRANSMISSION CONTROL MODULE. FOUND NO CODES. INSPECTED WIRING FOR THE TRANSMISSION. WIRING AT TRANSMISION HAVE NO VISABLE ISSUE, CHECKED TRANSMISSION FLUID LEVEL AND FOUND FLUID LEVEL AT PROPER LEVEL, DID FIND BULLETIN [redacted] FOR POOR SHIFT QUALITY FOR UPDATING TRANSMISSION CONTROL MODULE[redacted]M).

(RO) Correction:

PROVIDE CUSTOMER WITH A COPY OF TECHNICIANS INSPECTION FORM AND REVIEW WITH CUSTOMER UPDATE[redacted], OLD PART NUMBER[redacted]) TO NEW PART NUMBER[redacted]). CLEARED ANY CODES THAT CAME ON DURING MODULE UPDATE PROCESS. PERFORMED A TRANSMISSION QUICK LEARN PROCESS AFTER TRANSMISISON SOFTWARE UPDATED PROCESS WAS COMPLETED. FOUND VEHICLE OPERATING AS DESIGNED AT THIS TIME.

(RO) Technical Notes:

NA

G[redacted]Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE TRANSMISSION WILL SOMETIMES GET STUCK IN [redacted] OR [redacted]. WILL PULL OVER AND SHUT OFF, ON RESTART WILL BE FINE.

(Claim) Cause:

TEST DROVE VEHICLE AND WAS UNABLE TO DUPLICATE CONCERN. BROUGHT VEHICLE INTO S HOP, PLUGGED TRUCK IN, CHECKED FOR ANY DIAGNOSTIC TROUBLE CODES IN THE TRANSMI SSION CONTROL MODULE. FOUND NO CODES. INSPECTED WIRING FOR THE TRANSMISSION. W IRING AT TRANSMISSION HAVE NO VIABLE ISSUE, CHECKED TRANSMISSION FLUID LEVEL AND FOUND FLUID LEVEL AT PROPER LEVEL, DID FIND BULLETIN [redacted] FOR POOR SH IFT QUALITY FOR UPDATING TRANSMISSION CONTROL MODULE([redacted]).

(Claim) Correction:

UPDATED [redacted]. OLD PART NUMBER[redacted]) TO NEW PART NUMBER[redacted]). CLE ARED ANY CODES THAT CAME ON DURING MODULE UPDATE PROCESS. PERFORMED A TRANSMIS SION QUICK LEARN PROCESS AFTER TRANSMISSION SOFTWARE UPDATED PROCESS WAS COMPL ETED. FOUND VEHICLE OPERATING AS DESIGNED AT THIS TIME.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted] - [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]	DALLAS
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] 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	92.78	[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 ([redacted] REQUIRED)	[redacted]	LABEL	1		3.36	[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 ([redacted] REQUIRED)	[redacted]	[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:

USED VEHICLE INSPECTION, AND PERFORM OIL CHANGE. INSTALL GPS LOCATOR FUEL FILTERS [redacted] RECALL [redacted] RECALL REPLACE ENGINE AIR FILTER / / REPLACE CABIN AIR FILTER / / HEATER GRID RELAY BRACKET

(RO) Cause:

UVI / LOF GPS FUEL FILTERS [redacted] RECALL [redacted] RECALL ENGINE AIR FILTER CABIN AIR FILTER RESTRICTED WHILE PERFORMING [redacted] RECALL THE BRACKET LUG FAILED

(RO) Correction:

[redacted] [redacted] INSPECTED AND CHANGEDOIL USED VEHICLE INSPECTION, AND PERFORM OIL CHANGE. PREOWNED USED VEHICLE INSPECTION, AND PERFORM OIL CHANGE. MISC. SHOP CHARGES [redacted] [redacted] INSTALLED AND PROGRAMMED GPS INSTALL GPS LOCATOR [redacted] FUEL FILTERS [redacted] DRAINED AND REPLACED MISC REPAIR [redacted] [redacted] RECALL 60 [redacted] INSTALLED PMSENSOR AND UPDATEDD THE PCM [redacted] [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]RECALL [redacted] INSTALLEDUPDATE HEATER GRID RELAY Safety Recall [redacted]- Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) [redacted] [redacted] AIR FILTER 30 VACUUMED OUT AIRBAX AND INSTALLED NEW FILTER REPLACE [redacted]E AIR FILTER [redacted] CABIN AIR FILTER RESTRICTED 30REPLACED CABIN AIR FILTER REPLACE CABIN AIR FILTER [redacted] WHILE PERFORMING [redacted] RECALL THE BRACKETLUG FAILED REPLACED BRACKET WITH HEATERRELAY RECALL Relay, intake manifold heater air temperature - Replace 6.7 liter diesel engine (2 - Skilled) REPLACE HEATER GRID BRACKET RELAY, INTAKE MANIFOLD HEATER AIR TEMPERATURE-Replace (B) REPLACE HEATER GRID BRACKET

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	***Sublet***	[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	Failed	Part Expense	LOP Expense
A	[redacted]	Relay, intake manifold heater air temperature			[redacted]	WIRING	1	X	[redacted]	
A	[redacted]	Relay, intake manifold heater air temperature ; [redacted] diesel engine	[redacted]	BURNED OR BURNED OUT	[redacted]	WIRING	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

REPLACED BRACKET FOR HEATER GRID

GCS Narratives

(Claim) Customer Concern:

WHEN PERFORMING RECALL 13A THE BRACKET BROKE

(Claim) Cause:

BRACKET BROKE

(Claim) Correction:

REPLACED BRACKET AND COMPLETED RECALL 13A

Warranty Claim Report

Vehicle Information

[redacted]	[redacted] - [redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	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**	66 [redacted]
Address	2301 - 34TH STREET NORTH , ST PETERSBURG, FL 33713				

Condition Information

Condition [redacted]		[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	[redacted]		[redacted]	
B	[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	[redacted]	
B	[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]3AA	NUT	1		2.17	[redacted]

RO Narratives

(RO) Customer Concern:

TRANSMISSION FAILURE PERFORM RECALL [redacted]PERFORM RECAL[redacted]

(RO) Cause:

. . .

(RO) Correction:

[redacted] ROADTESTED VEHICLE, TRANS SHIFTEDNORMAL. SCAN VEHICLE, NO FAULT CODES, SEE NOTES [redacted] Replace Relay, Intake Air Heater08-13[redacted] [redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) [redacted] Install PM sensor and reprogramPCM Install Authorized ModificationsLabel(Aisin Transmission Equipped)[redacted] [redacted] Emissions Recall [redacted] - [redacted]culate Matter Sensor- Replace Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only) (1 - Semi-Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION FAILURE

(Claim) Cause:

ROAD TESTED VEHICLE, TRANS SHIFTED NORMAL. SCAN VEHICLE, NO FAULT CODES

(Claim) Correction:

NO PROBLEM FOUND AT THIS TIME

Warranty Claim Report

Vehicle Information

[redacted]	[redacted] - [redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted]
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage Code** [redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	66 [redacted]
Address	2301 - 34TH STREET NORTH , ST PETERSBURG, FL 33713				

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Transmission Driveability, Trouble Not Found ; Transmission Shift Quality	OD							[redacted]

RO Narratives

(RO) Customer Concern:

TRANSMISSION FAILURE PERFORM RECALL [redacted] PERFORM RECAL[redacted]

(RO) Cause:

. . .

(RO) Correction:

[redacted] ROADTESTED VEHICLE, TRANS SHIFTEDNORMAL. SCAN VEHICLE, NO FAULT CODES, SEE NOTES [redacted] Replace Relay, Intake Air Heater08-13[redacted] [redacted] Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) [redacted] Install PM sensor and reprogramPCM Install Authorized ModificationsLabel(Aisin Transmission Equipped)[redacted] [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)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION FAILURE

(Claim) Cause:

ROAD TESTED VEHICLE, TRANS SHIFTED NORMAL. SCAN VEHICLE, NO FAULT CODES

(Claim) Correction:

NO PROBLEM FOUND AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28M91 - 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**	$1,306.42	**Part**	$0.00	**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, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	BOLT	1		6.59	[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	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	1		13.49	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	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]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Customer Satisfaction Notification 71A - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Customer Satisfaction Notification 71A - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	1		[redacted]	

RO Narratives

(RO) Customer Concern:

Customer Satisfaction Notification [redacted]- Aisin Transmission (Recall Customer Satisfaction Notification 2) Emissions Recall [redacted]3 - Particulate Matter Sensor (Recall Cus tomer Satisfaction Notification 3) Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) Software Flash for PCM (Flash Software 1) vehicle will not shift correct feels like in limp mode (Gene ral Concern 1) PERFORM MULTI-POINT INSPECTION

(RO) Cause:

RECALL OPEN. TORE TRANS DOWN AND FOUND SNAP RING DISLODGED, WILL NEED RECALL DONE. NO PARTS NO PARTS RECALL OPEN REFER TO [redacted] 1 FOR AISIN RECALL

(RO) Correction:

Inspect and Replace Snap Ring21[redacted].....Close CSN LOP*[redacted].....Skid Plate21[redacted]0A[redacted]-[redacted].....DEF Equipped [redacted] pickup trucks only21[redacted]0.60[redacted].....[redacted]Equipped21[redacted]0A[redacted] [redacted] PCM FLASHED FROM [redacted] TO [redacted] RECALL FIXED PROBLEM MULTI-POINT INSPECTION COMPLETE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER SATISFACTION NOTIFICATIO[redacted]- AISIN TRANSMISSION (RECALL CUSTOMER SATISFACTION NOTIFICATION 2)

(Claim) Cause:

RECALL OPEN. TORE TRANS DOWN AND FOUND SNAP RING DISLODGED, WILL NEED RECALL DONE.

(Claim) Correction:

INSPECT AND REPLACE SNAP RING21[redacted].....CLOSE CSN LOP*[redacted].....SKID PLATE21[redacted]0A[redacted]-[redacted].....DEF EQUIPPED 4X4 PIC KUP TRUCKS ONLY21[redacted]0.60[redacted].....4X4EQUIPPED21[redacted]0A[redacted] [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**	$0.00	**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 [redacted]			Failure	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:

Customer States CK ENGINE LIGHT ON (Check Engine Light Conce rn) Customer Satisfaction Notification [redacted] - Aisin Transmission Customer States [redacted] (Recall Customer Satisfaction Notificati on 1) PERFORM FREE MULTI-POINT INSPECTION

(RO) Cause:

Inspected transmission fluid level and condition, ok. Inspected shift linkage, ok. There are codes stored in the system [redacted], [redacted], and [redacted], but the light is not on at this time. Test drove [redacted] over [redacted], but could not get vehicle to act up. Created [redacted]R ticket [redacted] (attached). Removed valve body to perform air pressure test on case. All ports have a thud sound when applying air pressure and there does not appear to be any internal leakage. Was recommended to replace valve body for this concern by [redacted] agent. [redacted] MULTI-POINT INSPECTION

(RO) Correction:

Replaced valve body, filter, gasket, and fluid. Test drove, ok. [redacted] already performed on [redacted] [redacted] at [redacted]. MULTI-POINT INSPECTION PERFORMED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CK ENGINE LIGHT ON

(Claim) Cause:

INSPECTED TRANSMISSION FLUID LEVEL AND CONDITION, OK. INSPECTED SHIFT [redacted] E, OK. THERE ARE CODES STORED IN THE SYSTEM [redacted], [redacted], AND [redacted], BUT THE LIGHT IS NOT ON AT THIS TIME. TEST DROVE [redacted]

MILES [redacted]. BUT COULD NOT GET VEHICLE TO ACT UP. CREATED [redacted] TICKET [redacted] (ATT ACHED). REMOVED VALVE BODY TO PERFORM AIR PRESSURE TEST ON CASE. ALL PORTS HAVE A THUD SOUND WHEN APPLYING AIR PRESSURE AND THERE DOES NOT APPEAR TO BE ANY INTERNAL LEAKAGE. WAS RECOMMENDED TO REPLACE VALVE BODY FOR THIS CONCER N BY [redacted] AGENT.

(Claim) Correction:

REPLACED VALVE BODY, FILTER, GASKET, AND FLUID. TEST DROVE, OK.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP5L94 - 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**		**Zone**	51 [redacted]
Address	, ,				

Condition Information

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

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) AUTOMATIC TRANSMISSION CONCERN (Please describe Issue below) [CUSTOMER STATES THAT VEHICLE HAS EXCESSIVELY HIGH RPMS AND WILL NOT GO ABOVE [redacted] AND WILL INTERMITTENTLY ONLY GO INTO REVERSE.] Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** [redacted] Ram Heavy Duty GridHeater Relay]

(RO) Cause:

NA

(RO) Correction:

[redacted] Multi-point inspection (according to maintenance interval) MULTI-POINT INSPECTION [redacted]. TRANS. IN LIMP MODE. CK. [redacted] ERROR IN [redacted] ERROR IN [redacted] ,PULL TRANS, FT PUMP FT DRUM, FOUND K1 SNAPRING POPPED OUT. REPLACE K1 CLUTCH ASSY. [redacted] REINSTALL TRANS, FILL FLUID,QUICK LEARN. FLASH [redacted] TO AC ROADTEST [redacted] OK AUTOMATIC TRANSMISSION CONCERN (Please describe Issue below) Automatic Transmission Concern [redacted] [redacted] RECALL R&R RELAY Recall / Customer Satisfaction Notification 1 RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN (PLEASE DESCRIBE ISSUE BELOW) [CUSTOMER STATES THAT VEHICLE HAS EXCESSIVELY HIGH RPMS AND WILL NOT GO ABOVE [redacted] AND WILL INTERMITTENTLY ONLY GO INTO REVERSE.]

(Claim) Cause:

CK. TRANS. IN LIMP MODE. CK. DTC [redacted] ERROR IN [redacted], [redacted] ERROR IN [redacted], P ULL TRANS, FT PUMP FT DRUM, FOUND [redacted] SNAP RING POPPED OUT. ULL TRANS, FT PUMP FT DRUM, FOUND [redacted] SNAP RING POPPED OUT. REPLACE K1 CLUTCH ASSY. PER [redacted] REINSTALL TRANS, FILL FLUID, QUICK LEARN. FLASH [redacted] [redacted] TO AC

(Claim) Correction:

REPLACE K1 CLUTCH ASSY. PER [redacted] REINSTALL TRANS, FILL FLUID, QUICK L EARN. FLASH [redacted] [redacted] TO AC ROAD TEST [redacted] OK

Warranty Claim Report

Vehicle Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		45.18	$106.17
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	LUBRICANT	[redacted]			
B	21000A60	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			25.52	$212.34
B	21000A60	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	8		[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]	FLUID AFT	9		135.55	$212.34
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		45.18	$212.34
[redacted]		Transmission, Remove and install for recondition -			[redacted]	LUBRICANT	[redacted]			

		[redacted]C : [redacted] equipped								
B	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	[redacted]			[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	[redacted]			[redacted]
B	[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	1300.57	[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	9		135.55	[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	3		45.18	[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LUBRICANT	2		103.48	[redacted]

RO Narratives

(RO) Customer Concern:

MULTIPOINT INSPECTION - - - RECALL: [redacted] INTAKE GRID HEATER RECALL: [redacted] TRANSMISSION SERVICE RECALL: [redacted] DIESEL PM SENSOR CUST STATES THAT THE VEHICLE WILL NOT GO INTO DRIVE/REVERSE.

(RO) Cause:

. . . .

(RO) Correction:

MULTIPOINT INSPECTION - -- [redacted] replaced grid heater relay.08-13[redacted] PERFORM RECALL: [redacted] removed transmission. performedRC[redacted], replaced k1 clutch pack snap ringassembly. torqued bolts and nuts tospecification per service libraryinstructions. test drove vehicle and verifiedtransmission shift correctly. [redacted] [redacted] [redacted] PERFORM RECALL: [redacted] parts ordered PERFORM RECALL: [redacted] removed transmission. performedRC[redacted], replaced k1 clutch pack snap ringassembly. torqued bolts and nuts tospecification per service libraryinstructions. test drove vehicle and verifiedtransmission shift correctly. [redacted] [redacted] [redacted] [redacted] AUTO TRANS DIAG - - -

(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 [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**	$1,618.10	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	O-RING	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	WASHER	1		8.75	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1323.77	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 Clutch / Input Shaft	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		[redacted]	

		Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		[redacted]	[redacted]
B	[redacted]	Module, Transmission [redacted] (TCM) ; Module, Transmission [redacted] (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) AUTOMATIC TRANSMISSION CONCERN (Please describe Issue below) [CUSTOMER STATES THAT VEHICLE HAS EXCESSIVELY HIGH RPMS AND WILL NOT GO ABOVE [redacted] AND WILL INTERMITTENTLY ONLY GO INTO REVERSE.] Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** [redacted] Ram Heavy Duty GridHeater Relay]

(RO) Cause:

NA

(RO) Correction:

[redacted] Multi-point inspection (according to maintenance interval) MULTI-POINT INSPECTION [redacted] CK. TRANS. IN LIMP MODE. [redacted] ERROR IN [redacted], [redacted] ERROR IN [redacted] ,PULL TRANS, FT PUMP FT DRUM, FOUND K1 SNAPRING POPPED OUT. REPLACE K1 CLUTCH ASSY. PERTSB [redacted] REINSTALL TRANS, FILL FLUID,QUICK LEARN. FLASH TCM [redacted] TO AC ROADTEST [redacted] OK AUTOMATIC TRANSMISSION CONCERN (Please describe Issue below) Automatic Transmission Concern [redacted] [redacted] RECALL R&R RELAY Recall / Customer Satisfaction Notification 1 RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN (PLEASE DESCRIBE ISSUE BELOW) [CUSTOMER STATES THAT VEHICLE HAS EXCESSIVELY HIGH RPMS AND WILL NOT GO ABOVE [redacted] AND WILL INTERMITTENTLY ONLY GO INTO REVERSE.]

(Claim) Cause:

CK. TRANS. IN LIMP MODE. CK. DTC [redacted] ERROR IN [redacted], [redacted] ERROR IN [redacted], P ULL TRANS, FT PUMP FT DRUM, FOUND K1 SNAP RING POPPED OUT. ULL TRANS, FT PUMP FT DRUM, FOUND K1 SNAP RING POPPED OUT. REPLACE K1 CLUTCH ASSY. PER [redacted] REINSTALL TRANS, FILL FLUID, QUICK LEARN. FLASH T CM [redacted] TO AC

(Claim) Correction:

REPLACE K1 CLUTCH ASSY. PER [redacted] REINSTALL TRANS, FILL FLUID, QUICK L EARN. FLASH TCM [redacted] TO AC ROAD TEST [redacted] OK

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]	**Service Date**	[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**	CRONIC INC	**Zone**	66 [redacted]
Address	2515 N EXPRESSWAY , GRIFFIN, GA 30223				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	[redacted] Oil - Related Repairs ; Transmission			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	[redacted] Oil - Related Repairs ; Transmission			[redacted]	GASKET	1		[redacted]	
A	[redacted]	[redacted] Oil - Related Repairs ; Transmission			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	[redacted] Oil - Related Repairs ; Transmission			[redacted]	FILTER	1		112.77	[redacted]
A	[redacted]	Valve Body ; Valve body - [redacted] (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	21950158 [redacted]	Valve Body ; Valve body - Replace - Aisin [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	GASKET	1		45.64	$70.62
A	21950158 [redacted]	Valve Body ; Valve body - Replace - Aisin [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	[redacted]		95.20	$70.62
A	21950158 [redacted]	Valve Body ; Valve body - Replace - Aisin [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FILTER	1		112.77	$70.62
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			68445748AA	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FILTER	1		112.77	[redacted]

RO Narratives

(RO) Customer Concern:

Customer States CK ENGINE LIGHT ON (Check Engine Light Conce rn) Customer Satisfaction Notification [redacted] - Aisin Transmission Customer States [redacted] (Recall Customer Satisfaction Notificati on 1) PERFORM FREE MULTI-POINT INSPECTION

(RO) Cause:

Inspected transmission fluid level and condition, ok. Inspected shift linkage, ok. There are codes stored in the system [redacted], [redacted], and [redacted], but the light is not on at this time. Test drove [redacted] over [redacted], but could not get vehicle to act up. Created [redacted] [redacted] (attached). Removed valve body to perform air pressure test on case. All ports have a thud sound when applying air pressure and there does not appear to be any internal leakage. Was recommended to replace valve body for this concern by [redacted] agent. [redacted] MULTI-POINT INSPECTION

(RO) Correction:

Replaced valve body, filter, gasket, and fluid. Test drove, ok. [redacted] already performed on [redacted] [redacted] at [redacted]. MULTI-POINT INSPECTION PERFORMED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CK ENGINE LIGHT ON

(Claim) Cause:

INSPECTED TRANSMISSION FLUID LEVEL AND CONDITION, OK. INSPECTED SHIFT [redacted] E, OK. THERE ARE CODES STORED IN THE SYSTEM [redacted], [redacted], AND [redacted], BUT THE LIGHT IS NOT ON AT THIS TIME. TEST DROVE [redacted], BUT COULD NOT GET VEHICLE TO ACT UP. CREATED [redacted] TICKET [redacted] (ATT ACHED). REMOVED VALVE BODY TO PERFORM AIR PRESSURE TEST ON CASE. ALL PORTS HAVE A THUD SOUND WHEN APPLYING AIR PRESSURE AND THERE DOES NOT APPEAR TO BE ANY INTERNAL LEAKAGE. WAS RECOMMENDED TO REPLACE VALVE BODY FOR THIS CONCER N BY [redacted] AGENT.

(Claim) Correction:

REPLACED VALVE BODY, FILTER, GASKET, AND FLUID. TEST DROVE, OK.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DP0L63 - 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	830 PLAIN ST , MARSHFIELD, MA 02050				

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 - 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:

CEL, VEHICLE DOES NOT MOVE FORWARD

(Claim) Cause:

CONFIRMED CUSTOMER CONCERN, FOUND VEHICLE TO NO LONGER HAVE FORWARD GEARS FOU ND CODES [redacted] FOR GEAR 1 [redacted] INCORRECT RATIO- [redacted] FOR GEAR [redacted] INCORRECT RATIO- FOUND VEHICLE TO FALL UNDER [redacted] FOR K1 CLUTCH S NAP RING REPAIR.

(Claim) Correction:

REMOVE TRANMISSION AND TEAR DOWN. FOUND THE SNAP RING HAS BECOME DISLODGED, NE ED TO REPLACE K1 AND K2 CLUTCHES. REASSEMBLE AN INSTALL TRANSMISISON BACK IN TO TRUCK. CLEAR CODES AND RETEST. TRUCK NOW RUNS AS DESIGNED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted] CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage Code** [redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	66 [redacted]
Address	6171 PENSACOLA BLVD , PENSACOLA, FL 32505				

Condition Information

Condition [redacted]	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]	Battery ; [redacted] batteries	[redacted]	BATTERY FAILED TEST	[redacted]	BATTERY	2	X	656.70	[redacted]

RO Narratives

(RO) Customer Concern:

(Battery Concern) CUSTOMER STATES THAT HE KEEPS HA[redacted]G TO JUMP VEHICLE OFF. BATTERY FAILURE.

(RO) Cause:

Verified customer concern. [redacted] [redacted] ailed [redacted] test. Printed out warranty validation code

(RO) Correction:

Removed and replaced [redacted]. Tested vehicle start up and vehicle started as designed. Entered validation codes into witech. Cleared codes

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

(Battery Concern) CUSTOMER STATES THAT HE KEEPS HA[redacted]G TO JUMP VEHICLE OFF. BA

(Claim) Cause:

Verified customer concern. [redacted] [redacted] ailed [redacted]

(Claim) Correction:

Removed and replaced [redacted]. Tested vehicle start up and vehicle start

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$2,093.60	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	QUIRK [redacted] DODGE JEEP RAM	**Zone**	32 [redacted]
Address	[redacted]				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	8		[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	2		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		172.44	$168.02
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]	[redacted]	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 ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	2		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	PISTON	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[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]	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]	PISTON	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	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	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		172.44	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		339.91	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		143.51	[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	1217.05	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CEL, VEHICLE DOES NOT MOVE FORWARD

(Claim) Cause:

CONFIRMED CUSTOMER CONCERN, FOUND VEHICLE TO NO LONGER HAVE FORWARD [redacted]S FOU ND CODES [redacted] FOR [redacted] SHIFT INCORRECT RATIO- [redacted] FOR [redacted] [redacted] INCORRECT RATIO- FOUND VEHICLE TO FALL UNDER [redacted] FOR K1 CLUTCH S NAP RING REPAIR.

(Claim) Correction:

REMOVE TRANMISSION AND TEAR DOWN. FOUND THE SNAP RING HAS BECOME DISLODGED, NE ED TO REPLACE K1 AND K2 CLUTCHES. REASSEMBLE AN INSTALL TRANSMISISON BACK IN TO TRUCK. CLEAR CODES AND RETEST. TRUCK NOW RUNS AS DESIGNED

Warranty Claim Report

Vehicle Information

[redacted]	[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**	[redacted]	**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]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] chassis only	[redacted]	CHECK [redacted]	[redacted]	CONVERTER	1	X	[redacted]	[redacted]
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] chassis only	[redacted]	CHECK [redacted]	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] chassis only	[redacted]	CHECK [redacted]	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] equipped - [redacted] diesel			[redacted]	CONVERTER	1	X	[redacted]	[redacted]
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] equipped - [redacted] diesel			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] equipped - [redacted] diesel			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CONVERTER	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GASKET	1		[redacted]	

RO Narratives

(RO) Customer Concern:

General Concern #1 [redacted] DEF MESSAGE Recall / Customer Satisfaction Notification 1 Customer Satisfaction Notification [redacted] - Aisin Transmission ** GENERAL CONCERN internal time

(RO) Cause:

Technician scanned vehicle and found code [redacted]. Technician removed upstream [redacted] and inspected inside of dpf. consulted service library photos and compared conditions. determined dpf is clogged full of soot. resecured dpf and completed manual forced regeneration. Upon completing regen, technician test drove vehicle and code [redacted] returned. Technician reinspected dpf and found still full of soot. Technician recommends replacing dpf

(RO) Correction:

Technician replaced DPF. vehicle is operating as designed. Not completed at this time. Customer opted to take vehicle

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [SERVICE DEF MESSAGE]

(Claim) Cause:

TECHNICIAN SCANNED VEHICLE AND FOUND COD[redacted]. TECHNICIAN REMOVED UPSTREA M FLANGE AND INSPECTED INSIDE OF DPF. CONSULTED SERVICE LIBRARY PHOTOS AND C OMPARED CONDITIONS. DETERMINED DPF IS CLOGGED FULL OF SOOT. RESECURED DPF AN D COMPLETED MANUAL FORCED REGENERATION. UPON COMPLETING REGEN, TECHNICIAN TEST DROVE VEHICLE AND CODE [redacted] RETURNED. TECHNICIAN REINSPECTED DPF AND FO UND STILL FULL OF SOOT. TECHNICIAN RECOMMENDS REPLACING DPF

(Claim) Correction:

TECHNICIAN REPLACED DPF. VEHICLE IS OPERATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted] - [redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted]	CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	66 [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]		Battery ; [redacted]	[redacted]	BATTERY FAILED TEST						[redacted]
A	95970101	[redacted] ; LOP - Authorized use only								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

(BATTERY CONCERN) CUSTOMER STATES THAT HE KEEPS HA[redacted]G TO JUMP VEHICLE OFF.

(Claim) Cause:

VERIFIED CUSTOMER CONCERN. GR8 TESTED [redacted] AILED GR8 TEST. PRINTED OUT WARRANTY VALIDATION CODE [redacted]

(Claim) Correction:

REMOVED AND REPLACED BOTH BATTERIES. TESTED VEHICLE START UP AND VEHICLE START ED AS DESIGNED. ENTERED VALIDATION CODES INTO WITECH. CLEARED CODES

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	*Year*	[redacted]	*Body*	[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*	STAN MCNABB C-P-D-J-E	[redacted]	[redacted]
Address	1200 MANCHESTER , TULLAHOMA, TN 37388				

Condition Information

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

RECALL

(RO) Cause:

RECALL

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

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]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	6		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		91.82	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		183.81	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		58.09	[redacted]
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	[redacted]			
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	1		91.82	$611.64
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		183.81	$611.64
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	1		58.09	$611.64
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		91.82	$31.37
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		183.81	$31.37
[redacted]		Transmission, Replace - automatic ; [redacted]			[redacted]	FLUID AFT	1		58.09	$31.37

		propeller shaft equipped								
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	7942.47	$94.10
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		183.81	$94.10
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	1		58.09	$94.10
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	FLUID AFT	1		58.09	$109.78
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	FLUID AFT	1		58.09	$282.29
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	COOLER	1		91.82	$141.15
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			[redacted]	FLUID AFT	1		58.09	$141.15

		in conjunction with appropriate repair Labor Operation.								

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted] SLIPPING

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION IS SLIPPING IN [redacted] AND [redacted]. CHECK AND ADVISE PERFORM 71A

(Claim) Cause:

VERIFIED CUSTOMER CONCERN. NO DTCS SET. TRANSMISSION SLIPPING DURING ROAD TES T [redacted] AND [redacted]. VERIFIED K1 CLUTCH HAS ALREADY BEEN PERFORMED. CONT ACTED STAR CASE [redacted]. PER STAR REMOVED VALVE BODY AND PERFORMED AIR CH ECK [redacted]. [redacted] PASSED. EXCESSIVE AMOUNTS OF CLUTCH MATERIA L FOUND IN BOTTOM OF PAN. RECOMMEND AS PER STAR REPLACING TRANSMISSION, COO LER AND THERMOSTATIC BYPASS VALVE DUE TO CONTAMINATION IN FLUID. AISIN TRANSMISSION

(Claim) Correction:

PULLED VEHICLE INTO SHOP. DISCONNECTED BOTH BATTERIES. RASIED VEHICLE ON HOIST . REMOVED FRONT AND REAR DRIVESHAFTS. REMOVED WIRING HARNESS FROM TRANSFER CASE. REMOVED TRANSFER CASE. SECURED TRANSMISSION JACK TO TRANSMISSION. R EMOVED TRANSMISSION CROSSMEMBER. REMOVED TRANSMISSION HARNESS. REMOVED TOR QUE CONVERTER BOLTS. REMOVED BELL HOUSING BOLTS. REMOVED TRANSMISSION. INS TALLED NEW TRANSMISSION. INSTALLED NEW TORQUE CONVERTER BOLTS. REASSEMBLED V EHICLE.AND TOPPED OFF FLUID FOR FLUID LOST WHILE REPLACING TOC ASSY AND COOO LER. HOOKED WITECH TO VEHICLE. PROGRAMMED TCM TO NEW TRANSMISSION. BACK VEHI CLE OUT OF SHOP. LEFT VEHICLE RUN TIL TRANSMISSION WAS AT [redacted]. PER FORMED TRANSMISSION RELEARN. ROAD TEST [redacted]. REPAIR COMPLETED VEHICLE OP ERATING AS DESIGNED. RECALL ALREADY PERFORMED UNDER TSB . TRANSMISSION REPLACED

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	32 [redacted]
Address	1050 ROUTE 22 , SOMERVILLE, NJ 08876				

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only				FLUID AFT	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only				COOLER	1		287.72	$[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	BOLT	1		[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	2		[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted]				
A	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	BOLT	1		4.11	$60.96
A	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]0	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]				
[redacted]2		Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	TRANSMISS	1	X	8066.35	$30.48
[redacted]2		Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	BOLT	1		4.11	$30.48

A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	COOLER	1		[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]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	2		29.11	$91.45
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	COOLER	1		287.72	$91.45
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	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	FLUID AFT	2		29.11	$274.34
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		287.72	$274.34

RO Narratives

(RO) Customer Concern:

TOWED IN - CUSTOMER STATES THE VEHICLE WILL NOT MOVE IN GEAR PERFORM [redacted] INSPECTION PER REPORT CARD

(RO) Cause:

INTERNAL FAILURE

(RO) Correction:

vehicle would barely move in forwardgears, had cel on with code [redacted] andp0733-00 check fluid condition and found wasburnt and remove trans pan and found metalchucks remove and replace transmission due tointernal mechanical failure and also replacetrans cooler due to the metal and vehicle wasequipped with a [redacted] driveshaft, skipplate and 4x4 Transmission, Replace - automatic - Replace AS68RC/AS69RC (3 - HighlySkilled) [redacted] TRANSMISSION, REPLACE - AUTOMATIC TRANSMISSION, REPLACE -AUTOMATIC TRANSMISSION, REPLACE - AUTOMATIC OIL COOLER, EXTERNAL AUXILIARY [redacted] TRANSMISSION, REPLACE - AUTOMATIC TRANSMISSION, REPLACE -AUTOMATIC TRANSMISSION, REPLACE - AUTOMATIC OIL COOLER, EXTERNAL AUXILIARY PERFORM [redacted] INSPECTION PER REPORT CARD

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS THE VEH WILL NOT MOVE IN GEAR

(Claim) Cause:

INTERNAL FAILURE VEHICLE WOULD BARELY MOVE IN FORWARD GEARS, HAD CEL ON WITH C ODE [redacted] AND [redacted] CHEEK FLUID CONDITION AND FOUND WAS BURNT AND REMO VE LRANS PAN AND FOUND MELAF CHUCKS REMOVE AND

REPLACE TRANSMISSION DUE TO I [redacted] MECHANICAL- FAILURE AND ALSO REPLACE LRANS COOLER DUE TO THE METAL- AN D VEHICLE WAS EQUIPPED WITH A [redacted] DRIVESHAFT, SKIP PLAT.E AND [redacted]

(Claim) Correction:

VEHICLE WOULD BARELY MOVE IN FORWARD GEARS, HAD CEL ON WITH CODE [redacted] AND [redacted] CHEEK FLUID CONDITION AND FOUND WAS BURNT AND REMOVE LRANS PAN AND FOUND MELAF CHUCKS REMOVE AND REPLACE TRANSMISSION DUE TO I [redacted] MECHANICA L- FAILURE AND ALSO REPLACE LRANS COOLER DUE TO THE METAL- AND VEHICLE WAS EQU IPPED WITH A [redacted] DRIVESHAFT, SKIP PLAT.E AND [redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	[redacted] Failure	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:

[redacted] SLIPPING

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION IS SLIPPING IN [redacted] AND [redacted], CHECK AND ADVISE PERFORM [redacted]

(Claim) Cause:

VERIFIED CUSTOMER CONCERN. NO DTCS SET. TRANSMISSION SLIPPING DURING ROAD TES T [redacted] AND [redacted]. VERIFIED [redacted] CLUTCH HAS ALREADY BEEN PERFORMED. CONT ACTED STAR CASE [redacted]. PER STAR REMOVED VALVE BODY AND PERFORMED AIR CH ECK [redacted]. [redacted] PASSED. EXCESSIVE AMOUNTS OF CLUTCH MATERIA L FOUND IN BOTTOM OF PAN. RECOMMEND AS PER STAR REPLACING TRANSMISSION, COO LER AND THERMOSTATIC BYPASS VALVE DUE TO CONTAMINATION IN FLUID. AISIN TRANSMISSION

(Claim) Correction:

PULLED VEHICLE INTO SHOP. DISCONNECTED BOTH BATTERIES. RASIED VEHICLE ON HOIST . REMOVED FRONT AND REAR DRIVESHAFTS. REMOVED WIRING HARNESS FROM TRANSFER CASE. REMOVED TRANSFER CASE. SECURED TRANSMISSION JACK TO TRANSMISSION. R EMOVED TRANSMISSION CROSSMEMBER. REMOVED TRANSMISSION HARNESS. REMOVED TOR QUE CONVERTER BOLTS. REMOVED BELL HOUSING BOLTS. REMOVED TRANSMISSION. INS TALLED NEW TRANSMISSION. INSTALLED NEW TORQUE CONVERTER BOLTS. REASSEMBLED V EHICLE.AND TOPPED OFF FLUID FOR FLUID LOST WHILE REPLACING TOC ASSY AND COOO LER. HOOKED WITECH TO VEHICLE. PROGRAMMED TCM TO NEW TRANSMISSION. BACK VEHI CLE OUT OF SHOP. LEFT VEHICLE RUN TIL TRANSMISSION WAS AT [redacted]. PER FORMED TRANSMISSION RELEARN. ROAD TEST [redacted]. REPAIR COMPLETED VEHICLE OP ERATING AS DESIGNED. RECALL ALREADY PERFORMED UNDER TSB . TRANSMISSION REPLACED

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]		***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	[redacted] ***Expense***
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] / 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

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**	$1,377.50	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	$70.99
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		122.69	$70.99
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	4		54.53	$70.99
[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	9		122.69	$141.98
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	4		54.53	$141.98
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		122.69	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	4		54.53	[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]	

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]	FLUID AFT	4		54.53	[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [CUSTOMER STATESTHAT VEHICLE LOST POWER AND CAME TOA STOP. ATTEMPTED TO MOVE FORWARD AND HEARD A GRINDING NOISE. PLEASE CHECK AND ADVISE.]

(RO) Cause:

.

(RO) Correction:

[redacted] pulled transmission replaced k2clutch assy then installed transmission roadtested good with [redacted] drive shaft anddiesel engine. General Concern #1 [CUSTOMER STATES THAT VEHICLE LOST POWER AND CAME TO A STOP. ATTEMPTEDTO MOVE FORWARD AND HEARDA GRINDING NOISE. PLEASE CHECK AND ADVISE.] EXT MOLDING CONCERN

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRUCK TOWED IN WILL NOT MOVE

(Claim) Cause:

CHECK OUT FIND RECALL [redacted] NOT COMPLETE

(Claim) Correction:

PERFORM TSB AND REPAIR TRANS RECALL NOW COMPLETE

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 Code**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$573.42	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted]		Failure	Failure	[redacted]	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Ball Joint, Front upper and lower ; [redacted] - Both sides - Left and Right	[redacted]	LOOSE	[redacted]	[redacted]	2	X	[redacted]	
A	[redacted]	Ball Joint, Front upper and lower ; [redacted] - Both sides - Left and Right	[redacted]	LOOSE	[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]	Goodwill Authorization ; Goodwill Authorization			[redacted]	[redacted]	2	X	[redacted]	[redacted]
[redacted]		[redacted] Authorization ; [redacted] Authorization			[redacted]	[redacted]	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 CLUNKING IN THE FRONT END OVER AND LOOSE STEERING TIRE ALIGNMENT PLEASE COMPLETE COMPUTERIZED TIRE ALIGNMENT ON THIS VEHICLE.

(RO) Cause:

Technician test drove. verified concern. Hoisted vehicle. Shook down front end. Found lower ball joints to have excessive play. Technician recommends replacing ALIGNMENT REFERS TO THE ADJUSTMENT OF A VEHICLES FRONT ANDREAR SUSPENSION PARTS. PROPER ALIGNMENT ENSURES PROPERVEHICLE HANDELING AND EXTENDS THE LIFE OF YOUR TIRES. THISSERVICE IS RECOMMENDED EVERY 15,000 [redacted].

(RO) Correction:

Technician replaced. Technician test drove. vehicle is operating as designed. service manager agreed to goodwill repair for customer. WE HAVE COMPLETED THE COMPUTERIZED ALIGNMENT ON YOUR VEHICLE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CLUNKING IN THE FRONT END OVER AND LOOSE STEERING]

(Claim) Cause:

TECHNICIAN TEST DROVE. VERIFIED CONCERN. HOISTED VEHICLE. SHOOK DOWN FRONT END . FOUND LOWER BALL JOINTS TO HAVE EXCESSIVE PLAY. TECHNICIAN RECOMMENDS REPL ACING

(Claim) Correction:

TECHNICIAN REPLACED. TECHNICIAN TEST DROVE. VEHICLE IS OPERATING AS DESIGNED. SERVICE MANAGER AGREED TO GOODWILL REPAIR FOR CUSTOMER.

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	W - Warranty	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	9,476

Expense

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

Dealer Information

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

Condition Information

Code	LOP	LOP Desc	Code	Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes [redacted] Routine			[redacted]	FLUID [redacted]				[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes [redacted] Routine			[redacted]	FLUID [redacted]				[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes [redacted] Routine			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes [redacted] Routine			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes [redacted] Routine			[redacted]	[redacted]	1	X	1428.95	[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes [redacted] Routine			[redacted]	FLUID [redacted]	9		148.93	[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes [redacted] Routine			[redacted]	FLUID [redacted]	5		82.74	[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes [redacted] Routine			[redacted]	BOLT	6		28.03	[redacted]
A	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes [redacted] Routine			[redacted]	BOLT	8		64.63	[redacted]
A	[redacted]	Module, Transmission Control ([redacted]) ; Module, Transmission ([redacted]) - Reprogram, Includes [redacted] Routine			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID [redacted]				
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID [redacted]				

A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	5		[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	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	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]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	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]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	

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

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [Vehicle tow In, Client states while driving the vehicle lunges forward very aggressively while towing up a hill, rpms revved up while driving. Active distronic assists was on and then lost power please check and advise] Recall / Customer Satisfaction Notification 4 [Emissions Recall [redacted] - Particulate Matter Sensor **] Multi-point inspection (according to maintenance interval) *1 SET TIRE PRESSURES RT FRONT_____RT REAR_____LEFT FRONT_____LEFT REAR. SET TIRE PRESSURES RT FRONT_____RTREAR_____ LEFT FRONT_____ LEFT REAR_____. Your Service Advisor has set your vehicle's next service appointment for _____ (date) at _____ (time).You will receive a email & a phone call prior to this date to confirm the appointment. If you choose to reschedule, please call _____ Oil and Filter - Lube RENTAL

(RO) Cause:

NA

(RO) Correction:

[redacted] clutch assembly failure. [redacted] GEAR RATIO 1. CHECK AND FOUND INTERNALTRANS FAILURE. RECOMMEND TO PERFORM BULLETIN[redacted]. PARTS ON ORDER. PULLEDTRANSMISSION OUT FOUND [redacted] SNAP RING POPPEDOUT PLACE. REPLACED [redacted] INPUT CLUTCHASSEMBLY, KI HUB AND K2 ASSEMBLY. PERFORME[redacted]. FLASHED UPDATE TCM FOR SYSTEMAND SHIFTING IMPROVEMENTS. PERFORMED A QUICKLEARN. ROAD TEST VEHICLE OKAY [redacted] 91K1Clutch / Input Shaft [redacted] [redacted]-62TwoPiece Propeller Shaft Equipped 0.2[redacted]01-69DEF Equipment [redacted] 4x4pick-up o 0.6 [redacted] Equipped [redacted]-RTModule, Transmissio [redacted] Customer states warning light is on [redacted] sensor b/o Recall / Customer Satisfaction Notification4 RECALL18 [redacted] performed inspection Multi-point inspection (according to maintenanceinterval) TIRE INSPECTION REVEALED TREAD DEPTH [redacted]" ORBETTER - NO ATTENTION NEEDED AT THIS TIME. RECOMMENDED SERVICE-Brakes OK RECOMENDED SERVICE-Battery OK VEHICLE SAFETY CONDITION INSPECTION INCLUDED TIRE INSPECTION REVEALED TREAD DEPTH AT 7/32" ORBETTER - NO ATTENTION NEEDED AT THIS TIME. RECOMMENDED SERVICE-Brakes OK RECOMENDED SERVICE-Battery OK [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [VEHICLE TOW IN, CLIENT STATES WHILE DRIVING T HE VEHICLE LUNGES FORWARD VERY AGGRESSIVELY WHILE TOWING UP A HILL, RPMS REVV ED UP WHILE DRIVING. ACTIVE DISTRONIC ASSISTS WAS ON AND THEN LOST POWER PLEA SE CHECK AND ADVISE

(Claim) Cause:

INTERNAL DEFECT

(Claim) Correction:

[redacted] CLUTCH ASSEMBLY FAILURE. [redacted] CODE [redacted] GEAR RATIO 1. CHECK AND FOUN D INTERNAL TRANS FAILURE. RECOMMEND TO PERFORM BULLETIN [redacted]. PARTS ON O RDER. PULLED TRANSMISSION OUT FOUND K1 SNAP RING POPPED OUT PLACE. REPLACED K1 INPUT CLUTCH ASSEMBLY, KI HUB AND K2 ASSEMBLY. PERFORME[redacted]. FL ASHED UPDATE TCM FOR SYSTEM AND SHIFTING IMPROVEMENTS. PERFORMED A QUICK LEAR N. ROAD TEST VEHICLE OKAY [redacted] CLUTCH / INPUT SHAFT [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28L91 - 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**	STAN MCNABB C-P-D-J-E	**Zone**	66 [redacted]
Address	1200 MANCHESTER , TULLAHOMA, TN 37388				

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			26.23	$93.39
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	GREASE	1		66.76	$93.39
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	6		92.90	$93.39
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			39.45	$93.39
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		8.83	$93.39
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	1337.05	[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		66.76	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	6		92.90	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		373.43	[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		[redacted]	
[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted] T	1	X	[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	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 ; Skid plate equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1337.05	[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		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		189.45	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		8.83	[redacted]

RO Narratives

(RO) Customer Concern:

RECALL

(RO) Cause:

[redacted] WILL NOT MOVE FORWARD

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES WILL TRANSMISSION WILL NOT PULL FORWARD ADVISOR WROTE UP AS [redacted] RE CALL

(Claim) Cause:

SNAP RING HAS COME LOOSE K1 AND K2 CLUTCH DRUMS DAMAGED REFER TO TSB [redacted]

(Claim) Correction:

REMOVE TRANS DISASSEMBLE, INSPECT AND REPLACE HUB ASSEMBLY RETEST ALL WORKS AS DESIGNED

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	***Sublet***	[redacted]	***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***	***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:

[redacted] AUTO LIVE COURTESYVEHICLE INSPECTION RECALL CAMPAIGN [redacted] DIESEL PM SENSOR RECALL CAMPAIG[redacted] TRANSMISSION GEARS 1-4 INOP CUSTOMER STATES. . .. .THAT THE TRANMISSION WILL NOT SHIFT INTO [redacted] - CUSTOMER ISTOWING THE VEH IN

(RO) Cause:

RECALL SERVICE ACTION

(RO) Correction:

[redacted] auto live auto live vehicleinspection ALCI AUTO LIVE COURTESYVEHICLE INSPECTION [redacted] recall [redacted], had to orderparts for recall says delivery is [redacted] RECALL CAMPAIGN [redacted] DIESEL PM SENSOR RECALLS [redacted] recall [redacted], vehiclerequires replacing [redacted] clutch kit refer to jobd Customer Satisfaction Notification [redacted] - Aisin Transmission - Inspect K1Clutch / Input Shaft Assembly - Verify No Failures Have Occurred orSymptoms are Present (3 -Highly Skilled) [redacted] gear shift incorrect ratio, snapring dislodged vehicle has code [redacted] gearshift incorrect ratio k1 snap ring isdislodged will require replacing [redacted] clutchkit, disconnected battery's, lifted vehicleremoved skid plates, removed front and reardrive shafts, drained transmission fluid,removed the catalytic converter, removed thetorque converter bolts all 6, disconnectedtcase connectors and transmission connectorsremoved cross member removed transfer casefrom vehicle, removed all bell housing boltsremoved transmission from vehicle, removedtorque converter from transmission, removedtorque converter housing to the transmissioncase, removed oil pump, removed the inputshaft assembly with the K1 and K2 clutchassemblies snap ring is dislodge, installednew k1 kit reassembled clutches installed newgasket on oil pump installed oil pump andhousing installed torque converterreassembled transmission to vehicle installedall bell housing bolts and torque converterbolts reassembled vehicle connected allconnectors and transmission lines and tcaseto vehicle installed cross member and frontand rear drive shaft filled with new fluidperformed quick learn and tcm flash tookvehicle for test driv

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

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

(Claim) Cause:

[redacted]

(Claim) Correction:

[redacted], vehicle requires replacing k1 clutch kit refer to job d

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]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		107.10	$95.62
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		11.90	$95.62
[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]	FLUID AFT	9		107.10	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	1		11.90	[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]	FLUID AFT	9		107.10	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	1		11.90	[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]	FLUID AFT	9		107.10	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	1		11.90	[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]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	05189966AD	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		[redacted]	

RO Narratives

(RO) Customer Concern:

[redacted] AUTO LIVE COURTESYVEHICLE INSPECTION RECALL CAMPAIGN [redacted] DIESEL PM SENSOR RECALL CAMPAIG [redacted] DD/DP/D2 AISIN TRANSMISSION GEARS 1-4 INOP CUSTOMER STATES. . .. .THAT THE TRANMISSION WILL NOT SHIFT INTO [redacted] - CUSTOMER ISTOWING THE VEH IN

(RO) Cause:

RECALL SERVICE ACTION

(RO) Correction:

[redacted] auto live auto live vehicleinspection ALCI AUTO LIVE COURTESYVEHICLE INSPECTION [redacted] recall [redacted], had to orderparts for recall says delivery is [redacted] RECALL CAMPAIGN [redacted] DIESEL PM SENSOR RECALLS [redacted] recall [redacted], vehiclerequires replacing [redacted] clutch kit refer to jobd Customer Satisfaction Notification [redacted] - Aisin Transmission - Inspect K1Clutch / Input Shaft Assembly - Verify No Failures Have Occurred orSymptoms are Present (3 -Highly Skilled) [redacted] gear shift incorrect ratio, snapring dislodged vehicle has code [redacted] gearshift incorrect ratio k1 snap ring isdislodged will require replacing [redacted] clutchkit, disconnected battery's, lifted vehicleremoved skid plates, removed front and reardrive shafts, drained transmission fluid,removed the catalytic converter, removed thetorque converter bolts all 6, disconnectedtcase connectors and transmission connectorsremoved cross member removed transfer casefrom vehicle, removed all bell housing boltsremoved transmission from vehicle, removedtorque converter from transmission, removedtorque converter housing to the transmissioncase, removed oil pump, removed the inputshaft assembly with the K1 and K2 clutchassemblies snap ring is dislodge, installednew k1 kit reassembled clutches installed newgasket on oil pump installed oil pump andhousing installed torque converterreassembled transmission to vehicle installedall bell housing bolts and torque converterbolts reassembled vehicle connected allconnectors and transmission lines and tcaseto vehicle installed cross member and frontand rear drive shaft filled with new fluidperformed quick learn and tcm flash tookvehicle for test driv

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES. . .. .THAT THE TRANMISSION WILL NOT SHIFT INTO [redacted] - CUSTOMER IS TOWING THE VEH IN

(Claim) Cause:

[redacted] gear shift incorrect ratio, snap ring dislodged

(Claim) Correction:

vehicle has code [redacted]1 gear shift incorrect ratio k1 snap ring is dislodged wi ll require replacing k1 clutch kit, disconnected battery's, lifted vehicle rem oved skid plates, removed front and rear drive shafts, drained transmission fl uid, removed the catalytic converter, removed the torque converter bolts all 6 , disconnected tcase connectors and transmission connectors removed cross memb er removed transfer case from vehicle, removed all bell housing bolts removed transmission from vehicle, removed torque converter from transmission, removed torque converter housing to the transmission case, removed oil pump, removed the input shaft assembly with the [redacted] and K2 clutch assemblies snap ring is dis lodge, installed new k1 kit reassembled clutches installed new gasket on oil p ump installed oil pump and housing installed torque converter reassembled tran smission to vehicle installed all bell housing bolts and torque converter bolt s reassembled vehicle connected all connectors and transmission lines and tcas e to vehicle installed cross member and front and rear drive shaft filled with new fluid performed quick learn and tcm flash took vehicle for test drive veh icle is operating correctly repair complete.

Warranty Claim Report

Vehicle Information

[redacted]	[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	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]	MC	MAINTENANCE CARE						[redacted]
[redacted]	Maintenance Allowance ; Fixed Cost Maintenance								[redacted]

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

SERVICE CONTRACT

(RO) Correction:

[redacted] replaced push pin in RR fender flap. Multi-point inspection (according to maintenanceinterval) PERFORM COURTESY INSPECTION [redacted] CHANGED DIESEL OIL FILTER, REPLACEDOIL, LUBED, RESET OIL CHANGE REMINDER IFEQUIPPED Change diesel engine oil and filter (synthetic oilmay be required based on geographic location) [redacted] DIESEL OIL AND FILTER CHANGE

(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	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]	Zone	70 [redacted]
Address	660 AUTO BLVD , BURLINGTON, WA 98233				

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]	BODY ASSY	1		2620.42	$113.40
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	WIRING	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	GASKET	1		58.11	$113.40
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	WIRING	1		495.56	$737.10
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	GASKET	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	WIRING	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	GASKET	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate			[redacted]	BOLT	[redacted]			

		equipped								
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BODY ASSY	1		2620.42	$37.80
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	GASKET	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		25.67	$37.80
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BODY ASSY	1		2620.42	$113.40
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	WIRING	1		[redacted]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	GASKET	1		[redacted]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	$113.40
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		25.67	$113.40
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	BODY ASSY	1		[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	WIRING	1		[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BODY ASSY	1		[redacted]	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	WIRING	1		[redacted]	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	GASKET	1		[redacted]	[redacted]

A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	6		[redacted]	[redacted]
A	85LOAN00	[redacted] ; [redacted]			[redacted]	BODY ASSY	1		2620.42	[redacted]
A	85LOAN00	[redacted] ; [redacted]			[redacted]	WIRING	1		495.56	[redacted]
A	85LOAN00	[redacted] ; [redacted]			[redacted]	GASKET	1		58.11	[redacted]
A	85LOAN00	[redacted] ; [redacted]			[redacted]	TRANSMISS	1	X	[redacted]	
A	85LOAN00	[redacted] ; [redacted]			[redacted]	BOLT	6		[redacted]	
A	95200040	Towing			[redacted]	BODY ASSY	1		2620.42	$351.00
A	95200040	Towing			[redacted]	WIRING	1		[redacted]	
A	95200040	Towing			[redacted]	GASKET	1		58.11	$351.00
A	95200040	Towing			[redacted]	TRANSMISS	1	X	[redacted]	
A	95200040	Towing			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	[redacted] ; Competitive Vehicles			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	[redacted] ; Competitive Vehicles			[redacted]	WIRING	1		[redacted]	[redacted]
A	[redacted]	[redacted] ; Competitive Vehicles			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	[redacted] ; Competitive Vehicles			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	[redacted] ; Competitive Vehicles			[redacted]	BOLT	6		[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

ORDER [redacted]. ORDERED [redacted] [redacted] [redacted] ICLE TOWED BY ANOTHER DEALERSHIP BECAUSE IT WAS A REALLY LONG WAIT TO HAVE THE VEHICLE REPAIRED. NOT OVERLAPPING, JOBS PERFORMED AT SEPARATE TIMES

GCS Narratives

(Claim) Customer Concern:

[redacted] - CUSTOMER STATES TRANSMISSION NOT ENGAGING FORWARD [redacted]S - DOES HAVE REVERSE CHECK AND ADVISE . VERIFIED CUSTOMER CONCERN AND FOUND COD[redacted] ACTIVE FOUND FLUSH FOR CODE AND NO HELP, TESTED [redacted], [redacted] XY1 07A ALL WIRES FROM [redacted], CONNECTOR AT HARNESS INTO TRANS TO [redacted] ALL LOA D TEST GOOD. DIRECTED TO REPLACED VALVE BODY AND INTERNALL HARNESS AFTER INS TALL STILL NO DIFFERENCE. STILL SETTING CODE [redacted]. AFTER INSTALLED VALVE BOSY, TRANSMISSION WIRING, AND TRANSMISSION GASKET. STILL NO DIFFERENCE. ST ILL SETTING CODE [redacted]. AFTER THAT STAR CASE [redacted] DIRECTED TO REPLAC E TRANS

(Claim) Cause:

[redacted] - CUSTOMER STATES TRANSMISSION NOT ENGAGING FORWARD [redacted]S - DOES HAVE REVERSE CHECK AND ADVISE . VERIFIED CUSTOMER CONCERN AND FOUND COD[redacted] ACTIVE FOUND FLUSH FOR CODE AND NO HELP, TESTED [redacted], [redacted] XY1 07A ALL WIRES FROM [redacted], CONNECTOR AT HARNESS INTO TRANS TO [redacted] ALL LOA D TEST GOOD. DIRECTED TO REPLACED VALVE BODY AND INTERNALL HARNESS AFTER INS TALL STILL NO DIFFERENCE. STILL SETTING CODE [redacted]. AFTER INSTALLED VALVE BOSY, TRANSMISSION WIRING, AND TRANSMISSION GASKET. STILL NO DIFFERENCE. ST ILL SETTING CODE [redacted]. AFTER THAT STAR CASE [redacted] DIRECTED TO REPLAC E TRANS

(Claim) Correction:

HZ - FOR LINE 1 CONCERN TRANSMISSION FOUND DID NOT REPAIR CONCERN OPENED STAR CAS[redacted] - APPROVED NEW TRANSMISSION . AFTER VALVE BODY AND HARNESS RE PLACEMENT WAS DIRECTED BY STAR TO REPLACE TRANSMISSION [redacted] TR ANSMISSION AND BOLTS ASM FLUSH COOLER AND PERFORMED QUICK LEARN AND VERIED PROPER OPERATION

Warranty Claim Report

Vehicle Information

VIN	[redacted] - [redacted]	***Year***	[redacted]	***Body***	DP5L94 - 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]	***Part***	[redacted]	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted]			***Zone***	70 [redacted]
Address	[redacted]						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Wheel Balance ; Dual rear wheel equipped- Front-[redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]
A	[redacted]	Wheel Balance ; Mount Match wheel to tire - [redacted]								[redacted]
A	[redacted]	Sublet Repair								[redacted]

RO Narratives

(RO) Customer Concern:

CHRYSLER WRO-- CUSTOMER STATES VEHICLE IS SHAKING WHILE DRIVING

(RO) Cause:

SUBLET BALANCE ALL TIRES

(RO) Correction:

BALANCE TIRES BALANCE TIRES

(RO) Technical Notes:

OUT OF BALANCE

GCS Narratives

(Claim) Customer Concern:

SHAKE WHILE DRIVING

(Claim) Cause:

TIRE BALANCE

(Claim) Correction:

SUBLET BALANCE TIRES

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	$1,293.75	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure [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]			[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GREASE	1		65.65	$112.50
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	$112.50
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	7		106.58	$112.50
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	7		106.58	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]			[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] 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	7		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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	7		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

C/S NO GEARS CHECK AND ADVISE

(RO) Cause:

F

(RO) Correction:

[redacted] Check For Codes, Had Codes [redacted], Trans Won't Pull.. Perform TSB[redacted] Replace Input Shaft... PerformQuick Learn... [redacted] Clutch / Input ShaftAssembly - Inspect andReplace Sub-AssembLY RELATED OPERATION - SKID PLATE TRANSMISSION- REMOVE FOR RECONDITION- RELATED TIME- DEF EQUIPPED RELATED OPERATION- 4X4 EQUIPPED RELATED OPERATION [redacted] DRIVESHAFT Customer Satisfaction Notification [redacted]- Aisin Transmissio

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NO GEARS

(Claim) Cause:

[redacted] APPLIES, BROKEN CLUTCH RETAINER

(Claim) Correction:

PERFORM TSB, REPLACE CLUTCH PACK

Warranty Claim Report

Vehicle Information

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

Expense

Labor	[redacted]	***Sublet***	$109.09	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	70 [redacted]
Address	660 AUTO BLVD , BURLINGTON, WA 98233				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	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	103.48	[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:

ORDER [redacted]. ORDERED [redacted] [redacted] [redacted] ICLE TOWED BY ANOTHER DEALERSHIP BECAUSE IT WAS A REALLY LONG WAIT TO HAVE THE VEHICLE REPAIRED. NOT OVERLAPPING, JOBS PERFORMED AT SEPARATE TIMES

GCS Narratives

(Claim) Customer Concern:

[redacted] - CUSTOMER STATES TRANSMISSION NOT ENGAGING FORWARD GEARS - DOES HAVE REVERSE CHECK AND ADVISE . VERIFIED CUSTOMER CONCERN AND FOUND COD[redacted] ACTIVE FOUND FLUSH FOR CODE AND NO HELP, TESTED [redacted], [redacted] [redacted] 07A ALL WIRES FROM [redacted], CONNECTOR AT HARNESS INTO TRANS TO [redacted] ALL LOA D TEST GOOD. DIRECTED TO REPLACED VALVE BODY AND INTERNALL HARNESS AFTER INS TALL STILL NO DIFFERENCE. STILL SETTING CODE [redacted]. AFTER INSTALLED VALVE BOSY, TRANSMISSION WIRING, AND TRANSMISSION GASKET. STILL NO DIFFERENCE. ST ILL SETTING CODE [redacted]. AFTER THAT STAR CASE [redacted] DIRECTED TO REPLAC E TRANS

(Claim) Cause:

[redacted] - CUSTOMER STATES TRANSMISSION NOT ENGAGING FORWARD GEARS - DOES HAVE REVERSE CHECK AND ADVISE . VERIFIED CUSTOMER CONCERN AND FOUND COD[redacted] ACTIVE FOUND FLUSH FOR CODE AND NO HELP, TESTED [redacted], [redacted] [redacted] 07A ALL WIRES FROM [redacted], CONNECTOR AT HARNESS INTO TRANS TO [redacted] ALL LOA D TEST GOOD. DIRECTED TO REPLACED VALVE BODY AND INTERNALL HARNESS AFTER INS TALL STILL NO DIFFERENCE. STILL SETTING CODE [redacted]. AFTER INSTALLED VALVE BOSY, TRANSMISSION WIRING, AND TRANSMISSION GASKET. STILL NO DIFFERENCE. ST ILL SETTING CODE [redacted]. AFTER THAT STAR CASE [redacted] DIRECTED TO REPLAC E TRANS

(Claim) Correction:

HZ - FOR [redacted] CONCERN TRANSMISSION FOUND DID NOT REPAIR CONCERN OPENED STAR CASE [redacted] - APPROVED NEW TRANSMISSION . AFTER VALVE BODY AND HARNESS RE PLACEMENT WAS DIRECTED BY STAR TO REPLACE TRANSMISSION [redacted] TR ANSMISSION AND BOLTS ASM FLUSH COOLER AND PERFORMED QUICK LEARN AND VERIED PROPER OPERATION

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

Dealer Information

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

Condition Information

C[redacted]	[redacted]	[redacted] Desc	F[redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]	[redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	58.17	$43.95 [redacted]

RO Narratives

(RO) Customer Concern:

Recall1 [redacted] Ram Heavy Duty Grid Heater Relay (Re call1) Recall [redacted] DIESEL PM SENSOR (Recall 2) CUSTOMER REQUESTS CAR WASH CHECK TIRE PRESSURE PERFORM MULTIPOINT INSPECTION

(RO) Cause:

RECALL NEEDS TO BE PERFORMED PARTS SPECIAL ORDRED

(RO) Correction:

TECH PERFORMED RECALL REPLACING HEATER GRID RELAY [redacted] CAR WASH COMPLETED TIRES INFLATED TO MANUFACTURER RECOMMENDED PRESSURE MULTIPOINT INSPECTION COMPLETED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

[redacted]

Warranty Claim Report

Vehicle Information

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

Dealer Information

Code	[redacted]	***Name***		***Zone***	51 [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]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] / Input Shaft Assembly - Verify No Failures Have Occurred or Symptoms are Present	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

MULTI POINT INSPECTION/EMAIL ADDRESS [redacted] OIL,FILTER,LUBE MULTIPOINT INSPECTION RESET OIL REMINDER POLICY SALES ([redacted]) ROTATE TIRES-NO BALANCE NOTE: ALUMINUM WHEELS MUST BE RETORQUED AFTE [redacted] . ROTATE NEXT SERVICE ([redacted]) RECALL [redacted] ([redacted]) PICK UP AT [redacted] ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[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	$1,484.45	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 - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			27.89	$69.19
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		128.52	$69.19
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		42.84	$69.19
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	1233.12	$69.19
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[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]	[redacted]	1	X	1233.12	[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]	BOLT	4		[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	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [Customer States VEHICLE MADE A LOUD BANGING NOISE WHEN PUT INTO GEAR TOWED IN] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] [redacted] 1 [[redacted] [redacted]DDDPD2 AISINTRANSMISSION ROUGH SHIFT **] [redacted] 2 [[redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP **] PLEASE PERFORM RECALL Y43

(RO) Cause:

. . . . .

(RO) Correction:

[redacted] INSPECT AND VERIFIED CONCERN FOUNDACTIVE FAULT [redacted] - Gear 1 ShiftIncorrect Ratio PARTS LIST SUBMITTED TO PARTSDEPT [redacted] REPAIRS TO BE MADE PER TSB#Technical Service Bulletin (TSB)K1 ClutchSnap Ring RepairREFERENCE:TSB: [redacted] REV.AGROUP21 - Transmission andTransfer CasE.PERFORM REPAIRS AS STATED IN TSB# [redacted] [redacted] CLUTCH ASSY, [redacted] DRIVESHAFT, [redacted] SHIFT ON FLY DEF. INSTALLED [redacted] FLUID PERFORM QUICK LEARN ROAD TEST OK,FLUID LEVEL CHECK WITHIN SPEC Automatic Transmission Concern AUTOMATIC TRANSMISSION CONCERN [redacted] PARTS ORDE [redacted] NO WORKPERFORMED Recall / Customer Satisfaction Notification1 PERFORM RECALL [redacted] PREVIOUS UP TO DATE [redacted] 1 PERFORM [redacted] [redacted] [redacted] COMPLETE, NO SYMPTOMS [redacted] 2 PERFORM [redacted] [redacted] PARTS ORDERED ON [redacted] NO WORKPERFORMED PERFORM RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE MADE A LOUD BANGING NOISE WHEN PUT INTO GEAR TOWED IN RECALL [redacted]

(Claim) Cause:

INSPECT AND VERIFIED CONCERN FOUND ACTIVE FAULT [redacted] GEAR 1 SHIFT INCORREC T RATIO. REPAIRS TO BE MADE PER TSB[redacted] CLUTCH SNAP RING REPAIR AISIN TRANSMISSION [redacted] INOP

(Claim) Correction:

PERFORM REPAIRS AS STATED IN TSB[redacted] REPLACED K1 CLUTCH ASSEMBLY, [redacted] DRIVE SHAFT, [redacted] SHIFT ON FLY DEF. INSTALLED [redacted] ASRC FLUID, PERFORM QUICK LEARN ROAD TEST OK, FLUID LEVEL CHECK WITHIN SPEC REPAIRS PERFORMED ON LINE [redacted] [redacted] CLOSE CSN

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted]	CREW CAB 4X4
Build Date	[redacted]		**Plant**	[redacted]	PLANT	**Coverage**	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	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:

Automatic Transmission Concern [Customer States VEHICLE MADE A LOUD BANGING NOISE WHEN PUT INTO GEAR TOWED IN] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] RSU 1 [[redacted]DDDPD2 AISINTRANSMISSION ROUGH SHIFT **] [redacted] [[redacted] DDDPD2 AISIN TRANSMISSION GEARS 1-4 INOP **] PLEASE PERFORM RECALL Y43

(RO) Cause:

. . . . .

(RO) Correction:

[redacted] INSPECT AND VERIFIED CONCERN FOUNDACTIVE FAULT [redacted]1 ShiftIncorrect Ratio PARTS LIST SUBMITTED TO PARTSDEPT [redacted] REPAIRS TO BE MADE PER TSB#Technical Service Bulletin (TSB)K1 ClutchSnap Ring RepairREFERENCE:TSB:[redacted] REV.AGROUP21 - Transmission andTransfer CasE.PERFORM REPAIRS AS STATED IN TSB[redacted] [redacted] [redacted] CLUTCH ASSY, [redacted] DRIVESHAFT, [redacted] SHIFT ON FLY DEF. INSTALLED [redacted] FLUID PERFORM QUICK LEARN ROAD TEST OK,FLUID LEVEL CHECK WITHIN SPEC Automatic Transmission Concern AUTOMATIC TRANSMISSION CONCERN [redacted] ORDE[redacted] NO WORKPERFORMED Recall / Customer Satisfaction Notification1 PERFORM RECALL [redacted] PREVIOUS UP TO DATE RSU 1 PERFORM RRT [redacted] RSU COMPLETE, NO SYMPTOMS [redacted] PERFORM RRT [redacted] ORDERED ON [redacted] NO WORKPERFORMED PERFORM RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE MADE A LOUD BANGING NOISE WHEN PUT INTO GEAR TOWED IN RECAL[redacted]

(Claim) Cause:

INSPECT AND VERIFIED CONCERN FOUND ACTIVE FAULT [redacted] GEAR [redacted] INCORREC T RATIO. REPAIRS TO BE MADE PER TSB[redacted] CLUTCH SNAP RING REPAIR AISIN TRANSMISSION GEAR 1-4 INOP

(Claim) Correction:

PERFORM REPAIRS AS STATED IN TSB[redacted] REPLACED K1 CLUTCH ASSEMBLY, [redacted] DRIVE SHAFT, [redacted] SHIFT ON FLY DEF. INSTALLED [redacted] ASRC FLUID, PERFORM QUICK LEARN ROAD TEST OK, FLUID LEVEL CHECK WITHIN SPEC REPAIRS PERFORMED ON LINE A TSB [redacted] REV. B CLOSE CSN

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	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**	LARRY H MILLER CHRYSLER JEEP	**Zone**	70 [redacted]
Address	13165 N AUTOSHOW AVE , SURPRISE, AZ 85388				

Condition Information

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

RO Narratives

(RO) Customer Concern:

OIL & FILTER CHANGE (DIESEL [redacted]) Rotate tires Mopar Express Lane Inspection [redacted] PM SENSOR RECALL

(RO) Cause:

F Rotate tires multi point inspection F

(RO) Correction:

OIL & FILTER CHANGE (DIESEL [redacted]) Rotate tires Mopar Express Lane Inspection [redacted] RECALL [redacted] (.5) Install PMsensor and reprogram PCM AND InstallAuthorized Modifications Label PCM52421232AG/AJ 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

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**	LARRY H MILLER CHRYSLER JEEP	**Zone**	70 [redacted]
Address	13165 N AUTOSHOW AVE , SURPRISE, AZ 85388				

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)	CERN[redacted]2AA	SENSOR	1	X	93.72	[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		3.39	[redacted]

RO Narratives

(RO) Customer Concern:

OIL & FILTER CHANGE (DIESEL [redacted] OIL) Rotate tires Mopar Express Lane Inspection [redacted] PM SENSOR RECALL

(RO) Cause:

F Rotate tires multi point inspection F

(RO) Correction:

OIL & FILTER CHANGE (DIESEL [redacted] OIL) Rotate tires Mopar Express Lane Inspection [redacted] RECALL [redacted] (.5) Install PMsensor and reprogram PCM AND InstallAuthorized Modifications Label [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)

(RO) Technical Notes:

NA

[redacted]

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

VIN	[redacted] - [redacted]	***Year***	[redacted]	***Body***	D28L92 - RAM 3500 [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***	$98.76	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted] PRODUCTS IN	***Zone***	42 [redacted]
Address	3099 NORTH MORTON , FRANKLIN, IN 46131				

Condition 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 (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	93.68	[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 (NARRATIVE REQUIRED)	[redacted]	LABEL	1		3.39	[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]

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] - [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	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] OF [redacted]			**Zone**	[redacted]
Address	925 VERSAILLES RD , FRANKFORT, KY 40601						

Condition Information

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

RO Narratives

(RO) Customer Concern:

Change diesel engine oil and filter(synthetic oil may be required based on geographic location) [redacted] Inspect front suspension, tie rod ends and boot seals Engine Mechanical Concern [CustomerStates CHECK ENG LITE IS ON] Recall / Customer Satisfaction Notification 3 [Emissions Recall [redacted] - Particulate Matter Sensor **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Intake Air Grid Heater Relay **] Recall / Customer Satisfaction Notification 2 [Customer Satisfaction Notification [redacted] - Aisin Transmission **]

(RO) Cause:

NA

(RO) Correction:

Change diesel engine oil and filter (synthetic oilmay be required based on geographic location) [redacted] PERFORM DIESEL OIL LUBE AND FILTER CHANGE Inspect front suspension,tie rod ends and boot seals MULTI-POINT INSPECTION [redacted] DISREGARD AT THIS TIME Engine Mechanical Concern[Customer States CHECK ENG LITE IS ON] [redacted] MECHANICAL CONCERN [redacted] PARTS ORDERED Recall / Customer Satisfaction Notification3 [Emissions Recall [redacted] -Particulate Matter Sensor**] RECALL [redacted] PARTS ORDERED Recall / Customer Satisfaction Notification1 [Safety Recall [redacted] - Intake Air Grid Heater Relay **] RECALL [redacted] PARTS ORDERED Recall / Customer Satisfaction Notification2 [Customer Satisfaction Notification [redacted] - Aisin Transmission **] RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

[redacted]

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	***Name***	BOB [redacted] CHRYSLER-PLYMOUTH-DODGE- JEEP-EAGLE INC	***Zone***	[redacted]
Address	[redacted]				

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure*** [redacted]	***Failure Desc***	***Part Number***	***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Cover, [redacted]			6[redacted]	GASKET	1	X	[redacted]	
A	[redacted]	Cover, [redacted]			[redacted]	FLUID AFT	[redacted]			[redacted]
B	[redacted]	Steering gear, Electric power steering	[redacted]	NOISY						[redacted]
B	[redacted]9	Steering gear, Electric power steering ; Heavy Duty Trucks Only								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK WHEN TURNING HARD LEFT THERE IS A CLICKING NOISE General Concern #1 [CHECK TRANSMISSION FLUID LEAK]

(Claim) Cause:

checked for tsb none apply. test drive for [redacted] sharp u-turns. installed cha FOUND PTO COVER LEAKING ssie ears test drive can hear some nosie coming from gearbos area.

(Claim) Correction:

INSTALLED NEW PTO COVER GASKET, CLEANED AREA. ADDED TRANS FLUID TOO CORRECT LE torqued the steering gear box bolts to correct specifications VEL.

Warranty Claim Report

Vehicle Information

[redacted]	[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	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	711 MAPLE AVENUE , DANVILLE, KY 40422				

Condition Information

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

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] - Intake Air Recall / Customer Satisfaction Notification 2 [Customer Satisfaction Notificat ion [redacted] - Aisin Transmission **] Grid Heater Relay **]

(Claim) Cause:

CLOSE RECALL BECAUSE TSB 21-002-23 WAS ALREADY DONE BY ANOTHER DEALER - SEE VI RECALL P ATTACHED

(Claim) Correction:

INSTALLED NEW RELAY CLOSE RECALL BECAUS [redacted] WAS ALREADY DONE BY ANOTHER DEALER - SEE VI P ATTACHED - PER RECALL USE OP CODE [redacted] FOR .1 TO CLOSE THIS RECALL

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition 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)	[redacted]	RELAY	1	X	62.50	[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM OPEN RECALL [redacted] PERFORM OPEN [redacted] CUSTOMER STATES VEHICLE HAS NO REVERSE GEAR AND WHEN IN FORWARD GEAR IT IS VERY LOUD AND CLUNKY. PLEASE CHECK AND ADVISE. PERFORM MULTIPOINT INSPECTION

(RO) Cause:

LOSS OF FORWARD GEAR FOUND WHILE ATTEMPTING TO DRIVE THE VEHICLE INTO THE STALL. PUSHED THE VEHICLE INTO THE STALL AND CONNECTED TO WI-TECH TO FIND [redacted] ACTIVE. CHECKED FLUID CONDITION TO FIND NO SIGN OF FLUID CONTAMINATION PRESENT. TSB FOR K1 CLUTCH HUB REPAIR RELATES TO THIS REPAIR AND IS NEEDED TO ADDRESS THIS CONCERN. TCM FLASH UPDATE TSB PERFORMED WHILE THE VEHICLE WAS IN THE STALL WHICH ALSO RELATES TO THIS CONCERN. PARTS ON ORDER. FILLED OUT VEHICLE REPORT CARD SET ALL TIRE PRESSURES

(RO) Correction:

REPLACED GRID HEATER RELAY. RECALL COMPLETE. REPLACED STARTER NUT. RRT COMPLETE. REMOVED TRANSMISSION FORM THE VEHICLE AND REPLACED [redacted] CLUTCH ASSEMBLY AND K2 DRUM FOUND DAMAGED FROM SNAP RING FAILURE. [redacted] DEBRIS FROM THE [redacted] FAILURE RESULTING FROM OVER TRAVEL PRESENT IN THE [redacted] ASSEMBLY. REMOVAL OF ALL [redacted] AND [redacted] REQUIRED TO REMOVE DEBRIS AND ENSURE PROPER [redacted] OPERATION. [redacted] PARTICULATE FOUND UNDER THE [redacted] [redacted] ONCE DISASSEMBLED. ASSEMBLED THE TRANSMISSION AND VERIFIED PROPER END PLAY. INSTALLED TRANS AND ASSEMBLED THE VEHICLE TO FIND PROPER OPERATION NOW RESTORED. 4X4 EQUIPPED, SKID PLATE EQUIPPED. REPAIR COMPLETE.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE HAS NO REVERSE GEAR AND WHEN IN FORWARD GEAR IT IS VER Y LOUD AND CLUNKY.

(Claim) Cause:

LOSS OF FORWARD GEAR FOUND WHILE ATTEMPTING TO DRIVE THE VEHICLE INTO THE ST ALL...PUSHEDTHE VEHICLE INTO THE STALL AND CONNECTED TO WI-TECH TO FIND [redacted] ACTIVE...CHECKED FLUID CONDITION TO FIND NO SIGN OF FLUID CONTAMINATION PRES ENT....TSB FOR K1 CLUTCH HUB REPAIR RELATES TO THIS REPAIR AND IS NEEDED TO ADDRESS THIS CONCERN....[redacted] FLASH UPDATE TSB PERFORMED WHILE THE VEHICLE WAS IN THE STALL WHICH ALSO RELATES TO THIS CONCERN...

(Claim) Correction:

REMOVED TRANSMISSION FROM THE VEHICLE AND REPLACED K1 CLUTCH ASSEMBLY AND K2 D RUM FOUND DAMAGED FROM SNAP RING FAILURE...[redacted] DEBRIS FROM THE K1 PISTION FAILURE RESULTING FROM OVER TRAVEL PRESENT IN THE K2 CLUTCH ASSEMBLY...REMO VALOF ALL K2 [redacted] AND K2 [redacted] REQUIRED TO REMOVED DEBRIS AND ENSUERE [redacted] K2 CLUTCH OPERATION...[redacted] SEAL PARTICULATE FOUND UNDER THE K2 CLUTC H [redacted] ONCE DISASSEMBLED..ASSEMBLED THE TRANSMISSION AND VERIFIED [redacted]R E ND PLAY....INSTALLED TRANS AND ASSEMBLED THE VEHICLE TO FIND [redacted] OPERATIO N NOW RESTORED...

Warranty Claim Report

Vehicle Information

[redacted]	[redacted] - [redacted]	**Year**	[redacted]	**Body**	DP0L94 - RAM 5500 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**	$1,656.13	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] DETROIT
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]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[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]	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]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SEAL RING	4		52.91	[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		7.59	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM TRANSMISSION PERFORM 23 [redacted] INSPECTION

(RO) Cause:

NA

(RO) Correction:

COMPLETE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ONLY GEAR ENGAGES IS REVERSE

(Claim) Cause:

USING SCAN TOOL FOUND [redacted] AND [redacted]. REMOVED TRANS AND FOUND THE SNAP RING POPPED OUT FOR THE K1. FOUND [redacted]

(Claim) Correction:

PERFORME[redacted]. REPLACED THE K1 CLUTCH KIT AND SEVERAL SEALS AND DID SOME MEASU RING. REASSEMBLED TRANS AND PERFORMED A QUICKLEARN. TEST DROVE

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP0L63 - 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]
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]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	[redacted]	1	X	1.99	$37.67
B	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
B	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
B	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	GREASE	1		72.94	$113.02
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		152.26	$113.02
B	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	5		84.59	$113.02
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1460.88	$113.02
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	SEAL RING	[redacted]			
B	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	O-RING	1		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	HUB	1		[redacted]	
B	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	RACE	1		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		43.39	$113.02
B	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	HUB	1		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	SEAL RING	1		8.16	$113.02
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]	[redacted]	1		[redacted]	
[redacted]		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]	GREASE	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	5		[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			68253940AA	SEAL RING	4		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244579AA	O-RING	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68085955AA	WASHER	[redacted]			[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68456960AA	HUB	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253813AB	RACE	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253770AA	BEARING	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253772AA	BEARING	1		42.59	$226.03
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition -			[redacted]	FLUID AFT	9		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	5		[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]	SEAL RING	[redacted]			[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	[redacted]			[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]		1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			68253770AA	BEARING	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68254056AB	HUB	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		28.66	[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]		1		8.26	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	1		8.26	[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	[redacted]			[redacted]
B	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	5			[redacted]

		[redacted]C ; [redacted] Clutch / 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	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	4		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	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]	WASHER	[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]	HUB	1		206.99	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		40.40	[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]	BEARING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	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]	SEAL RING	1		[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM OPEN RECALL [redacted] PERFORM OPEN [redacted] CUSTOMER STATES VEHICLE HAS NO REVERSE GEAR AND WHEN IN FORWARD GEAR IT IS VERY LOUD AND CLUNKY. PLEASE CHECK AND ADVISE. PERFORM MULTIPOINT INSPECTION

(RO) Cause:

LOSS OF FORWARD GEAR FOUND WHILE ATTEMPTING TO DRIVE THE VEHICLE INTO THE STALL. PUSHED THE VEHICLE INTO THE STALL AND CONNECTED TO WI-TECH TO FIND [redacted] ACTIVE. CHECKED FLUID CONDITION TO FIND NO SIGN OF FLUID CONTAMINATION PRESENT. TSB FOR [redacted] CLUTCH HUB REPAIR RELATES TO THIS REPAIR AND IS NEEDED TO ADDRESS THIS CONCERN. TCM FLASH UPDATE TSB PERFORMED WHILE THE VEHICLE WAS IN THE STALL WHICH ALSO RELATES TO THIS CONCERN. PARTS ON ORDER. FILLED OUT VEHICLE REPORT CARD SET ALL TIRE PRESSURES

(RO) Correction:

REPLACED GRID HEATER RELAY. RECALL COMPLETE. REPLACED STARTER NUT. RRT COMPLETE. REMOVED TRANSMISSION FORM THE VEHICLE AND REPLACED [redacted] CLUTCH ASSEMBLY AND K2 DRUM FOUND DAMAGED FROM SNAP RING FAILURE. [redacted] DEBRIS FROM THE [redacted] FAILURE RESULTING FROM OVER TRAVEL PRESENT IN THE [redacted] ASSEMBLY. REMOVAL OF ALL [redacted] ES AND K2 [redacted] REQUIRED TO REMOVE DEBRIS AND ENSURE PROPER [redacted] OPERATION. [redacted] SEAL PARTICULATE FOUND UNDER THE [redacted] [redacted] ONCE DISASSEMBLED. ASSEMBLED THE TRANSMISSION AND VERIFIED PROPER END PLAY. INSTALLED TRANS AND ASSEMBLED THE VEHICLE TO FIND PROPER OPERATION NOW RESTORED. 4X4 EQUIPPED, SKID PLATE EQUIPPED. REPAIR COMPLETE.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE HAS NO REVERSE GEAR AND WHEN IN FORWARD GEAR IT IS VER Y LOUD AND CLUNKY.

(Claim) Cause:

LOSS OF FORWARD GEAR FOUND WHILE ATTEMPTING TO DRIVE THE VEHICLE INTO THE ST ALL...PUSHEDTHE VEHICLE INTO THE STALL AND CONNECTED TO WI-TECH TO FIND [redacted] ACTIVE...CHECKED FLUID CONDITION TO FIND NO SIGN OF FLUID CONTAMINATION PRES ENT....TSB FOR K1 CLUTCH HUB REPAIR RELATES TO THIS REPAIR AND IS NEEDED TO ADDRESS THIS CONCERN....[redacted] FLASH UPDATE TSB PERFORMED WHILE THE VEHICLE WAS IN THE STALL WHICH ALSO RELATES TO THIS CONCERN...

(Claim) Correction:

REMOVED TRANSMISSION FROM THE VEHICLE AND REPLACED K1 CLUTCH ASSEMBLY AND K2 D RUM FOUND DAMAGED FROM SNAP RING FAILURE...[redacted] DEBRIS FROM THE K1 PISTION FAILURE RESULTING FROM OVER TRAVEL PRESENT IN THE [redacted] ASSEMBLY...REMO VALOF ALL [redacted] ES AND K2 [redacted] REQUIRED TO REMOVED DEBRIS AND ENSUERE P ROPER [redacted] OPERATION...[redacted] SEAL PARTICULATE FOUND UNDER THE [redacted] [redacted] ONCE DISASSEMBLED..ASSEMBLED THE TRANSMISSION AND VERIFIED PROPER E ND PLAY....INSTALLED TRANS AND ASSEMBLED THE VEHICLE TO FIND PROPER OPERATIO N NOW RESTORED...

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted]	CREW CAB 4X4	
Build Date	[redacted]	**Plant**	[redacted] TRUCK [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**	$2,695.68	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	FLETCHER CHRY PRODUCTS IN	**Zone**	[redacted]
Address	3099 NORTH MORTON , FRANKLIN, IN 46131				

Condition Information

Condition [redacted]	Failure [redacted] Desc	[redacted]	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]	Tube/gasket/seal, exhaust flange ; [redacted] diesel turbo outlet	[redacted]	[redacted]			[redacted]	
[redacted]	Tube/gasket/seal, exhaust flange ; [redacted] diesel turbo outlet	[redacted]	CLAMP	1		[redacted]	
[redacted]	Tube/gasket/seal, exhaust flange ; [redacted] diesel turbo outlet	[redacted]	[redacted]				
[redacted]	Tube/gasket/seal, exhaust flange ; [redacted] diesel turbo outlet	[redacted]	CONVERTER	1	X	[redacted]	
[redacted]	Tube/gasket/seal, exhaust flange ; [redacted] diesel turbo outlet	[redacted]	[redacted]			[redacted]	
[redacted]	Tube/gasket/seal, exhaust flange ; [redacted] diesel turbo outlet	[redacted]	[redacted]			[redacted]	
[redacted]	Tube/gasket/seal, exhaust flange ; [redacted] diesel turbo outlet	[redacted]	HOSE	1		[redacted]	
[redacted]	Tube/gasket/seal, exhaust flange ; [redacted] diesel turbo outlet	[redacted]	HOSE	1		[redacted]	
[redacted]6	Clamp, turbocharger outlet ; [redacted] diesel engine	[redacted]	[redacted]			[redacted]	
[redacted]6	Clamp, turbocharger outlet ; [redacted] diesel engine	[redacted]	[redacted]			[redacted]	
[redacted]6	Clamp, turbocharger outlet ; [redacted] diesel engine	[redacted]	[redacted]				
[redacted]6	Clamp, turbocharger outlet ; [redacted] diesel engine	[redacted]	CONVERTER	1	X	[redacted]	
[redacted]6	Clamp, turbocharger outlet ; [redacted] diesel engine	[redacted]	[redacted]			[redacted]	
[redacted]6	Clamp, turbocharger outlet ; [redacted] diesel engine	[redacted]	[redacted]			[redacted]	
[redacted]	Clamp, turbocharger outlet ; [redacted] diesel	[redacted]	HOSE	1		[redacted]	

		engine								
A	[redacted]	Clamp, turbocharger outlet ; [redacted] diesel engine			[redacted]	[redacted]	1		36.95	$76.80
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	ML	CHECK [redacted] SERVICE SO	[redacted]	SENSOR	1		[redacted]	[redacted]
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	ML	CHECK [redacted] SERVICE SO	[redacted]	CLAMP	1		[redacted]	
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	CONVERTER	1	X	[redacted]	
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] pick up only			[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] pick up only			[redacted]	CLAMP	1		[redacted]	
A	[redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] pick up only			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] pick up only			[redacted]	CONVERTER	1	X	2081.67	$89.60
A	[redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] pick up only			[redacted]	SENSOR	1		131.92	$89.60
A	[redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] pick up only			[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] pick up only			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Filter, particulate - Regen ; Stationary			[redacted]	[redacted]	1		[redacted]	

		Regeneration w/ Scan Tool, [redacted] pick up only								
A	[redacted]	Sensor, diesel exhaust pressure differential ; Sensor, [redacted] diesel engine			[redacted]	SENSOR	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust pressure differential ; Sensor, [redacted] diesel engine			[redacted]	CLAMP	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust pressure differential ; Sensor, [redacted] diesel engine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Sensor, diesel exhaust pressure differential ; Sensor, [redacted] diesel engine			[redacted]	CONVERTER	1	X	[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust pressure differential ; Sensor, [redacted] diesel engine			[redacted]	SENSOR	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust pressure differential ; Sensor, [redacted] diesel engine			[redacted]	SENSOR	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust pressure differential ; Sensor, [redacted] diesel engine			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust pressure differential ; Sensor, [redacted] diesel engine			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust pressure differential ; Tube's - [redacted] diesel only			[redacted]	SENSOR	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust pressure differential ; Tube's - [redacted] diesel only			[redacted]	CLAMP	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust pressure differential ; Tube's - [redacted] diesel only			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust pressure differential ; Tube's - [redacted] diesel only			[redacted]	CONVERTER	1	X	[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust pressure differential ; Tube's - [redacted] diesel only			[redacted]	SENSOR	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust pressure differential ; Tube's - [redacted] diesel only			[redacted]	SENSOR	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust pressure differential ; Tube's - [redacted] diesel only			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust pressure differential ; Tube's - [redacted] diesel only			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In diesel particulate filter - Rear			[redacted]	SENSOR	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted]			[redacted]	CLAMP	1		[redacted]	

		diesel - In diesel particulate filter - Rear								
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In diesel particulate filter - Rear			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In diesel particulate filter - Rear			[redacted]	CONVERTER	1	X	[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In diesel particulate filter - Rear			[redacted]	SENSOR	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In diesel particulate filter - Rear			[redacted]	SENSOR	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In diesel particulate filter - Rear			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In diesel particulate filter - Rear			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In Diesel Particulate Filter- front			[redacted]	SENSOR	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In Diesel Particulate Filter- front			[redacted]	[redacted]	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]	CONVERTER	1	X	[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]	SENSOR	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In Diesel Particulate Filter- front			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust - temperature ; [redacted] diesel - In Diesel Particulate Filter- front			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	SENSOR	1		198.49	$320.00
A	[redacted]	Operation diagnostics - With repair ; Must be			[redacted]	[redacted]	1		68.90	$320.00

		used in conjunction with appropriate repair Labor Operation.								
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]	CONVERTER	1	X	[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	SENSOR	1		131.92	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	SENSOR	[redacted]			[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	1		[redacted]	

RO Narratives

(RO) Customer Concern:

Service Engine Light (MIL) Concern [CUSTOMER STATES VEHICLE IS REGENERATING VERY OFTEN - DIAGNOSE AND ADVISE] Engine (Mechanical) Concern [CUSTOMER STATES ENGINE OIL LEVEL IS GETTING HIGHER THE MORE THE VEHICLE IS DRIVEN] RENTAL CAR RECALL Y43

(RO) Cause:

. . . .

(RO) Correction:

[redacted] active dtc [redacted], inspected intakefor restrictions or leaks, inspected egr forleaks, removed egr valve and inspected valvefor sticking, no issues found, inspected gridheater for soot build up, no excessive soot,reassembled, pressure tested intake systemthrough turbo and intercooler no leaks found,smoke tested exhaust and discovered leak atturbo elbow, removed and replaced gasket andclamp, performed stationary desoot followedby test drive, truck began regeneration after10 [redacted] indicating issue remains, inspectionof dof does not revela any obvious signs offailure, inspected dpf tubes and sensor forblockage or restriction discovered some waterin sensor, replaced sensor, cleared tubes andonce again performed stationary desootfollowed by drive, immediate regenerationoccurred, removed and replaced dpf assemblyand hoses, installed new egt sensors as oldsensors were tight to remove and threadscompromised, reset regen timers, test drove50 [redacted] no regen, test drove another 50[redacted]s after sitting to cool nd no regen.returned to customer. Service Engine Light (MIL) Concern [CUSTOMER STATES VEHICLE IS REGENERATING VERY OFTEN -DIAGNOSE AND ADVISE] Customer states MIL/Emissions (insert concern) [redacted] oil level is normal at time of drop,no fuel smells or diluted oil at this time,fuel flow return test passed indicatinginjectors are of good health, becausecustomer had oil changed elsewhere correcttype could not be verified, changed oil andfilter, sealed dip stick, cap and drian pugand well as filter. customer to return forconsumption/dilution tests. Engine (Mechanical) Concern [CUSTOMER STATES ENGINE OIL LEVEL IS GETTING HIGHER THE MORE THE VEHICLE IS DRIVEN] Customer states Engine (insert concern) RENTAL CAR [redacted]2 installed pm sens

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

SERVICE ENGINE LIGHT (MIL) CONCERN [CUSTOMER STATES VEHICLE IS REGENERATING VE RY OFTEN - DIAGNOSE AND ADVISE]

(Claim) Cause:

INTERNAL DEFECT.....

(Claim) Correction:

ACTIVE [redacted], INSPECTED INTAKE FOR RESTRICTIONS OR LEAKS, INSPECTED EGR FO R LEAKS, REMOVED EGR VALVE AND INSPECTED VALVE FOR STICKING, NO ISSUES FOU ND, INSPECTED GRID HEATER FOR SOOT BUILD UP, NO EXCESSIVE SOOT, REASSEMBLED, PRESSURE TESTED INTAKE SYSTEM THROUGH TURBO AND INTERCOOLER NO LEAKS FOUND, SMOKE TESTED EXHAUST AND DISCOVERED LEAK AT TURBO ELBOW, REMOVED AND REPL ACED GASKET AND CLAMP, PERFORMED STATIONARY DESOOT FOLLOWED BY TEST DRIVE, T RUCK BEGAN REGENERATION AFTER [redacted] INDICATING ISSUE REMAINS, INSPECTION OF DOF DOES NOT REVELA ANY OBVIOUS SIGNS OF FAILURE, INSPECTED DPF TUBES A ND SENSOR FOR BLOCKAGE OR RESTRICTION DISCOVERED SOME WATER IN SENSOR, REPLA CED SENSOR, CLEARED TUBES AND ONCE AGAIN PERFORMED STATIONARY DESOOT FOLLOWE D BY DRIVE, IMMEDIATE REGENERATION OCCURRED, REMOVED AND REPLACED DPF ASSE MBLY AND HOSES, INSTALLED NEW EGT SENSORS AS OLD SENSORS WERE TIGHT TO REMOV E AND THREADS COMPROMISED, RESET REGEN TIMERS, TEST DROVE [redacted] NO REGEN, TEST DROVE ANOTHE[redacted] AFTER SITTING TO COOL ND NO REGEN. RETURNED T O CUSTOMER.

Warranty Claim Report

Vehicle Information

VIN	[redacted] - [redacted]	***Year***	[redacted]	***Body***	D28P92 - RAM 3500 [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	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***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:

C/S NO GEARS CHECK AND ADVISE

(RO) Cause:

F

(RO) Correction:

[redacted] Check For Codes, Had Codes [redacted], Trans Won't Pull.. Perform [redacted] Replace Input Shaft... PerformQuick Learn... [redacted] Clutch / Input ShaftAssembly - Inspect andReplace Sub-AssembLY RELATED OPERATION - SKID PLATE TRANSMISSION- REMOVE FOR RECONDITION- RELATED TIME- DEF EQUIPPED RELATED OPERATION- 4X4 EQUIPPED RELATED OPERATION [redacted] DRIVESHAFT Customer Satisfaction Notification [redacted] - Aisin Transmissio

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NO GEARS

(Claim) Cause:

[redacted] APPLIES, BROKEN CLUTCH RETAINER

(Claim) Correction:

PERFORM [redacted], REPLACE CLUTCH PACK

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28H91 - 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**	$1,496.06	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	TOWN [redacted] JEEP DODGE RAM	**Zone**	[redacted]
Address	1001 N MILLER ST , WENATCHEE, WA 98801				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		131.58	$78.07
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		43.86	$78.07
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted]	1	X	[redacted]	$156.14
B	21000A60	Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	BOLT	1		[redacted]	
B	21000A60	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		131.58	$156.14
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		43.86	$156.14
B	21000A61	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
B	21000A61	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	BOLT	1		[redacted]	
B	21000A61	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	9		131.58	[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] ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	3		[redacted]	$26.02
B	[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]
B	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	1		[redacted]	[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	9		[redacted]	[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	3		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] Ram Heavy Duty Grid Heater Rel [redacted] AISIN Transmission Gear PARTS NOT AVAILABLE ([redacted] SENSOR)

(RO) Cause:

Skid plate equipped, 4x4 and DEF equipped. T/C BOLT

(RO) Correction:

PERFORMED GRID HEATER RELAY REPLACEMENT PER RECALL INSTRUCTIONS AND VERIFIED REPAIR PERFORMED RECALL PER INSTRUCTIONS. REMOVED TRANSMISSION ASSEMBLY, REPLACED FRONT HUB (PACK 1) ASSEMBLY. CLEANED ALL SEALING SURFACES AND REPLACED ALL RELATED SEALS. REINSTALLED ALL REMOVED PARTS. ADDED FLUID AND RAN TO TEMP, VERIFIED FLUID LEVEL. CLEARED CODES AND PERFORMED VERIFICATION TEST. ROAD TESTED VEHICLE AND VERIFIED REPAIR

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted] - [redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted]	CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]	

Claim Information

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

NA

(RO) Cause:

NA

(RO) Correction:

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,350.41	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition			Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	8		112.48	$83.35
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	8		112.48	[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 ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	6		[redacted]	

RO Narratives

(RO) Customer Concern:

Diagnose Check Engine Light [TOWED IN] REPLACE CLUTCH/SNAP RING KIT

(RO) Cause:

. .

(RO) Correction:

[redacted] VERIFIED THE CUSTOMER'S CONCERN OFNO FORWARD MOVEMENT. CHECKED SERVICE LIBRARYFOR TECHNICAL SERVICE BULLETINS, STAR CASES,RAPID RESPONSE TRANSMITTALS, RAPID SERVICEUPDATES AND RECALLS AND FOUND APPLICABLE [redacted] WHICH IS RELATED TO THEVEHICLE'S CONCERN. PERFORMED A COMPLETEVEHICLE IDENTIFICATION NUMBER STATUS INQUIRYTO FIND AND VERIFY AN OPEN CAMPAIGN. THISVEHICLE MAY EXHIBIT A MALFUNCTION INDICATORLAMP ILLUMINATION WITH DIAGNOSTIC [redacted] SET. IN ADDITION, THE TRANSMISSIONMAY NOT SHIFT INTO OR OUT OF [redacted] - [redacted] DUE TO THE [redacted] SNAP RING BECOMINGDISLODGED. ACCESSED, INSPECTED AND REPLACEDTHE [redacted] / INPUT SHAFT SNAP RING AS PERRAPID SERVICE UPDATE [redacted] INSTRUCTIONS. Diagnose Check Engine Light [redacted] VERIFIED THE CUSTOMER'S CONCERN.PERFORMED STRATEGY BASED DIAGNOSTICS ACCESSEDTHE DIAGNOSTIC PORT, PERFORMED A DIAGNOSTICSCAN RESEARCHED THE VEHICLES COMPLETE SERVICEHISTORY CHECKED FOR ANY APPLICABLE TECHNICALSERVICE BULLETINS SERVICE MESSAGES SERVICEUPDATES FIELD ACTIONS CAMPAIGNS ANDPRELIMINARY INFORMATION. FURTHER EXAMINATIONFOUND THE DIRECT CLUTCH SNAP RING IS WARPEDAND IS LOOSE AND REQUIRES A TRANSMISSIONRELEARN. ACCESSED, REMOVED AND REPLACED THEDIRECT CLUTCH SNAP RING WITH ALL OTHERRELATED SEALS GASKETS AND NON-REUSABLEHARDWARE AND REINSTALLED ALL COMPONENTSREMOVED FOR REPAIRS IN THE REVERSE ORDER OFREMOVAL. PERFORMED A QUICK LEARN PROCEDURE.CLEARED ALL DIAGNOSTIC [redacted] CODES.PERFORMED A FINAL DIAGNOSTIC SCAN TO CONFIRMREPAIRS. CHECKED AND SET THE TRANSMISSIONFLUID TO THE CORRECT LEVEL. FINAL CLEANINGAND DEGREASING. ATTACHED A SCAN REPORT. ROADTESTED THE VEHICLE [redacted] TO VERIFY REPAIRS. Transmission, Remove and install for recondition -[redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) Transmission, Remove and install for recondition - [redacted] Skid plate equipped Transmission DEF equipped2500-3500

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DIAGNOSE CHECK ENGINE LIGHT [TOWED IN]

(Claim) Cause:

[redacted] /THE TRANSMISSION MAY NOT SHIFT INTO OR OUT OF [redacted] - [redacted] DUE T O THE [redacted] SNAP RING BECOMING DISLODGED.

(Claim) Correction:

VERIFIED THE CUSTOMER'S CONCERN OF NO FORWARD MOVEMENT. CHECKED SERVICE LIBRA RY FOR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, RAPID SERVICE UPDATES AND RECALLS AND FOUND APPLICABLE [redacted] WHICH IS RELATED TO THE VEHICLE'S CONCERN. PERFORMED A COMPLETE VEHICLE IDENT IFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEH ICLE MAY EXHIBIT A MALFUNCTION INDICATOR LAMP ILLUMINATION WITH DIAGNOSTIC [redacted] SET. IN ADDITION, THE TRANSMISSION MAY NOT SHIFT INTO OR OU T OF [redacted] - [redacted] DUE TO THE [redacted] SNAP RING BECOMING DISLODGED. ACCESS ED, INSPECTED AND REPLACED THE [redacted] / INPUT SHAFT SNAP RING AS PER RAPI D SERVICE UPDATE [redacted] INSTRUCTIONS. VERIFIED THE CUSTOMER'S CONCERN. PERF ORMED STRATEGY BASED DIAGNOSTICS ACCESSED THE DIAGNOSTIC PORT, PERFORMED A D IAGNOSTIC SCAN RESEARCHED THE VEHICLES COMPLETE SERVICE HISTORY CHECKED FOR A NY APPLICABLE TECHNICAL SERVICE BULLETINS SERVICE MESSAGES SERVICE UPDATES FI ELD ACTIONS CAMPAIGNS AND PRELIMINARY INFORMATION. FURTHER EXAMINATION FOUND THE DIRECT CLUTCH SNAP RING IS WARPED AND IS LOOSE AND REQUIRES A TRANSMISSI ON RELEARN. ACCESSED, REMOVED AND REPLACED THE DIRECT CLUTCH SNAP RING WITH A LL OTHER RELATED SEALS GASKETS AND NON-REUSABLE HARDWARE AND REINSTALLED ALL COMPONENTS REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL. PERFORMED A QUICK LEARN PROCEDURE. CLEARED ALL DIAGNOSTIC [redacted] CODES. PERFORMED A FINA L DIAGNOSTIC SCAN TO CONFIRM REPAIRS. CHECKED AND SET THE TRANSMISSION FLUID TO THE CORRECT LEVEL. FINAL CLEANING AND DEGREASING. ATTACHED A SCAN REPORT. ROAD TESTED THE VEHICL[redacted] TO VERIFY REPAIRS.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,101.35	**Part**	$400.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	7[redacted]
Address	39639 BALENTINE DR , NEWARK, CA 94560				

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]	Element, filter/water separator ; Element - Water separator, 6.7 liter diesel engine - Engine Mounted			[redacted]	MODULEKIT	1	X	778.99	$89.49
A	[redacted]	Element, filter/water separator ; Element - Water separator, 6.7 liter diesel engine - Engine Mounted			[redacted]	FILTER KI	1		101.55	$89.49
A	[redacted]	Element, filter/water separator ; Element - Water separator, 6.7 liter diesel engine - Engine Mounted			[redacted]	FILTER	1		168.58	$89.49
A	[redacted]	Element, filter/water separator ; Element - Water separator, [redacted] diesel engine - Engine Mounted			[redacted]	O RING	[redacted]			
A	[redacted]	Element, filter/water separator ; Element - Regulator housing, [redacted] diesel engine - Chassis Mounted			[redacted]	MODULEKIT	1	X	[redacted]	
A	[redacted]	Element, filter/water separator ; Element - Regulator housing, [redacted] diesel engine - Chassis Mounted			[redacted]	FILTER KI	1		[redacted]	
A	[redacted]	Element, filter/water separator ; Element - Regulator housing, [redacted] diesel engine - Chassis Mounted			[redacted]	FILTER	[redacted]			
A	[redacted]	Element, filter/water separator ; Element - Regulator housing, [redacted] diesel engine - Chassis Mounted			[redacted]	O RING	1		52.23	$89.49
A	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - 6.7 liter Diesel - Midship Tank	61	INTERMITTENT OPERATION	[redacted]	MODULEKIT	1	X	778.99	[redacted]

A	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - 6.7 liter Diesel - Midship Tank	61	INTERMITTENT OPERATION	[redacted]	FILTER KI	1		[redacted]	
A	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - 6.7 liter Diesel - Midship Tank	61	INTERMITTENT OPERATION	[redacted]	FILTER	1		[redacted]	
A	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - 6.7 liter Diesel - Midship Tank	61	INTERMITTENT OPERATION	[redacted]	O RING	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	MODULEKIT	1	X	[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FILTER KI	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	O RING	1		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	MODULEKIT	1	X	778.99	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FILTER KI	1		[redacted]	
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FILTER	1		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	O RING	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	MODULEKIT	1	X	[redacted]	
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	FILTER KI	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	O RING	1		[redacted]	
B	[redacted]	Wheel Balance ; All four wheels	[redacted]							[redacted]
B	[redacted]	Wheel Balance ; Mount Match wheel to tire - [redacted]								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

EXT RENTAL BEEN TAKING A LONG TIME OT DIAGNOSES , FOR CUSTOMER SATISFACTION

GCS Narratives

(Claim) Customer Concern:

CUST STATES CAN FEEL VIBRATION WHEN BRAKING / SLOWING DOWN FROM FREEWAY SPEEDS CUST STATES WHEN STARTING VEH., ENGINE EXTENDED CRANKING., WHEN DRIVING AT ANY ., STEERING WHEEL SHAKES. SPEEDS VEH HAS LACK OF POWER AND WILL JERK FROM [redacted] TO [redacted].

(Claim) Cause:

ALL [redacted] OUT OF BALANCE HAVE NO CODE CHECK THE FUEL FOR CONTAMINATION OKAY PULL THE HIGH NO METAL IN SENSOR ARE PUMP MISSING TOOL TO CHECK FUEL PRESSURE HAVE TO ORDER THE TOOL V ERSION 2 (EMP# [redacted]): [redacted] HAVE NO CODE CHECK THE FUEL FOR CONT AMINATION LOOK OKAY PULL THE HIGH PRESSURE PUMP SENSOR AND CHECK FOR METAL NO NE FOUND PULL FUEL SAMPLE HAVE A YELLOW COLOR TO THE FUEL HAVE FUEL SAMPLE AN OTHER TRUCK THE FUEL IS CLEAR DON'T KNOW WHAT THIS IS NEED TO ASK THE OWNER W HERE HE GET HIS FUEL FROM DID LIFT PUMP FLOW ONLY HAVE [redacted] OF PRESSURE DID FLOW TEST IN [redacted] ONLY GOT [redacted] IT TOOK [redacted] TO GET [redacted] THE FLOW WAS S LOW RECOMMEND THE LIFT PUMP AND FUEL FILTER AND RECHECK

(Claim) Correction:

PRESSENT, [redacted] VEHICLE PERFORM VEHICLE BRAKE INSPECTION ROTOR THICKNESS LF =[redacted] RF=[redacted] ROTOR RUN OUT LF=[redacted] RF=[redacted] BRAKE PAD THICKNES S LF=[redacted] RF=[redacted] REMOVED FRONT BRAKE CALIPERS CLEANED BRAKE LINER SURFACE, C LEANED AND [redacted] HARDWARE, TORQUED BOLTS TO VEHICLE SPECS, PERFORM ROAD TEST BRAKE SQUEAK NO LONGER PRESSENT --REC VEHICLE FRONT TIRES TO BE ROAD FO RCE BALANCE AND RECHECK FOR REPAIRS..... [redacted] (EMP# [redacted]): [redacted] ROAD TEST WITH THE OWNER AND VERIFY THE VIBRATION WHEN APPLYIN G THE BRAKE ROTOR OUT OF ROUND NEED TO REPLACE FRONT ROTORS AND PADS [redacted] HAVE NO CODE CHECK THE FUEL FOR CONTAMINATION LOOK OKAY PULL THE HIGH PRESSURE 3 PERFORM VEHICLE ROAD TEST, VERIFY STEERING WHEEL VIBRATION GOING [redacted] AND HIGHER DURING BRAKES APLY VEHICLE VIBRATION IS PRESSENT, BRAKE SQUEAK PRESS PUMP SENSOR AND CHECK FOR METAL NONE FOUND PULL FUEL SAMPLE HAVE A YELLOW CO ENT, [redacted] VEHICLE PERFORM VEHICLE BRAKE INSPECTION ROTOR THICKNESS LF=[redacted] OR TO THE FUEL HAVE FUEL SAMPLE ANOTHER TRUCK THE FUEL IS CLEAR DON'T KNOW WHAT THIS IS NEED TO ASK THE OWNER WHERE HE GET HIS FUEL FROM DID LIFT PUMP [redacted] RF=[redacted] ROTOR RUN OUT LF=[redacted] RF=[redacted] BRAKE PAD THICKNESS LF= FLOW ONLY HAVE [redacted] OF PRESSURE DID FLOW TEST IN [redacted] ONLY GOT [redacted] IT [redacted] RF=[redacted] REMOVED FRONT BRAKE CALIPERS CLEANED BRAKE LINER SURFACE, CLEANE TOOK [redacted] TO GET [redacted] THE FLOW WAS SLOW RECOMMEND THE LIFT PUMP AND FUEL D AND [redacted] HARDWARE, TORQUED BOLTS TO VEHICLE SPECS, PERFORM ROAD TEST BRAKE SQUEAK NO LONGER PRESSENT --REC VEHICLE FRONT TIRES TO BE ROAD FORCE B FILTER ANDRECHECK ALANCE AND RECHECK FOR REPAIRS [redacted] [redacted] VEHICLE, REMOVED REMOVED FRO NT WHEELS, PERFORM [redacted] BALANCE VERIFY LF=[redacted] RF=[redacted] BALANCE WHEE LS TO [redacted] TORQUED ALL WHEELS TO VEHICLE SPECS PERFORM VEHICLE ROAD TEST, VERIFY REPAIRS **********

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**	$102.57	[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	25Y43182 [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)	CERNY432AA [redacted]	SENSOR	1	X	100.75	$101.30 [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]	NUT	1		1.82	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES RADIO SCREEN GOES BLACK AND SOUND STOPS/SCREEN GETS DISTORTED AT TIMES/WHEN STARTING GETTING ERROR MESSAGE ON RADIO SCREEN SAYING UCONNECT REQUIRES SERVICE AND TO SEE DEALER CUSTOMER STATES [redacted] LOW TIRE [redacted] DOES NOT COME ON WHEN TIRE IS LOW, TIRE INFO IS CORRECT AND SHOW TIRE IS LOW PERFORM RECALL [redacted] CUSTOMER STATES WITH HEADLIGHTS OFFTRAILER LIGHTS ARE ON HAPPENED WITH2 DIFFERENT TRAILERS

(RO) Cause:

. . . .

(RO) Correction:

[redacted] INSPECTED AND FOUND RADIO INTERNALLYFAILED. REMOVED AND REPLACED RADIO.PROGRAMMED RADIO AND CONFIRMED PROPEROPERATION. Radio/Telematics Gateway Module - Test and ReplaceExchange unit (1 - Semi-Skilled) [redacted] INSPECTED TPMS SYSTEM. FOUNDSYSTEM WORKING CORRECTLY. ON VEHICLE [redacted] DO NOT USE WARNING LAMP IN IPC FOR TPMS. Wheels, Trouble Not Found- No Repair/Trouble Not Found Wheels (2 - Skilled) [redacted] PERFORMED RECALL. Install PMsensor and reprogram PCM. *** [redacted] FOR0.8 [redacted] Emissions Recall [redacted] - [redacted] culate Matter Sensor-Replace Inspect and Install [redacted] culate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only) (1 - Semi-Skilled) [redacted] INSPECTED OPERATION OF THE TRAILERLIGHTS. FOUND WHEN HEADLAMPS ARE ON THETRAILER LIGHTS ARE ON, WHEN I TURN THEHEADLAMP SWITCH TO OFF, I FOUND POWER TOTRAILER LIGHTS WENT AWAY. AT THIS TIME THETRAILER LIGHTS ARE OPERATING CORRECTLY. DIAG

(RO) Technical Notes:

ON VEHICLE [redacted] DO NOT USE WARNING LAMP IN IPC FOR TPMS.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES RADIO SCREEN GOES BLACK AND SOUND STOPS/SCREEN GETS DISTORTED CUSTOMER STATES YELLOW LOW TIRE ICON DOES NOT COME ON WHEN TIRE IS LOW, TIRE I AT TIMES/WHEN STARTING GETTING ERROR MESSAGE ON RADIO SCREEN SAYING UCONNECT NFO IS CORRECT AND SHOW TIRE IS LOW REQUIRES SERVICE AND TO SEE DEALER

(Claim) Cause:

ON VEHICLE [redacted] DO NOT USE WARNING LAMP IN IPC FOR TPMS. INTERNAL FAULT

(Claim) Correction:

INSPECTED TPMS SYSTEM. FOUND SYSTEM WORKING CORRECTLY. ON VEHICLE [redacted] INSPECTED AND FOUND RADIO INTERNALLY FAILED. OBTAINED ESN, ORDERED RADIO. REMO R DO NOT USE WARNING LAMP IN IPC FOR TPMS. VED AND REPLACED RADIO. PROGRAMMED RADIO AND CONFIRMED PROPER OPERATION.

Warranty Claim Report

Vehicle Information

[redacted]	[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	W - 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
[redacted]	[redacted]	Radio/Telematics Gateway Module ; Obtain ESN from radio			[redacted]	RADIO	1	X	[redacted]	
A	[redacted]	Radio/Telematics Gateway Module ; Exchange unit	[redacted]	INTERNAL DEFECT	[redacted]	RADIO	1	X	[redacted]	
B	[redacted]	Wheels, Trouble Not Found ; Wheels	OD							

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES RADIO SCREEN GOES BLACK AND SOUND STOPS/SCREEN GETS DISTORTED AT TIMES/WHEN STARTING GETTING ERROR MESSAGE ON RADIO SCREEN SAYING UCONNECT REQUIRES SERVICE AND TO SEE DEALER CUSTOMER STATES YELLOW LOW TIRE ICON DOES NOT COME ON WHEN TIRE IS LOW, TIRE INFO IS CORRECT AND SHOW TIRE IS LOW PERFORM RECALL [redacted] CUSTOMER STATES WITH HEADLIGHTS OFFTRAILER LIGHTS ARE ON HAPPENED WITH2 DIFFERENT TRAILERS

(RO) Cause:

. . . .

(RO) Correction:

[redacted] INSPECTED AND FOUND RADIO INTERNALLYFAILED. REMOVED AND REPLACED RADIO.PROGRAMMED RADIO AND CONFIRMED PROPEROPERATION. Radio/Telematics Gateway Module - Test and ReplaceExchange unit (1 - Semi-Skilled) [redacted] INSPECTED TPMS SYSTEM. FOUNDSYSTEM WORKING CORRECTLY. ON VEHICLE [redacted] DO NOT USE WARNING LAMP IN IPC FOR TPMS. Wheels, Trouble Not Found- No Repair/Trouble Not Found Wheels (2 - Skilled) [redacted] PERFORMED RECALL. Install PMsensor and reprogram PCM. *** [redacted] FOR0.8 [redacted] Emissions Recall [redacted] - [redacted] culate Matter Sensor-Replace Inspect and Install [redacted] culate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only) (1 - Semi-Skilled) [redacted] INSPECTED OPERATION OF THE TRAILERLIGHTS. FOUND WHEN HEADLAMPS ARE ON THETRAILER LIGHTS ARE ON, WHEN I TURN THEHEADLAMP SWITCH TO OFF, I FOUND POWER TOTRAILER LIGHTS WENT AWAY. AT THIS TIME THETRAILER LIGHTS ARE OPERATING CORRECTLY. DIAG

(RO) Technical Notes:

ON VEHICLE [redacted] DO NOT USE WARNING LAMP IN IPC FOR TPMS.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES RADIO SCREEN GOES BLACK AND SOUND STOPS/SCREEN GETS DISTORTED CUSTOMER STATES YELLOW LOW TIRE ICON DOES NOT COME ON WHEN TIRE IS LOW, TIRE I AT TIMES/WHEN STARTING GETTING ERROR MESSAGE ON RADIO SCREEN SAYING UCONNECT NFO IS CORRECT AND SHOW TIRE IS LOW REQUIRES SERVICE AND TO SEE DEALER

(Claim) Cause:

ON VEHICLE [redacted] DO NOT USE WARNING LAMP IN IPC FOR TPMS. INTERNAL FAULT

(Claim) Correction:

INSPECTED TPMS SYSTEM. FOUND SYSTEM WORKING CORRECTLY. ON VEHICLE [redacted] INSPECTED AND FOUND RADIO INTERNALLY FAILED. OBTAINED ESN, ORDERED RADIO. REMO R DO NOT USE WARNING LAMP IN IPC FOR TPMS. VED AND REPLACED RADIO. PROGRAMMED RADIO AND CONFIRMED PROPER OPERATION.

Warranty Claim Report

Vehicle Information

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

Condition Information

Condition		***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]	Battery ; batteries	[redacted]	BATTERY FAILED TEST	[redacted]	BATTERY	2	X	557.20	[redacted]

RO Narratives

(RO) Customer Concern:

RECALL: CUSTOMER SATISFACTION NOTIFICATION [redacted] - AISI N TRANSMISSION ** [redacted] RECALL PARTS ORDERED [redacted] ([redacted]) RECALL: EMISSIONS RECALL Y43 - PARTICULATE MATTER SEN SOR ** [redacted] RECALL PARTS ORDERED 1 [redacted] ([redacted]) RECALL: SOFTWARE FLASH FOR PCM ** [redacted] RECALL RELATED TO LINE #2 ([redacted]) BATTERY TEST AND REPLACE C/S BATTERY LIGHT ON DASH VERIFIED CONCERN. VEHICLE HAD TO JUMP STARTED TO PULL IN GARAGE. RAN BATTERY TEST FOR [redacted] BATTERIES FAILED RECOMMEND REPLACE [redacted] BATTERIES REPLACED [redacted] BATTERIES VEHICLE STARTING AS DESIGNED AT THIS TIME ([redacted]) PERFORM COURTESY MULTI POINT INSPECTION COMPLETED MPVI ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES BATTERY LIGHT IS ON.

(Claim) Cause:

TESTED BATTERIES ON THE BATTERY TESTER, FOUND [redacted] BATTERIES TO FAIL TEST.

(Claim) Correction:

REPLACED [redacted] BATTERIES

Warranty Claim Report

Vehicle Information

[redacted]	[redacted] - [redacted]	**Year**	[redacted]	**Body**	DP0L94 - 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	S - Safety (Recalls)	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	[redacted]

Expense

Labor	[redacted]	**Sublet**	$1,168.79	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]			Failure [redacted]	Failure [redacted]	Part Number [redacted]	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
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]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			05019061AB	GREASE	1		51.31	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			68637534AA	[redacted]T	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped				[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped				[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped				GREASE	1		51.31	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped				[redacted]T	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]	6		34.86	$41.21
[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]	GREASE	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] ; Two piece propeller shaft equipped			[redacted]	BOLT	6		20.16	$27.47
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	6		34.86	$27.47
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	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]	BOLT	6		34.86	[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	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]	GREASE	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]	CLUTCHKIT	1	X	1027.60	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOME [redacted] IS ON CHECK ANDADVISE Recall / Customer Satisfaction Notification 2 [Customer Satisfaction Notification [redacted] Transmission **] 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] SEE LINE B DIAGNOSIS OF CUSTOMER [redacted] NO FOWARD [redacted] CODE FOR [redacted] PERFORMED [redacted] REMOVED TRANS REPLACEDK1 CLUTCH ASSEMBLEY DO TO DISLODGED SNAP RINGREASSEMBLED PERFORMED QUICK LEARN STILL NOFOWARD [redacted] CONTACTED STAR AND ORDEREDANOTHER K1 CLUTCH ASSEMBLEY Recall / Customer Satisfaction Notification2 [Customer Satisfaction Notification [redacted] Transmission **] PERFORM RECALL AS DESCRIBED BY [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:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	***Name***	ALLEN MELLO DODGE INC [redacted]
Address	13 MARMON DRIVE , NASHUA, NH 03060		

Condition Information

Condition Code	*LOP*	*LOP Desc*	*Failure Code*	*Failure Desc*	*Part Number*	*Part Name*	*Part Quantity*	*Part Failed*	*Part Expense*	*LOP Expense*
A	[redacted]	Battery ; [redacted] battery	[redacted]	BATTERY FAILED TEST	BBH7F001AA	BATTERY	1	X	331.26	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES RIGHT SIDE BATTERY DIES OUT WHEN SITTING OVERNIGHT, THE CUSTOMER DID [redacted] IT AND IT SAID IT FAILED CUSTOMER STATES PERFORM FREE [redacted] OF FLUIDS BELTS HOSES SUSPENSION

(RO) Cause:

FAILED GR8 TEST

(RO) Correction:

Disconnected and tested batteries withmaximus battery tester. Left battery passedtest. Right battery failed load test. Battery - Test Charge Retest and Replace [redacted] battery (0 - Low Skilled) PERFORMED FREE MULTI-POINT INSPECTION AND FILLED OUT MULTI-POINT INSPECTION FORM. PERFORMED FREE MULTI-POINT INSPECTION AND FILLED OUT MULTI-POINT INSPECTIONFORM.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES RIGHT SIDE BATTERY DIES OUT WHEN SITTING OVERNIGHT, THE CUSTOM ER DID [redacted] IT AND IT SAID IT FAILED

(Claim) Cause:

DISCONNECTED AND TESTED BATTERIES WITH MAXIMUS BATTERY TESTER. LEFT BATTERY PA SSED TEST. RIGHT BATTERY FAILED LOAD TEST. REPLACED THE RIGHT SIDE BATTERY, C LEARED DTC'S

(Claim) Correction:

DISCONNECTED AND TESTED BATTERIES WITH [redacted] TESTER. LEFT BATTERY PA SSED TEST. RIGHT BATTERY FAILED LOAD TEST. REPLACED THE RIGHT SIDE BATTERY, C LEARED DTC'S

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DD3L93 - RAM 3500 CREW CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,976.43	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	SHELBYVILLE CHRYSLER PRODUCTS INC	[redacted]	[redacted]
Address	2121 MIDLAND TRAIL , SHELBYVILLE, KY 40065				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted]	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		123.61	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	1		13.73	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	BOLT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1		1226.39	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	SEAL RING	1		12.28	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	HUB	1		168.04	[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] ; [redacted] propeller shaft equipped			[redacted]	[redacted]				
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]6.64	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]6.80	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL 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]	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	1		[redacted]	
A	[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		40.23	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	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]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		16.64	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		16.80	[redacted]

RO Narratives

(RO) Customer Concern:
CUSTOMER STATES

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION HAS REVERSE, BUT IS FINICKY ABOUT GOING INTO DRIV E

(Claim) Cause:

TECH VERIFIED,, CHECKED FLUID LEVEL AND CONDITION, FULL, ACTIVE [redacted], F OUND [redacted] THAT APPLIES, SNAP RING FAILURE,, DAMAGE TO INTERNAL TRAN SMISSION COMPONENTS

(Claim) Correction:

REPLACED INPUT SHAFT, CLUTCH KIT, RAC BEARINGS, AND SEALS AS NEEDED FOR REPAIR S,, REASSEMBLED INSTALLED, AND REFILLED FLUID,, ROAD TESTED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted] - [redacted]	**Year**	[redacted]	**Body**	DP0L93 - 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**	C H URNESS MOTORS COMPANY	**Zone**	70[redacted]
[redacted]	505 CHERRY HEIGHTS RD , THE DALLES, OR 97058				

Condition 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)	CSTP[redacted]1AA	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 (NARRATIVE REQUIRED)	CERN[redacted]1AA	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)	CERN[redacted]3AA	NUT	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]	LABEL	1		3.07	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 Recall / Customer Satisfaction Notification 2 Automatic Transmission Concern

(RO) Cause:

NA

(RO) Correction:

ELECTRICAL , FUEL TANK SENDING UNIT ISSUE?

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT DRIVE FORWARD ONLY IN REVERSE

(Claim) Cause:

VEHICLE WILL NOT ENGAGE FORWARD, WILL MOVE IN REVERSE, CHECK TRANSMISSION FLUI D LEVEL AND CONDITION - NORMAL, CHECK DIAGNOSTIC TROUBLE CODES[redacted] GEAR R ATIO ERRO[redacted], [redacted] GEAR RATION ERRO[redacted], CREATE SCAN REPORT, CREATE, CON FIGURATION REPORT, CREATE ECU DETAILS REPORT, CREATE EVENT DATA REPORT, CREA TE FREEZE FRAME REPORT, CREATE TRANSMISSION DIAGNOSTIC WORKSHEET[redacted] INDICATES POSSIBLE K1 [redacted] SNAP RING MAY BE DISPLACED, RECOMMEN D REMOVE TRANSMISSION FOR INSPECTION

(Claim) Correction:

REPLACE TRANSMISSION K1 [redacted] ASSEMBLY REPLACE K2 [redacted] HUB CLEAR DTCS PE RFORM TRANSMISSION QUICK LEARN PERFORM ROAD TEST RECHECK DTCS - NONE ADJUST TRANSMISSION FLUID LEVEL

Warranty Claim Report

Vehicle Information

VIN	[redacted] - [redacted]	**Year**	[redacted]	**Body**	DP0L93 - 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**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	C H URNESS MOTORS COMPANY	**Zone**	70 [redacted]
Address	505 CHERRY HEIGHTS RD , THE DALLES, OR 97058				

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]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	4		41.87	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1		6.00	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	O[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	5		252.16	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	PUSH PIN	2		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	1074.50	[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]	[redacted]	4		41.87	$28.23

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]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	PUSH PIN	[redacted]		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace 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]	SEAL RING	4		41.87	[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]	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		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]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	PUSH PIN	[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]	CLUTCHKIT	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 Recall / Customer Satisfaction Notification 2 Automatic Transmission Concern

(RO) Cause:

NA

(RO) Correction:

ELECTRICAL , FUEL TANK SENDING UNIT ISSUE?

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT DRIVE FORWARD ONLY IN REVERSE

(Claim) Cause:

VEHICLE WILL NOT ENGAGE FORWARD, WILL MOVE IN REVERSE, CHECK TRANSMISSION FLUI D LEVEL AND CONDITION - NORMAL, CHECK DIAGNOSTIC TROUBLE CODES [redacted] GEAR R ATIO ERRO [redacted], [redacted] GEAR RATION ERRO [redacted], CREATE SCAN REPORT, CREATE, CON FIGURATION REPORT, CREATE ECU DETAILS REPORT, CREATE EVENT DATA REPORT, CREA TE FREEZE FRAME REPORT, CREATE TRANSMISSION DIAGNOSTIC WORKSHEET [redacted] INDICATES POSSIBLE K1 CLUTCH SNAP RING MAY BE DISPLACED, RECOMMEN D REMOVE TRANSMISSION FOR INSPECTION

(Claim) Correction:

REPLACE TRANSMISSION K1 CLUTCH ASSEMBLY REPLACE K2 CLUTCH HUB CLEAR DTCS PE RFORM TRANSMISSION QUICK LEARN PERFORM ROAD TEST RECHECK DTCS - NONE ADJUST TRANSMISSION FLUID LEVEL

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28H92 - RAM 3500 BIG HORN CREW CA [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,928.67	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	**Name**	LARRY H MILLER CHRYSLER JEEP	**Zone** 70 [redacted]
Address	8528 LOMAS BLVD NE , ALBUQUERQUE, NM 87110		

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]			29.43	$83.78
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	2		[redacted]	$83.78
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	1301.38	$83.78
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	BEARING	1		38.65	$83.78
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	HUB	1		363.47	$83.78
[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]	FLUID AFT	2		[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	1301.38	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BEARING	1		38.65	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		363.47	[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 ; Two piece propeller shaft equipped			[redacted]	[redacted]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		122.16	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]2	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] ; [redacted] propeller shaft equipped			[redacted]	HUB	1		363.47	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	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]	[redacted]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	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		363.47	[redacted]

RO Narratives

(RO) Customer Concern:

GENERAL INSPECTION CUSTOMER EXPRESSES TRANSMISSION REPAIR CONCERN. TOWED IN BARELY ANYFORWARD AND WILL GO IN REVERSE ALRO -APPROVALS MADE BY THE ADVISORMATTHEW [redacted]. ESTIMATE APPROVAL TOTALS [redacted]

(RO) Cause:

NA

(RO) Correction:

GENERAL INSPECTION [redacted] Clutch snap ring failure Vehiclewould not go into [redacted] or third gearat time of service. Scanned vehicle and foundactive [redacted] Gear Ratio error in firstgear. Determined that the K1 input clutchsnap ring had failed. Removed thetransmission and performed TSB [redacted] replaced the [redacted] input clutch assembly.After repairs, reinstalled the transmission,corrected transmission oil levels. Roadtested vehicle and the transmission isoperating as per design after repairs. Tech2056562 Disc, clutch - Replace [redacted] equipped with 6.7 liter diesel engine ([redacted]) DISC CLUTCH DISC CLUTCH ALRO - APPROVALS MADE BY THE ADVISOR [redacted]G AT 0[redacted]. ESTIMATE APPROVAL TOTALS: [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TOW N NO FORWARD GEARS

(Claim) Cause:

KI SNAP RING BROKEN

(Claim) Correction:

REPLACED CLUTCH PER TSB

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$93.29	[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
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)	CERN[redacted]2AA	SENSOR	1	X	88.49	[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]	NUT	1		1.60	[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]

RO Narratives

(RO) Customer Concern:

Due to issues with the supply/delivery of parts necessary to commence recommended repair of your vehicle, customer acknowledges that the commencement of repairs may not begin until [redacted] or more have passed and repairs may not be completed in [redacted] _____ (initial here) CUSTOMER STATES: AFTER THE SOFTWARE UPDATE WAS PERFORMED TEH VEHICLE LUGS DOWN BEFORE THE VEHICLE DOWNSHIFTS WHEN GOING UP A HILL. CUSTOMER ALSO IS CONCERNED THAT THE SHIFTING SEEMS TO BE SOFT REFERING TO THE AMOUNT OF EFFORT IS NEEDED TO BE APPLIED TO THE ACCELERATOR PEDAL BEFORE THE VEHICLE WILL UPSHIFT WHEN GOING UP HILLS. Recall #: [redacted], Launch Date: [redacted] [redacted] DIESEL PM SENSOR CUSTOMER STATES PLEASE PERFORM RECALL _____[redacted]_____

(RO) Cause:

[redacted] [redacted] Technical Advisor Mr. [redacted] test drove vehicle [redacted] up hill on [redacted], Mr. [redacted] that there was a Power Control Module update flash avaliable and recommended updating the module. After the test drive was complete mr [redacted] that there are not DTCs and noted that the vehicle is shifing as designed as at this time. UNABLE TO PERFORM THE PCM FLASH UPDATE DUE TO THE FLASH BEING PART OF THE [redacted] RECALL. PERFORM RECALL PER BULLETIN.

(RO) Correction:

PART ON ORDER. WILL HAVE TO PERFORM PCM UPDATE AFTER PARTICULATE MATTER SENSOR BECOMES AVAILABLE AND CAN BE INSTALLED INTO TRUCK. VEHICLE SHIFTING AS DESIGNED AT THIS TIME. PART ON ORDER. PERFORMED RECALL. INSTALLED NEW PARTICULATE MATTER SENSOR ONTO AFTERTREATMENT EXHAUST. FLASHED PCM AFTER INSTALLED PM SENSOR FROM OLD PART NUMBER[redacted]) TO NEW PART NUMBER[redacted]). CLEARED ANY CODES THAT MIGHT HAVE POPPED UP DURING FLASH PROCESS.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES PLEASE PERFORM RECALL _____Y43

(Claim) Cause:

PERFORMED RECALL. INSTALLED NEW PARTICULATE MATTER SENSOR ONTO AFTERTREATMENT EXHAUST. FLASHED PCM AFTER INSTALLED PM SENSOR FROM OLD PART NUMBER[redacted]) TO NEW PART NUMBER[redacted]). CLEARED ANY CODES THAT MIGHT HAVE POPPED U P DURING FLASH PROCESS.

(Claim) Correction:

PERFORMED RECALL. INSTALLED NEW PARTICULATE MATTER SENSOR ONTO AFTERTREATMENT EXHAUST. FLASHED PCM AFTER INSTALLED PM SENSOR FROM OLD PART NUMBER[redacted]) TO NEW PART NUMBER[redacted]). CLEARED ANY CODES THAT MIGHT HAVE POPPED U P DURING FLASH PROCESS.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	HUB	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	FLUID AFT	9		[redacted]	
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	[redacted] RING	1		13.04	$117.95
[redacted]		Transmission ; [redacted] equipped 4 pick-up only			[redacted]	O-RING	1		38.[redacted]	$117.95
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	GASKET	1		46.64	$117.95
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	PLATE	7	X	[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted] RING	1		13.04	$117.95
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]		2.37	$117.95
[redacted]		Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	CLUTCH [redacted]ECT	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted]	05189966AD	FLUID AFT	9		159.64	$1,140.22
[redacted]		Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted]	68269568AB	[redacted] RING	1		13.04	$1,140.22
[redacted]		Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	CLUTCH [redacted]	[redacted]	O-RING	[redacted]		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	CLUTCH [redacted]	[redacted]	GASKET	[redacted]		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Complete	[redacted]	[redacted]ECT	[redacted]	[redacted]	[redacted]	X	[redacted]	

		Reconditioning of Transmission (3 - Highly Skilled)								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	SNAP RING	1		13.04	$1,140.22
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	PLATE	1		112.37	$1,140.22
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SNAP 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]	PLATE	7	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	PLATE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	[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]	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]	PLATE	7	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	SNAP RING	1		13.04	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	O-RING	1		38.19	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	GASKET	1		46.64	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	PLATE	7	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	PLATE	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Multi-Point Inspection + Service Drive Walk Around Inspection PERFORM MANUFACTURER AND/OR CARFAX SEARCH FOR OPEN RECALLS Recall / Customer Satisfaction Notification 1 [[redacted] DIESEL PM SENSOR] PERFORM VEHICLE CONCERN DIAGNOSIS Customer states when he puts the truck into drive it slams into gearvery hard, check and advise. Recently had transmission work doneat another dealer, RO attached to back. DOC STORAGE FEE

(RO) Cause:

.

(RO) Correction:

Multi-Point Inspection [redacted] INSPECTION ([redacted]) Part on backorder PERFORM MANUFACTURER AND/OR CARFAX SEARCH FOR OPEN RECALLS PERFORM MANUFACTURER AND/OR CARFAX SEARCH FOR OPENRECALLS Confirmed cust. concern, hard delayedshift into drive from park. Note recenttrans. repair at different location. Removedand disassembled transmission to inspect.Found [redacted] clutch piston seal ripped, cause ofconcern. Replaced [redacted] clutch assembly and hub,reassembled and installed transmission, setfluid level to spec. successfully performedquick learn procedure, test drove vehicle,verified repair, shifts normally through allgears and into drive. PERFORM VEHICLE CONCERN DIAGNOSIS DOC2 DOC STORAGE FEE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN HE PUTS THE TRUCK INTO DRIVE IT SLAMS INTO GEAR VERY HAR D, CHECK AND ADVISE. RECENTLY HAD TRANSMISSION WORK DONE AT ANOTHER DEALER,

(Claim) Cause:

CONFIRMED CUST. CONCERN, HARD DELAYED SHIFT INTO DRIVE FROM PARK. NOTE RECENT TRANS. REPAIR AT DIFFERENT LOCATION. REMOVED AND DISASSEMBLED TRANSMISSION T O INSPECT. FOUND [redacted] CLUTCH [redacted] SEAL RIPPED, CAUSE OF CONCERN.

(Claim) Correction:

REPLACED K1 CLUTCH ASSEMBLY AND HUB, REASSEMBLED AND INSTALLED TRANSMISSION, SET FLUID LEVEL TO SPEC

Warranty Claim Report

Vehicle Information

[redacted]	[redacted] - [redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted]
Build Date	[redacted]	**Plant**	[redacted]	**Coverage Code**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,289.76	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	LAKE [redacted]	**Zone**	[redacted] LOS ANGELES
Address	31400 AUTO CENTER DRIVE , [redacted], CA 92530				

Condition Information

Condition Code	[redacted]	[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Starter ; 6.7 liter diesel engine	[redacted]	INTERNAL DEFECT	[redacted]	STARTER	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

PER CALIFORNIA AIR RESOURCES BOARD (CARB) REQUIREMENTS, CHECK TIRE PRESSURE ON ALL [redacted] AFFIXED TO THE VEHICLE (DOES NOT INCLUDE SPARE TIRE UNLESS MOUNTED ON A DRIVEN WHEEL) AND INFLATE TO VEHICLE OR TIRE MANUFACTURER SPECIFICATIONS. PERFORM COURTESY MULTI-[redacted] VEHICLE (MPI) VISUAL INSPECTION, THEN RELAY TECHNICIAN FINDINGS AND RECOMMENDATIONS TO CUSTOMER. INSPECTION ITEMS INCLUDE BRAKE PAD/SHOE MEASUREMENTS, CONDITION OF [redacted], WIPERS, HORN, EXTERIOR LAMPS, FLUIDS, STEERING AND SUSPENSION, BATTERY, BELTS, AIR FILTER(S), DRIVELINE JOINTS, AND EXHAUST. THIS ALSO INCLUDES AN ASSESSMENT OF PREVENTATIVE MAINTENANCE RECOMMENDATIONS BASED ON TIME AND MILEAGE. CUSTOMER REPORTS: EXHAUST FILTER ERROR LIGHT ON THE DASH CAME ON AND THEN THE CHECK [redacted] LIGHT, [redacted] THEN STARTED TO MAKE A KNOCKING NOISE PERFORM: DIAGNOSTIC eUSTOMER REPORTS: THERE IS A FLUID LEAK IN THE FRONT END AND THE VEHICLE STOPPED RUNNING ON THE FREEWAY, LOST ALL POWER AND WOULD NOT RESTART PERFORM: DIAGNOSTIC

(RO) Cause:

CHECKED CUSTOMERS CONCERN VEHICLE WOULDN'T TURN OVER BATTERY DEAD CHARGED BATTERY STILL NOTHING HIT THE START BUTTON ALL LIGHT WOULD COME ON BUT NO CRANK AT THIS [redacted] CHECKED POWER TO STARTER RELAY GOOD CHECKED POWER TO STARTER [redacted] AT THE FUSED B+ CIRCUIT, CHECKED VOLTAGE TO STARTER SOLENOID CIRCUIT [redacted], BUT NOTHING HAPPENS, REMOVED FLEXPLATE COVER ACCESS TO MANUALLY TURN THE [redacted] THE [redacted]E IS VERY DIFFICULT TO TURN, AT THIS [redacted] REMOVED STARTER TESTED ON THE BENCH NOTHING STARTER IS FAULTY REPLACED STARTER VEHICLE STARTS BUT [redacted] MAKING A LOUD KNOCKING NOISE COMING FROM BOTTOM END, RECOMMEND [redacted] ASSEMBLY. vehicle came in on a tow truck no power, had to charge batteries now we got some power crank vehicle nothing would happen, checked power from the wireless ignition node to the tipm good power [redacted] relay also good checked power to starter motor good

(RO) Correction:

VEHICLE BEING TOWED OUT VEHICLE BEING TOWED OUT REMOVED FAULTY STARTER AND REPLACED WITH NEW STARTER VEHICLE HAD DIFFICU

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REPORTS: EXHAUST FILTER ERROR LIGHT ON THE DASH CAME ON AND THEN THE CHECK [redacted]E LIGHT, [redacted] THEN STARTED TO MAKE A KNOCKING NOISE PERFORM: DI AGNOSTIC

(Claim) Cause:

CHECKED CUSTOMERS CONCERN VEHICLE WOULDN'T TURN OVER BATTERY DEAD CHARGED BA TTERY STILL NOTHING HIT THE START BUTTON ALL LIGHT WOULD COME ON BUT NO CRANK AT THIS POINT CHECKED POWER TO STARTER RELAY GOOD CHECKED POWER TO STARTER [redacted] AT THE FUSED B+ CIRCUIT, CHECKED VOLTAGE TO STARTER SOLENOID CIRC UIT [redacted], BUT NOTHING HAPPENS, REMOVED FLEXPLATE COVER ACCESS TO MANUA LLY TURN THE [redacted] THE [redacted]E IS VERY DIFFICULT TO TURN, AT THIS POINT REMO VED STARTER TESTED ON THE BENCH NOTHING STARTER IS FAULTY REPLACED STARTER V EHICLE STARTS BUT [redacted] MAKING A LOUD KNOCKING NOISE COMING FROM BOTTOM END , RECOMMEND [redacted] ASSEMBLY.

(Claim) Correction:

REMOVED FAULTY STARTER AND REPLACED WITH NEW STARTER VEHICLE HAD DIFFICULTY ST ARTING [redacted] MAKING LOUD KNOCKING NOISE.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	63 [redacted]
Address	315 EAST GOODMAN RD , SOUTHAVEN, MS 38671				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Radio/Telematics Gateway Module ; Exchange unit	[redacted]	INTERNAL DEFECT	[redacted]	RADIO	1	X	[redacted]	
[redacted]	[redacted]	Module, steering column control ; SCCM, includes turn signal switch, clock spring, steering angle sensor where applicable	AB	[redacted]	[redacted]	CLOCKSPRI	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

General Concern #1 [Customer StatesREPLACE RADIO ORDER ON PREVIOUS RO] General Concern #2 [Customer StatesCHECK AIR BAG INFLATORS]

(RO) Cause:

. .

(RO) Correction:

On the previous visit I tried to updatethe radio but radio would not accept theupdate. Ordered a radio. Radio came with oldsoftware. Updated the radio to latestsoftware level. General Concern #1 [Customer States REPLACE RADIO ORDER ON PREVIOUS RO] REMOVE CHARGES Second time in for air bag light on. WhenI got in the truck the air bag light was noton. Ran a scan report and has [redacted] inmemory but code is stored. Ran thru thediagnostics but if the problem is nothappening the diagnostic chart is useless.Replaced the clock spring module. Test droveafter repair with no issue. [redacted] did notreset. General Concern #2 [Customer States CHECK AIR BAG INFLATORS] REMOVE CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK AIR BAG INFLATORS CUSTOMER STATES REPLACE RADIO ORDER ON PREVIOUS RO

(Claim) Cause:

ON THE PREVIOUS VISIT I TRIED TO UPDATE THE RADIO BUT RADIO WOULD NOT ACCEPT T [redacted] IN FOR AIR BAG LIGHT ON. WHEN I GOT IN THE TRUCK THE AIR BAG LIGHT WAS NOT ON. [redacted] A SCAN REPORT AND [redacted] IN MEMORY BUT CODE IS STORED HE UPDATE. ORDERED A RADIO. TSB [redacted] . [redacted] THRU THE DIAGNOSTICS BUT IF THE PROBLEM IS NOT HAPPENING THE DIAGNOSTI C CHART IS USELESS

(Claim) Correction:

. RADIO CAME WITH OLD SOFTWARE. UPDATED THE RADIO TO LATEST SOFTWARE LEVEL.REP LACED RADIO REPLACED THE CLOCK SPRING MODULE. TEST DROVE AFTER REPAIR WITH NO ISSUE. B0001 [redacted] DID NOT RESET.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition		Failure	Failure	Part Number	Part Name	Part Quantity	Part Failed	Expense	Expense
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			51.86	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		119.49	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	1146.51	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]B	HUB	1		[redacted]	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	CONVERTER	1		3530.12	[redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	COOLER	1		262.42	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] equipped			[redacted]	[redacted]			38.89	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] equipped			[redacted]	FLUID AFT	9		119.49	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] equipped			[redacted]	FLUID AFT	7		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] equipped			[redacted]	[redacted]	1	X	1146.51	[redacted]
[redacted]	Transmission, Remove and install for recondition -			[redacted]B	HUB	1		[redacted]	[redacted]

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CONVERTER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	6		22.49	$41.73
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	8		51.86	$41.73
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
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] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1146.51	$41.73
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	HUB	1		320.21	$41.73
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	CONVERTER	1		3530.12	$41.73
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CONVERTER	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]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; [redacted]			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; [redacted]			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; [redacted]			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; [redacted]			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; [redacted]			[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; [redacted]			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; [redacted]			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; [redacted]			[redacted]	CONVERTER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; [redacted]			[redacted]	COOLER	1		[redacted]	

A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	BOLT	6		[redacted]
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	BOLT	8		[redacted]
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	BOLT	6		[redacted]
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	FLUID AFT	9		[redacted]
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	FLUID AFT	7		[redacted]
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	CLUTCHKIT	1	X	[redacted]
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	HUB	1		[redacted]
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	CONVERTER	1		[redacted]
A	[redacted]	Oil cooler/condenser ; Combo Cooler			[redacted]	COOLER	1		[redacted]
A	[redacted]	Torque converter - replace ; Torque converter-Replace- [redacted] Cummins w [redacted] Trans (3 - Highly Skilled)			[redacted]	BOLT	6		[redacted]
A	[redacted]	Torque converter - replace ; Torque converter-Replace- [redacted] Cummins w [redacted] Trans (3 - Highly Skilled)			[redacted]	BOLT	8		[redacted]
A	[redacted]	Torque converter - replace ; Torque converter-Replace- [redacted] Cummins w [redacted] Trans (3 - Highly Skilled)			[redacted]	BOLT	6		[redacted]
A	[redacted]	Torque converter - replace ; Torque converter-Replace- [redacted] Cummins w [redacted] Trans (3 - Highly Skilled)			[redacted]	FLUID AFT	9		[redacted]
A	[redacted]	Torque converter - replace ; Torque converter-Replace- [redacted] Cummins w [redacted] Trans (3 - Highly Skilled)			[redacted]	FLUID AFT	7		[redacted]
A	[redacted]	Torque converter - replace ; Torque converter-Replace- [redacted] Cummins w [redacted] Trans (3 - Highly Skilled)			[redacted]	CLUTCHKIT	1	X	[redacted]
A	[redacted]	Torque converter - replace ; Torque converter-Replace- [redacted] Cummins w [redacted] Trans (3 - Highly Skilled)			[redacted]	HUB	1		[redacted]
A	[redacted]	Torque converter - replace ; Torque converter-Replace- [redacted] Cummins w [redacted] Trans (3 - Highly Skilled)			[redacted]	CONVERTER	1		[redacted]
A	[redacted]	Torque converter - replace ; Torque converter-Replace- [redacted] Cummins w [redacted] Trans (3 - Highly Skilled)			[redacted]	COOLER	1		[redacted]
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BODY ASSY	1	X	[redacted]
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	9		[redacted]
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	3		[redacted]
B	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		[redacted]
B	[redacted]	Valve Body ; Valve body - Replace - [redacted]	UC	UNCODABLE (NARRATIVE	[redacted]	BODY ASSY	1	X	[redacted]

		[redacted] (3 - Highly Skilled)		REQUIRED)						
B	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	9		119.49	$146.05
B	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	3		[redacted]	[redacted]
B	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		50.92	$146.05
C	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
C	[redacted]	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
C	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
C	21000A91	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]
C	[redacted]	Transmission, Remove and install for repair - [redacted] ; [redacted] Series			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE TRANSMISSION ONLY WORKS IN REVERSE RECALL [redacted] CUSTOMER STATES THE KEYFOB DOESN'T UNLOCK VEHICLE. (RECOMMEND NEW KEYFOB) SET TIRES TO PROPER PSI PERFORMED [redacted] RECALL AND TRANSMISSION NOW HAS A HARD SHIFT WHEN SHIFTING INTO GEAR. CHECK AND ADVISE.

(RO) Cause:

transmission would not engage in forward or reverse gears, after [redacted] was able to engage drive gear and brought vehicle into shop, removed oil pan and found metal contamination present in transmission pan, opened star case recall. rrt [redacted] TECH VERIFIED COMPLAINT. OPEN STAR CAS[redacted] AND WAS INFORMED THAT VALVE BODY ISSUES ARE CAUSING HARD SHIFT. TECH REPLACED VALVE BODY AND RECHECKED. TRANSMISSION IS STILL HAVING THE SAME SHIFTING ISSUES. RELAYED INFORMATION TO STAR CENTER AND WAS INFORMED TO REPLACE [redacted] CLUTCH ASSEMBLY WITH UPDATED PART DUE TO RELATED COMPLAINT AND ISSUES WITH NEW K1 CLUTCH ASSEMBLY. ORDERED [redacted] CLUTCH 1[redacted].

(RO) Correction:

PER STAR RECOMMENDATION, REMOVED [redacted] DRIVESHAFT THEN REMOVED CROSSMEMBER THEN REMOVED FRONT DRIVESHAFT THEN REMOVED, TRANSFER CASE AND THEN REMOVED TORQUE CONVERTER BOLTS, THEN REMOVED TRANSMISSION, THEN REMOVED BELL HOUSING THEN REMOVED TRANSMISSION OIL PUMP AND THEN REMOVED K1 CLUTCH ASSEMBLY FOR INSPECTION AND FOUND THAT THE SNAP-RING WAS DISLODGED FROM ITS PLACE. REPLACED K2 CLUTCH HUB DUE TO EXCESSIVE WEAR THEN REPLACED [redacted] CLUTCH ASSEMBLY THEN REINSTALLED OIL PUMP WITH NEW GASKET AND O-RING SEAL ALONG WITH SHAFT SEALS. THEN INSTALLED BELL HOUSING AND NEW TORQUE CONVERTER PER STAR, THEN REINSTALLED TRANSMISSION ALONG WITH NEW TORQUE CONVERTER BOLTS THEN INSTALLED TRANSFER CASE AND THEN CROSSMEMBER. THEN INSTALLED FRONT DRIVESHAFT WITH NEW BOLTS, THEN INSTALLED REAR DRIVESHAFT WITH NEW BOLTS. THEN REMOVED RADIATOR AND REPLACED TRANSMISSION OIL COOLER PER STAR. ORIGINAL ISSUE CONTINUED AFTER REPAIR PER STAR REPLACED THE TRANSMISSION VALVE BODY. REINSTALLED TRANSMISSION OIL PAN WITH NEW GASKET AND FILLED WITH ATF AND ISSUE CONTINUED, STAR RECOMMENDS REPLACI

(RO) Technical Notes:

PER STAR REPLACE VB

GCS Narratives

(Claim) Customer Concern:

OPEN RRT REPLACE CLUTCH KIT AGAIN WILL NOT ENGUAGE

(Claim) Cause:

OPEN RRT PER STAR PER STAR REPLACE VB

(Claim) Correction:

OPEN RRT PER STAR REPLACED VB

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DP9L94 - RAM 4500 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]	JEEP RAM	[redacted]
Address	9640 STATE HWY 121 , [redacted] , TX 75035				

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]	BOLT	6		53.36	[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			68456960AA	HUB	1		222.87	[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]	BEARING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		439.32	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BEARING	1		45.86	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		53.90	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		56.68	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68253816AA	[redacted]	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269548AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269549AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269550AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	2		[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	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269569AA	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244579AA	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244638AA	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68085955AA	WASHER	1		[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] ; Two piece propeller shaft equipped			[redacted]	BOLT	6		53.36	$52.55
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	4		[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]	RACE	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	BEARING	1		[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]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	RACE	1		53.90	$52.55
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	RACE	1		56.68	$52.55
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] 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		36.43	$52.55
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	SNAP RING	1	X	13.39	$52.55
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	SEAL RING	1		15.32	$52.55
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted]			[redacted]	O-RING	1		[redacted]	

		[redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two [redacted] propeller shaft equipped			[redacted]	GASKET	1		47.90	$52.55
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] 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]	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]	BOLT	4		[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]		4		35.57	[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]	[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]	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BEARING	1		46.72	[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]	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BEARING	1		45.86	[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		53.90	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin	UC	UNCODABLE (NARRATIVE	[redacted]	RACE	1		[redacted]	[redacted]

		Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring		REQUIRED)						
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		39.75	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		21.11	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		22.07	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		22.29	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; K1 Clutch / [redacted] Input Shaft Assembly - Inspect and Replace Snap Ring		UNCODABLE (NARRATIVE REQUIRED)	05189966AD	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SNAP [redacted]	1	X	13.39	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL [redacted]	1		15.32	[redacted]
A	[redacted]2	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL RINGS	1		[redacted]	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL [redacted]	1		[redacted]	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	O-RING	1		39.22	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		47.90	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly -	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	WASHER	1		10.39	[redacted]

		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]	BOLT	6		30.86	[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]	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 2 [Customer Satisfaction Notification [redacted] - Aisin Transmission **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Intake Air Grid Heater Relay **] General Concern 1 [Customer States [redacted] BOX REQUIERS SERVICE CHECKAND ADVISE] Perform DTC Inspection DOC STORAGE FEE C/S WHILE DRIVING HE HEARD A LOUD BUMP SO HE PULLED OVER CUT THE TRUCK OFF GOT BACK IN AND STARTED IT BACK UP AND FEELS A HARD BUMP FROM PARK TO DRIVE CHECK AND ADVISE

(RO) Cause:

NA

(RO) Correction:

recall. vehicle not going into drive. snapring dislodged [redacted] / [redacted] / [redacted] r&r transmission.installed snap ring, bearings and housings.reinstalled transmission. vehicle now goinginto gear RECALL [redacted] AISIN TRANSMISSION REMOVE/INSTALL FOR RECONDTION REMOVE AND INSTALL FOR RECONDTION recall [redacted] installed heater dridrelay RECALL [redacted] reset radio RADIO/TM RESET Perform DTC Inspection DOC2 DOC STORAGE FEE DOCUMENT AND STORAGE FEE DOC STORAGE FEE MISC. SHOP CHARGES found tcm update [redacted] updated tcmwith latest software. [redacted] UPDATE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HAS [redacted] BOX REQUIRES SERVICE CUSTOMER STATES HEARD A LOUD BUMP, NOW HAD A HARD BUMO FROM PARK TO DRIVE

(Claim) Cause:

FOUND [redacted] UPDATED INTERNAL ISSUE

(Claim) Correction:

RESET RADIO AND ISSUE WENT AWAY UPDATED [redacted]

Warranty Claim Report

Vehicle Information

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

Dealer Information

Code	[redacted]	***Name***	[redacted] [redacted] DODGE JEEP RAM	***Zone***	[redacted]
Address	9640 STATE HWY 121 , [redacted], TX 75035				

Condition Information

Condition Code	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
[redacted]		Radio/Telematics Gateway Module ; Reset Radio Unit To Clear Active Concern/Issue	[redacted]	INTERNAL DEFECT						[redacted]
B	181905RT	Module, Transmission Control ([redacted]) ; Module, Transmission Control ([redacted]) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 2 [Customer Satisfaction Notification [redacted]- Aisin Transmission **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] General Concern 1 [Customer States UCONNECT BOX REQUIERS SERVICE CHECKAND ADVISE] Perform DTC Inspection DOC STORAGE FEE C/S WHILE DRIVING HE HEARD A LOUD BUMP SO HE PULLED OVER CUT THE TRUCK OFF GOT BACK IN AND STARTED IT BACK UP AND FEELS A HARD BUMP FROM PARK TO DRIVE CHECK AND ADVISE

(RO) Cause:

NA

(RO) Correction:

recall. vehicle not going into drive. snapring dislodged [redacted] r&r transmission.installed snap ring, bearings and housings.reinstalled transmission. vehicle now goinginto gear RECALL [redacted]AISIN TRANSMISSION REMOVE/INSTALL FOR RECONDTION REMOVE AND INSTALL FOR RECONDTION recall [redacted] installed heater dridrelay RECALL [redacted]reset radio RADIO/TM RESET Perform DTC Inspection DOC2 DOC STORAGE FEE DOCUMENT AND STORAGE FEE DOC STORAGE FEE MISC. SHOP CHARGES found tcm update [redacted] updated tcmwith latest software. [redacted] UPDATE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HAS UCONNECT BOX REQUIRES SERVICE CUSTOMER STATES HEARD A LOUD BUMP, NOW HAD A HARD BUMO FROM PARK TO DRIVE

(Claim) Cause:

FOUND [redacted] UPDATED INTERNAL ISSUE

(Claim) Correction:

RESET RADIO AND ISSUE WENT AWAY UPDATED [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28P81 - 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]		***Name***	RAY BRANDT DODGE [redacted]	***Zone***	[redacted]
Address	1660 WESTBANK EXPY , HARVEY, LA 70058				

Condition Information

[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 [redacted]	RELAY	1	X	53.00	$32.80 [redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

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

(Claim) Cause:

RECALL [redacted]

(Claim) Correction:

PERFORMED RELAY RECALL [redacted] REPLACEMENT OD INTAKE AIR GRID HEATER RELAY

[redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	***Sublet***	$623.17	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

[redacted] Code	LOP	LOP Desc	[redacted] Code	[redacted]	[redacted] 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	[redacted]	NOISY	[redacted]	CLOCKSPRI	1	X	623.17	[redacted]

RO Narratives

(RO) Customer Concern:

STEERING WHEEL CONCERN WHILE MAKING TURNS MAKES NOISE CHECK AND REPORT HAD CLOCK SPRING REPLACED AT LAST SERVICE CUSTOMER STATES CHECK ENGINE LIGHT ON REPLACE WIPER BLADES AS PER RECOMMENDATION

(RO) Cause:

VERIFIED CLICKING NOISE FROM STEERING WHEEL FOUND FAILURE IN CLOCK SPRING RECOMMEND REPLACEMENT AND RECHECK MOPAR WARRANTY [redacted] CONFIRMED CUSTOMER CONCERN [redacted] - DIESEL PARTICULATE FILTER REGEN, [redacted] - AIR FLOW RESTRICTION. REMOVED AIR FILTER BOX, FOUND AIR FILTER - DIRTY / CLOGGED WITH DERBY TO CAUSE AIR FLOW RESTRICTION. RECOMMEND REPLACING AIR FILTER, PERFORM MANUAL REGEN. ALSO FRONT WIPER BLADES DUE TO STREAK MARKS ON WINDSHIELD.

(RO) Correction:

WORK APPROVED, BATTERIES DISCONNECTED, REMOVAL OF AIR BAG ASSEMBLY, REMOVAL OF STEERING WHEEL HOLD DOWN BOLT, UNPLUGGED CONNECTORS, REMOVED OF STEERING WHEEL SHROUD, HARNESS UNCLIPPED, REMOVAL OF CLOCK SPRING ASSEMBLY, INSTALLED ACCESSORIES BACK ONTO CLOCK SPRING, INSTALLED CLOCK SPRING, SECURED WITH TOP AND BOTTOM HOLD DOW [redacted], INSTALLED SHROUD, INSTALLED HARNESS, INSTALLED STEERING WHEEL, CENTER BOLT INSTALLED AND TORQUED TO SPEC. INSTALLED AIR BAG ASSEMBLY, CLEARED ALL DTC, PERFORMED STEERING ANGLE SENSOR CALIBRATION. ALL GOOD. WORK APPROVED, REPLACEMENT OF AIR FILTER, CLEANED AIR BOX DUE TO DERBIES - SECURED PROPERLY. PERFORMED MANUAL REGEN. REPLACED THE WIPER BLADES AS PER RECOMMENDATION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

STEERING WHEEL CONCERN WHILE MAKING TURNS MAKES NOISE CHECK | | AND REPORT HAD CLOCK SPRING REPLACED AT LAST SERVICE

(Claim) Cause:

VERIFIED CLICKING NOISE FROM STEERING WHEEL FOUND FAILURE IN | | CLOCK SPRING RECOMMEND REPLACEMENT AND RECHECK

(Claim) Correction:

WORK APPROVED, BATTERIES DISCONNECTED, REMOVAL OF AIR BAG | | 2. ASSEMBLY, REMOVAL OF STEERING WHEEL HOLD DOWN BOLT, | | 3. UNPLUGGED CONNECTORS, REMOVED OF STEERING WHEEL SHROUD, | | 4. HARNESS UNCLIPPED, REMOVAL OF CLOCK SPRING ASSEMBLY, | | 5. INSTALLED ACCESSORIES BACK ONTO CLOCK SPRING, INSTALLED | | 6. CLOCK SPRING, SECURED WITH TOP AND BOTTOM HOLD DOWN BOLTS, | | 7. INSTALLED SHROUD, INSTALLED HARNESS, INSTALLED STEERIN G | | 8. WHEEL, CENTER BOLT INSTALLED AND TORQUED TO SPEC. INSTALLED | | 9. AIR BAG ASSEMBLY, CLEARED ALL DTC, PERFORMED S TEERING ANGLE | |10. SENSOR CALIBRATION. ALL GOOD.

Warranty Claim Report

Vehicle Information

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

Expense

Labor	[redacted]	**Sublet**	$121.90	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	66 [redacted]
Address	2301 - 34TH STREET NORTH , ST PETERSBURG, FL 33713				

Condition 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]	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]	NUT	1		2.17	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] - Particulate Matter Sensor **] Multi-point inspection (according to maintenance interval) FULL SYNTHETIC CUMMINS DIESEL OIL CHANGE[redacted]) EXPRESS LANE SERVICE - ROTATE TIRES(4) REPLACE DIESEL CHASSIS MOUNTED FUELFILTER REPLACE DIESEL FUEL FILTER ([redacted]) EXPRESS LANE SERVICE - PERFORM ALIGNMENT AND SET TO SPECIFICATIONS C/S CEL IS ON DASH/ CHECK AND ADVISE

(RO) Cause:

F FULL SYNTHETIC CUMMINS DIESEL OIL CHANGE([redacted]) PERFORMED TIRE ROTATION REPLACED CHASSIS MOUNTED DIESEL FUEL FILTER REPLACED DIESEL [redacted] FUEL FILTER ALIGNMENT COMPLETED IN EXPRESS LANE

(RO) Correction:

[redacted] performed y43 recall 25-Y4-31-830.6hours 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) Multi-point inspection (according to maintenanceinterval) EXPRESS LANE MULTI POINT INSPECTION FULL SYNTHETIC CUMMINS DIESEL OIL CHANGE[redacted]) EXPRESS LANE SERVICE - ROTATE TIRES (4) REPLACE DIESEL CHASSIS MOUNTED FUEL FILTER REPLACE DIESEL FUEL FILTER ([redacted]) EXPRESS LANE SERVICE - PERFORM ALIGNMENT AND SETTO SPECIFICATIONS EXPRESS LANE SERVICE - PERFORM ALIGNMENT AND SET TO SPECIFICATIONS [redacted] arrived with def low leveland the actual def level was [redacted] replaceddef pump assembly and refilled def tank testdrove and verified repair Pump, Unit - Replace [redacted] (2 - Skilled)

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

C/S CEL IS ON DASH/ CHECK AND ADVISE

(Claim) Cause:

VEHICLE ARRIVED WITH DEF LOW LEVEL AND THE ACTUAL DEF LEVEL WAS [redacted]

(Claim) Correction:

REPLACED DEF PUMP ASSEMBLY AND REFILLED DEF TANK TEST DROVE AND VERIFIED REPA IR

Warranty Claim Report

Vehicle Information

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	[redacted] 66	[redacted]
Address	2301 - 34TH STREET NORTH , ST PETERSBURG, FL 33713				

Condition Information

Condition [redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted] Pump, Unit ; 6.7L Diesel	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	MODULE	1	X	961.17	[redacted]
A	[redacted] Pump, Unit ; 6.7L Diesel	[redacted]	CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLUID	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] - Particulate Matter Sensor **] Multi-point inspection (according to maintenance interval) FULL SYNTHETIC CUMMINS DIESEL OIL CHANGE [redacted]) [redacted] LANE SERVICE - ROTATE TIRES(4) REPLACE DIESEL CHASSIS MOUNTED FUELFILTER REPLACE DIESEL FUEL FILTER ([redacted]) [redacted] LANE SERVICE - PERFORM ALIGNMENT AND SET TO SPECIFICATIONS C/S CEL IS ON DASH/ CHECK AND ADVISE

(RO) Cause:

F FULL SYNTHETIC CUMMINS DIESEL OIL CHANGE([redacted]) PERFORMED TIRE ROTATION REPLACED CHASSIS MOUNTED DIESEL FUEL FILTER REPLACED DIESEL [redacted] FUEL FILTER ALIGNMENT COMPLETED IN [redacted] LANE

(RO) Correction:

[redacted] performed y43 recall 25-Y4-31-830.6hours 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) Multi-point inspection (according to maintenanceinterval) [redacted] LANE MULTI POINT INSPECTION FULL SYNTHETIC CUMMINS DIESEL OIL CHANGE [redacted]) [redacted] LANE SERVICE - ROTATE TIRES (4) REPLACE DIESEL CHASSIS MOUNTED FUEL FILTER REPLACE DIESEL FUEL FILTER ([redacted]) [redacted] LANE SERVICE - PERFORM ALIGNMENT AND SETTO SPECIFICATIONS [redacted] LANE SERVICE - PERFORM ALIGNMENT AND SET TO SPECIFICATIONS 39593 vehicle arrived with def low leveland the actual def level was [redacted] replaceddef pump assembly and refilled def tank testdrove and verified repair Pump, Unit - Replace [redacted] (2 - Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S CEL IS ON DASH/ CHECK AND ADVISE

(Claim) Cause:

VEHICLE ARRIVED WITH DEF LOW LEVEL AND THE ACTUAL DEF LEVEL WAS [redacted]

(Claim) Correction:

REPLACED DEF PUMP ASSEMBLY AND REFILLED DEF TANK TEST DROVE AND VERIFIED REPA IR

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**	**Zone**	35	[redacted]
Address	, ,				

Condition Information

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

TRUCK WAS TOWED IN FROM ANOTHER DEALER BECAUSE THEY REFUSED TO WORK ON IT CHECK TRANS TRUCK WILL NOT MOVE WHEN PUT IN GE AR (General Concern 1) Customer Satisfaction Notification [redacted] - Aisin Transmission (Recall Customer Satisfaction Notification 1) Emissions Recall [redacted] - [redacted] culate Matter Sensor (Recall Cus tomer Satisfaction Notification 9) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 10) (Multi-point inspection according to maintenance interval) TOWED IN BY EWINGS TOWING DM NOTES ARE IN AS PER [redacted] HAS AUTHORIZED GOODWILL RENTAL FOR CUSTOMER WHILE THERE TRUCK IS BEING WORKED ON.

(RO) Cause:

.service action [redacted] INSPECTION

(RO) Correction:

TRUCK HAS NO [redacted] [redacted] ACTIVE . FOUND [redacted] TO REPLACE [redacted] CLUTCH ASSEMBLY . R&R TRANS REPLACE K1 CLUTCH .4X4 DEF, [redacted] DRIVE SHAFT, QUICK LEARN ROAD TEST OK AT THIS TIME [redacted] FC ZZ , [redacted] [redacted] [redacted] [redacted] *Close CSN LOP*FIXED BY LINE 1 RECALL PARTS NOT AVAILABLE NOW BACK ORDER. RECALL PARTS NOT AVAILABLE NOW BACK ORDER. PERFORMED MULTI-POINT INSPECTION

(RO) Technical Notes:

[redacted], [redacted], SPECIAL ED FROM THAT DEALER CUSTOMER IN A RENTAL

GCS Narratives

(Claim) Customer Concern:

TOWED FROM ANOTHER DEALER DUE TO REFUSAL TO WORK ON VEHICLE, HAS NO [redacted]

(Claim) Cause:

[redacted] ACTIVE, K1 CLUTCH ASSEMBLY

(Claim) Correction:

REPLACE K1 CLUTCH AND HUB

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**		**Zone**	35 [redacted]
Address	, ,				

Condition Information

Condition [redacted]			Failure [redacted]	Failure [redacted]	[redacted]	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		124.34	$93.12
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	1192.97	$93.12
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		11.62	$93.12
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		124.34	$186.24
[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	1192.97	$186.24
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		11.62	$186.24
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition -			[redacted]	[redacted]			[redacted]	

		[redacted]C ; [redacted] 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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]		4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	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] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	[redacted]
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]		4		26.98	$0.00
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]	HUB	1		169.03	$0.00
A	85LOAN00	Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	[redacted]	$0.00

[redacted]	[redacted]0	Loaner Car ; Loaner Car			[redacted]	[redacted]	[redacted]			
[redacted]	[redacted]0	Loaner Car ; Loaner Car			[redacted]	BOLT	6		[redacted]	
A	95200040	Towing			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Towing			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Towing			[redacted]	FLUID AFT	[redacted]		[redacted]	
A	[redacted]	Towing			[redacted]	HUB	1		[redacted]	
A	[redacted]	Towing			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Towing			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Towing			[redacted]	BOLT	6		[redacted]	
A	[redacted]	[redacted] High Line			[redacted]	BOLT	4		26.98	[redacted]
A	[redacted]	[redacted] High Line			[redacted]	BOLT	4		26.98	[redacted]
A	[redacted]	[redacted] High Line			[redacted]	FLUID AFT	9		124.34	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	HUB	1		169.03	[redacted]
A	[redacted]	[redacted] High Line			[redacted]	CLUTCHKIT	1	X	1192.97	[redacted]
A	[redacted]	[redacted] High Line			[redacted]	[redacted]	1		11.62	[redacted]
A	[redacted]	[redacted] High Line			[redacted]	BOLT	6		23.40	[redacted]

RO Narratives

(RO) Customer Concern:

TRUCK WAS TOWED IN FROM ANOTHER DEALER BECAUSE THEY REFUSED TO WORK ON IT CHECK TRANS TRUCK WILL NOT MOVE WHEN PUT IN GE AR (General Concern 1) Customer Satisfaction Notification [redacted]- Aisin Transmission (Recall Customer Satisfaction Notification 1) Emissions Recall [redacted]- Particulate Matter Sensor (Recall Cus tomer Satisfaction Notification 9) Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 10) (Multi-point inspection according to maintenance interval) TOWED IN BY EWINGS TOWING DM NOTES ARE IN AS PER [redacted] [redacted] HAS AUTHORIZED GOODWILL RENTAL FOR CUSTOMER WHILE THERE TRUCK IS BEING WORKED ON.

(RO) Cause:

.service action [redacted] INSPECTION

(RO) Correction:

TRUCK HAS NO [redacted], [redacted] [redacted], ACTIVE . FOUND [redacted] TO REPLACE [redacted] CLUTCH ASSEMBLY . R&R TRANS REPLACE [redacted] CLUTCH .4X4 DEF, [redacted] DRIVE SHAFT, QUICK LEARN ROAD TEST OK AT THIS TIME [redacted] 4.6 FC ZZ ,[redacted] [redacted] [redacted] [redacted] *Close CSN LOP*FIXED BY LINE 1 RECALL PARTS NOT AVAILABLE NOW BACK ORDER. RECALL PARTS NOT AVAILABLE NOW BACK ORDER. PERFORMED MULTI-POINT INSPECTION

(RO) Technical Notes:

[redacted], [redacted], SPECIAL ED FROM THAT DEALER CUSTOMER IN A RENTAL

GCS Narratives

(Claim) Customer Concern:

TOWED FROM ANOTHER DEALER DUE TO REFUSAL TO WORK ON VEHICLE, HAS NO [redacted]

(Claim) Cause:

[redacted] ACTIVE, [redacted] CLUTCH ASSEMBLY

(Claim) Correction:

REPLACE [redacted] CLUTCH AND HUB

Warranty Claim Report

Vehicle Information

VIN	[redacted] - [redacted]	**Year**	[redacted]	**Body**	D28P81 - 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**	$5,473.50	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	RAY BRANDT DODGE CHRYSLER [redacted]	**Zone**	63 [redacted]
Address	1660 WESTBANK EXPY , HARVEY, LA 70058				

Condition Information

Condition [redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			06511777AA	[redacted]				
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			06506497AA	[redacted]			[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			06509166AA	[redacted]			[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	7		59.50	$98.40
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	LUBRICANT	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]	[redacted]			14.40	$196.80
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	7		59.50	$196.80
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	LUBRICANT	1		27.40	$196.80
[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted]	1	X	[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	7		[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 ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID 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]	LUBRICANT	1		[redacted]	
B	[redacted]	Transmission ; DEF equipped [redacted] [redacted] pick-up only			[redacted]	TRANSMISS	1	X	4605.00	$98.40
B	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
B	21002760	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
B	21002762	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
B	21002766	Transmission, Replace - automatic ; [redacted]AWD equipped			[redacted]	TRANSMISS	1	X	4605.00	$98.40

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

AFTER [redacted] PERFORMED PUT BACK TOGETHER TO FIND HARD SHIFTING REPAIR TO RECONDITION THE TRANSMISSION PER THE TSB INSTRUCTIONS. IT WAS ONLY AFTER THE REPAIR WAS COMPLETE, THE VEHICLE PUT BACK TOGETHER, AND TAKEN FOR A TEST DRIVE THAT THE BIGGER SHIFTING PROBLEM WAS DISCOVERED. WHEN THE TRANSMISSION WAS ORDERED [redacted], WE WERE A PREMIUM DEALER, SO DID NOT REQUIRE PRE-AUTHORIZATION. THANK YOU.

GCS Narratives

(Claim) Customer Concern:

Engine Mechanical Concern [CUSTOMER STATES VEHICLE DOES NOT GO INTO DRIVE ONLY MOVES IN REVERSE]

(Claim) Cause:

SLIP RING CAME OFF, THEN SLAMMING INTO GEAR

(Claim) Correction:

INSPECTED AND CONFIRMED CONCERN OF VEHICLE ONLY GOING INTO REVERSE. AFTER INSP ECTION CONFIRMED SNAP RING OFF. PERFORMED TSB 21-002-23 FOR REPLACEMENT OF INP UT DRUM AND CLUTCHES WITH NEW SNAP RING. AFTER PERFORMING TSB FOR SNAP RING CO MING OFF REINSTALLED TRANSMISSION, TOPPED OFF TRANSMISSION FLUID, PERFORMED RE LEARN, AND TEST DROVE. FOUND TRANSMISSION WOULD SLAM INTO GEAR FROM PARK TO DR IVE. ORDERED NEW TRANSMISSION, FILLED TRANSMISSION TO PROPER AMOUNT OF FLUID, PERFORMED RELEARN, AND TEST DROVE. TRANSMISSION IS OPERATING PROPERLY AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28M92 - 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**	$1,082.69	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	35
[redacted]	160 FRAZIER DRIVE , PRINCETON, WV 24740				

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	[redacted]	
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		31.29	$51.98
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		23.80	$51.98
[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]	GASKET	1		31.29	$103.97
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	2		23.80	$103.97
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	2		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		31.29	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		23.80	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	[redacted]	1	X	[redacted]	[redacted]

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [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]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	2		23.80	[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] COURTESY INSPECTION CAMPAIGNS - RECALLS MAINTENANCE

(RO) Cause:

NA

(RO) Correction:

PERFORME[redacted] COURTESY INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES TRANS ISSUES TOWING CAMPER AND TRANS WENT OUT WILL GO IN REVERSE B UT NOT FORWARD CK AND ADVISE

(Claim) Cause:

CKED HAS NO DRIVE FOUND BULLETIN [redacted]

(Claim) Correction:

REMOVED TRANS AND REPLACED [redacted] INPUT SHAFT ASSEMBLY. REINSTALLED AND ROAD TESTE D

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DP5L66 - 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	S - Safety (Recalls)	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	[redacted]

Expense

Labor	$1,123.36	**Sublet**	$1,836.64	**Part**	[redacted]	**Total Paid**	[redacted]

[redacted]

Code	[redacted]	**Name**	[redacted]	70	PHOENIX
Address	, ,				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	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]	CLUTCHKIT	1	X	[redacted]	$48.84
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	8		145.70	$48.84
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	GREASE	1		78.53	$48.84
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	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]	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]	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]	FLUID AFT	8		145.70	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin	UC	UNCODABLE (NARRATIVE	[redacted]	GREASE	1		[redacted]	[redacted]

		Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring		REQUIRED)						
A	[redacted]	Customer Satisfaction Notification [redacted] Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	1		[redacted]	

RO Narratives

(RO) Customer Concern:

[redacted] [redacted] AISIN TRANSMISSION GEARS 1-4 INOP **] [redacted] 1 [redacted] AISINTRANSMISSION ROUGH SHIFT **] Automatic Transmission Concern A [CUSTOMER STATES THAT THE TRUCK WILL NOT MOVE IN DRIVE CHECK AND ADVISE.] Multi-point inspection (according to maintenance interval)

(RO) Cause:

NA

(RO) Correction:

[redacted] Reference: [redacted] Inspect and ReplaceSnap Ring21-71 [redacted] Shaft21-00-[redacted] [redacted] RAPID RESPONSE TRANSMITTAL [redacted] RAPID RESPONSE TRANSMITTAL 399 recall took care of the problem. Automatic Transmission Concern A MINOR DIAGNOSIS 399 visually inspected vehicle. Multi-point inspection (according to maintenanceinterval) MULTI-POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted] CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage** [redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	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	1300 EAST HIGHWAY 83 , MC ALLEN, TX 78502				

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	Part 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	1	X	100.96	[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		3.65	[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)	CERN[redacted]3AB	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

[redacted]

(Claim) Customer Concern:

Emissions Recall [redacted] - Particulate Matter Sensor (Recall)

(Claim) Cause:

INSTALL SENSOR RECALL [redacted] UPDATE PCM

(Claim) Correction:

PERFROMED RECAL[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted]	CREW [redacted]	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***	BENNY BOYD C-D-J	***Zone***	63 [redacted]
Address	601 NORTH KEY AVE , LAMPASAS, TX 76550				

Condition Information

Condition Code	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
[redacted]	[redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	61.94	$31.62

RO Narratives

(RO) Customer Concern:

[redacted] INSPECTION-FRONT [redacted] MEASUREMENT MIL___REAR [redacted] MEASUREMENT MIL___BATTERY VOLTAGE/CCA___FLUID CONDITIONS___ STATE INSPECTION LUBE, OIL & FILTER CHANGE 13A [redacted] RAM HEAVY DUTY GRID HEATER RELAY DETAIL

(RO) Cause:

USED CAR OIL CHANGE W/FILTER W

(RO) Correction:

[redacted] completed [redacted] INSPECTION-FRONT [redacted] MEASUREMENT MIL___REAR [redacted] MEASUREMENT MIL___BATTERYVOLTAGE/CCA___FLUID CONDITIONS___ REPLACE AIR FILTER REPLACE AIR CONDITIONING FILTER / [redacted] AIR FILTERWINDSHIELD WIPER SERVICE - REPLACE INSERTS/BLADES AND ADD WIPER SOLVENT. REPLACE [redacted] DIESEL FUEL FILTERS [redacted] AND UP FILL DIESEL EXHAUST FLUIDINSTALLED FRONT LICENSE PLATE BRACKET [redacted] INSPECTION-FRONT [redacted] MEASUREMENT MIL___REAR [redacted] MEASUREMENT MIL___BATTERY VOLTAGE/CCA___FLUID CONDITIONS___ REPLACE AIR FILTER REPLACE AIR CONDITIONING FILTER / [redacted] AIR FILTERWINDSHIELD WIPER SERVICE - REPLACE INSERTS/BLADES AND ADD WIPER SOLVENT. REPLACE [redacted] DIESEL FUEL FILTERS [redacted] AND UP FILL DIESEL EXHAUST FLUIDMAINTENANCE STATE INSPECTION [redacted] completed LUBE, OIL & FILTER CHANGE [redacted] completed RECALL 13A MAINTENANCE NO DETAIL DONE YET MAINTENANCE

(RO) Technical 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]	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	63 [redacted]
Address	1300 EAST HIGHWAY 83 , MC ALLEN, TX 78502				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	16300104 [redacted]	Propeller shaft, with universal joints ; Transfer Case to Rear Axle	UC	UNCODABLE (NARRATIVE REQUIRED)	68508708AB [redacted]	SHAFT	1	X	1544.41 [redacted]	$80.59 [redacted]

RO Narratives

(RO) Customer Concern:

Emissions Recall [redacted] - Particulate Matter Sensor (Recall) SERVICE FRONT DIFFERENTIAL SERVICE [redacted] AUTOMATIC TRANS SERVICE DRIVETRAIN REPAIR-WRO UPON INSPECTION FOUND DRIVESHAFT YOKE LEAKING

(RO) Cause:

INSTALL SENSOR RECALL [redacted] UPDATE PCM 90.00-1.0 MAINTENANCE 90.00-1.0 MAINTENANCE 90.00-1.0 MAINTENANCE DRIVESHAFT LEAKING

(RO) Correction:

PERFROMED RECAL [redacted] Service Front Differential [redacted] SERVICE [redacted] DRAIN,CLEAN AND REPLACE FLUID AUTOMATIC TRANSMISSION SERVICE REPLACE FLUID [redacted] TRANS PERFROMED TEST W/ [redacted] ROAD TEST FOUND OIL LEAK COMING [redacted] DIRVESHAFT YOK REPLACE [redacted] DRIVESHAFT REFILL TRANSFER CASE ASSY ROAD TEST FOUND NO MORE LEAK AT THIS TIME

(RO) Technical Notes:

LEAKING

GCS Narratives

(Claim) Customer Concern:

DRIVETRAIN REPAIR-WRO UPON INSPECTION FOUND DRIVESHAFT YOKE LEAKING

(Claim) Cause:

DRIVESHAFT LEAKING

(Claim) Correction:

PERFROMED TEST W/[redacted] [redacted] ROAD TEST FOUND OIL LEAK COMING REAR DIRVESH

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted] CHRY CENTER OF WATERTOWN INC	***Zone***	[redacted]
Address	105 HWY 16 FRONTAGE RD , WATERTOWN, WI 53094				

Condition Information

Condition Code	*LOP*	*LOP Desc*	*Failure Code*	*Failure Desc*	*Part Number*	*Part Name*	*Part Quantity*	*Part Failed*	*Part Expense*	*LOP Expense*
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Inspect Software Level	[redacted]							[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 3 [Customer Satisfaction Notification [redacted] - Diesel Exhaust Fluid **] Recall / Customer Satisfaction Notification 2 [Emissions Recall [redacted] - Particulate Matter Sensor **] [redacted] 1 [[redacted] [redacted] PCM SOFTWARE UPDATE **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Intake Air Grid Heater Relay **] Rotate tires Multi-point inspection (according to maintenance interval)

(RO) Cause:

. . . .

(RO) Correction:

[redacted] Recall [redacted] Inspect and update [redacted] INSPECT AND UPDATE DCU SOFTWARE LEVEL WE HAD TO SPECIAL ORDER PART(S) FOR THIS CONCER[redacted] [redacted] Inspect PCM Software. MODULE, POWERTRAIN CONTROL (PCM)- INSPECT [redacted] REPLACE GRID HEATER RELAY PER RECALL REPLACE RELAY, INTAKE AIRHEATER [redacted] ROTATE TIRES AND TORQUE LUG NUTS TOSPECIFICATION Rotate tires [redacted] ROTATION Multi-point inspection (according to maintenanceinterval) REPLACE AIR FILTER Perform No Charge Muti-Point Visual Vehicle Inspection - Car Wash Y_____ N_____YOU CAN SCHEDULE YOUR NEXT APPOINTMENT ONLINE [redacted] AT [redacted] REPLACE AIR FILTER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:

RAPID SERVICE UPDATE

(Claim) Correction:
COMPLETED RSU

Warranty Claim Report

Vehicle Information

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

Expense

Labor	[redacted]	**Sublet**	$57.16	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] OF WATERTOWN INC	**Zone**	[redacted]
Address	105 HWY 16 FRONTAGE RD , WATERTOWN, WI 53094				

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 [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	[redacted]		[redacted]
[redacted]		Module, Diesel Emission Fluid System ; Inspect and Reprogram DEF Control Unit (DCU)	UC	UNCODABLE (NARRATIVE REQUIRED)						$43.70

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 3 [Customer Satisfaction Notification [redacted] - Diesel Exhaust Fluid **] Recall / Customer Satisfaction Notification 2 [Emissions Recall [redacted] - Particulate Matter Sensor **] RSU 1 [[redacted] PCM SOFTWARE UPDATE **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Intake Air Grid Heater Relay **] Rotate tires Multi-point inspection (according to maintenance interval)

(RO) Cause:

. . . .

(RO) Correction:

[redacted] Recall [redacted] Inspect and update DCO INSPECT AND UPDATE DCU SOFTWARE LEVEL WE HAD TO SPECIAL ORDER PART(S) FOR THIS CONCER[redacted] [redacted] Inspect PCM Software. MODULE, POWERTRAIN CONTROL (PCM)- INSPECT [redacted] REPLACE GRID HEATER RELAY PER RECALL REPLACE RELAY, INTAKE AIRHEATER [redacted] ROTATE TIRES AND TORQUE LUG NUTS TOSPECIFICATION Rotate tires 4 TIRE ROTATION Multi-point inspection (according to maintenanceinterval) REPLACE AIR FILTER Perform No Charge Muti-Point Visual Vehicle Inspection - Car Wash Y_____ N_____YOU CAN SCHEDULE YOUR NEXT APPOINTMENT ONLINE 24/7 AT [redacted] REPLACE AIR FILTER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted]

(Claim) Cause:
RAPID SERVICE UPDATE

(Claim) Correction:
COMPLETED RSU

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DP5L66 - RAM 5500 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]	**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	Failed [redacted]	Expense	Expense
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	HUB	1		439.23	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	BEARING	1		45.85	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	RACE	1		53.89	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	RACE	1		56.67	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	RACE	1		39.75	[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]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	GREASE	1		78.53	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	8		145.70	[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		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269568AB	SNAP RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	6		[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 Snap Ring	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	RACE	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[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]	CLUTCHKIT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] Clutch [redacted] Input Shaft Assembly Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	HUB	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] Clutch [redacted] Input Shaft Assembly Inspect and Replace Snap Ring	[redacted]	SERVICE ACTION	[redacted]	RACE	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern A DIAG1 [CUSTOMER STATES WHILE DRIVING THE TRUCK DOWN THE FREEWAY WITH EMPTY BED, THERE WAS A LOUD BANG AND THE CHECK ENGINE LIGHT CAME ON, HE PULLED OFF THE FREEWAY AND COULD NOT ACCLERATE. NO FLUIDS SPILLING OUT. [redacted] GEAR RATIO CODEWHEN HE SCANNED IT. PLEASE CHECK AND ADVISE.] Multi-point inspection (according to maintenance interval)

(RO) Cause:

E

(RO) Correction:

[redacted] Reference: [redacted] Inspect and ReplaceSnap Ring21-71 [redacted] [redacted] *Close CSNLOP* [redacted] [redacted] PropellerShaft21-00-0A [redacted] 0.20hrsSkid Plate21-00-0A-610.30hrs VERIFIED THE CUSTOMER'S CONCERN OFDELAYED ENGAGEMENT. CHECKED SERVICE LIBRARYFOR TECHNICAL SERVICE BULLETINS, STAR CASES,RAPID RESPONSE TRANSMITTALS, RAPID SERVICEUPDATES AND RECALLS AND FOUND APPLICABLE [redacted] WHICH IS RELATED TO THE VEHICLE'SCONCERN. THE VEHICLE WAS TOWED IN ANDREQUIRED PUSHING VEHICLE INTO REPAIR FACILITYAND PLACING ON HOIST. ACCESSED THE DIAGNOSTICPORT AND PERFORME [redacted] FIND ACTIVECODE [redacted]. RESEARCHED AND ANALYZED FORTHIS SYSTEM. FOUND NO DOCUMENTS RELATED TOTHE VEHICLES CONCERN. CHECKED FOR ANYSOFTWARE UPDATES TO FIND NO RELEVANT SOFTWAREUPDATES DUE. PERFORMED STRATEGY BASEDDIAGNOSTICS RESEARCHED THE VEHICLES COMPLETESERVICE HISTORY CHECKED FOR ANY APPLICABLETECHNICAL SERVICE BULLETINS SERVICE MESSAGESSERVICE UPDATES FIELD ACTIONS CAMPAIGNS ANDPRELIMINARY INFORMATION. CHECKED TRANSMISSIONFLUID LEVEL AND CONDITION TO FIND THETRANSMISSION FLUID LEVEL IS FULL AND CLEAN.REMOVED THE TRANSMISSION ASSEMBLY ANDPERFORMED A DIAGNOSTIC DISASSEMBLY ANDTEARDOWN FOR COMPREHENSIVE EXAMINATION TOFIND [redacted] CLUTCH SNAP RING CAME OFF. FURTHEREXAMINATION FOUND THE AUTOMATIC TRANSMISSIONASSEMBLY IS SLIPPING AND WON'T MOVE. REMOVEDTHE AFTERMARKET HYDRAULIC LINES FOR FLAT BEDTOW COMPONENTS TO GAIN ACCESS FOR NECESSARYREPAIRS. ACCESSED AND REPAIRED THE AUTOMATICTRANSMISSION ASSEMBLY WITH ALL OTHER RELATEDSEALS GASKETS AND NON-REUSABLE HARDWARE ANDREINSTALLED ALL COMPONENTS REMOVED FORREPAIRS IN THE REVERSE ORDER OF REMOVAL.PE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

WHEN DRIVING THE TRUCK DOWN THE FREEWAY HEARD A LOUD BANG AND THE CEL CAME ON [redacted]

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF DELAYED ENGAGEMENT. CHECKED SERVICE LIBRAR Y FOR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, R APID SERVICE UPDATES AND RECALLS AND FOUND APPLICABLE [redacted] WHICH IS RELATED TO THE VEHICLE'S CONCERN. THE VEHICLE WAS TOWED IN AND REQUIRED PUSHI NG VEHICLE INTO REPAIR FACILITY AND PLACING ON HOIST. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED A SCAN TO FIND ACTIVE CODE [redacted]. RESEARCHED AND ANALY ZED FOR THIS SYSTEM. FOUND NO DOCUMENTS RELATED TO THE VEHICLES CONCERN. CHEC KED FOR ANY SOFTWARE UPDATES TO FIND NO RELEVANT SOFTWARE UPDATES DUE. PERFOR MED STRATEGY BASED DIAGNOSTICS RESEARCHED THE VEHICLES COMPLETE SERVICE HIST ORY CHECKED FOR ANY APPLICABLE TECHNICAL SERVICE BULLETINS SERVICE MESSAGES S ERVICE UPDATES FIELD ACTIONS CAMPAIGNS AND PRELIMINARY INFORMATION. CHECKED T RANSMISSION FLUID LEVEL AND CONDITION TO FIND THE TRANSMISSION FLUID LEVEL IS FULL AND CLEAN. REMOVED THE TRANSMISSION ASSEMBLY AND PERFORMED A DIAGNOSTIC DISASSEMBLY

AND TEARDOWN FOR COMPREHENSIVE EXAMINATION TO FIND K1 CLUTCH SNA P RING CAME OFF. FURTHER EXAMINATION FOUND THE AUTOMATIC TRANSMISSION ASSEMBL Y IS SLIPPING AND WON'T MOVE. REMOVED THE AFTERMARKET HYDRAULIC LINES FOR FLA T BED TOW [redacted] S TO GAIN ACCESS FOR NECESSARY REPAIRS. ACCESSED AND REPAI RED THE AUTOMATIC TRANSMISSION ASSEMBLY WITH ALL OTHER RELATED SEALS GASKETS AND NON-REUSABLE HARDWARE AND REINSTALLED ALL [redacted] REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL. PERFORMED AN AUTOMATIC TRANSMISSION SHIFT R ELEARN. CLEARED ALL DIAGNOSTIC [redacted]. PERFORMED A FINAL DIAGNOSTIC SC AN TO CONFIRM REPAIRS. PERFORMED A QUICK LEARN PROCEDURE. CHECKED AND SET THE TRANSMISSION FLUID TO THE CORRECT LEVEL. FINAL CLEANING AND DEGREASING. THE SYSTEM IS NOW OPERATING AS DESIGNED. THE VEHICLE IS NOW OPERATING AS DESIGNED

(Claim) Correction:

VERIFIED THE CUSTOMER'S CONCERN OF DELAYED ENGAGEMENT. CHECKED SERVICE LIBRAR Y FOR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, R APID SERVICE UPDATES AND RECALLS AND FOUND APPLICABLE [redacted] WHICH IS RELATED TO THE VEHICLE'S CONCERN. THE VEHICLE WAS TOWED IN AND REQUIRED PUSHI NG VEHICLE INTO REPAIR FACILITY AND PLACING ON HOIST. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED A SCAN TO FIND ACTIVE CODE[redacted]. RESEARCHED AND ANALY ZED FOR THIS SYSTEM. FOUND NO DOCUMENTS RELATED TO THE VEHICLES CONCERN. CHEC KED FOR ANY SOFTWARE UPDATES TO FIND NO RELEVANT SOFTWARE UPDATES DUE. PERFOR MED STRATEGY BASED DIAGNOSTICS RESEARCHED THE VEHICLES COMPLETE SERVICE HIST ORY CHECKED FOR ANY APPLICABLE TECHNICAL SERVICE BULLETINS SERVICE MESSAGES S ERVICE UPDATES FIELD ACTIONS CAMPAIGNS AND PRELIMINARY INFORMATION. CHECKED T RANSMISSION FLUID LEVEL AND CONDITION TO FIND THE TRANSMISSION FLUID LEVEL IS FULL AND CLEAN. REMOVED THE TRANSMISSION ASSEMBLY AND PERFORMED A DIAGNOSTIC DISASSEMBLY AND TEARDOWN FOR COMPREHENSIVE EXAMINATION TO FIND K1 CLUTCH SNA P RING CAME OFF. FURTHER EXAMINATION FOUND THE AUTOMATIC TRANSMISSION ASSEMBL Y IS SLIPPING AND WON'T MOVE. REMOVED THE AFTERMARKET HYDRAULIC LINES FOR FLA T BED TOW [redacted] S TO GAIN ACCESS FOR NECESSARY REPAIRS. ACCESSED AND REPAI RED THE AUTOMATIC TRANSMISSION ASSEMBLY WITH ALL OTHER RELATED SEALS GASKETS AND NON-REUSABLE HARDWARE AND REINSTALLED ALL [redacted] REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL. PERFORMED AN AUTOMATIC TRANSMISSION SHIFT R ELEARN. CLEARED ALL DIAGNOSTIC [redacted]. PERFORMED A FINAL DIAGNOSTIC SC AN TO CONFIRM REPAIRS. PERFORMED A QUICK LEARN PROCEDURE. CHECKED AND SET THE TRANSMISSION FLUID TO THE CORRECT LEVEL. FINAL CLEANING AND DEGREASING. THE SYSTEM IS NOW OPERATING AS DESIGNED. THE VEHICLE IS NOW OPERATING AS DESIGNED

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***	[redacted]
Address	, ,		

Condition Information

Condition [redacted]			Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Part Failed	[redacted] Expense	[redacted] 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)	CERN[redacted]2AA	SENSOR	1	X	114.19	[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		4.13	[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]	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Customer Satisfaction Notification [redacted]- Aisin Transmission **] Recall / Customer Satisfaction Notification 2 [Emissions Recall [redacted]- Particulate Matter Sensor **] PERFORM MULTIPOINT INSPECTION check for any open recalls and RRT's Customer States PDR 3 dents on hood and rear tailgate area

(RO) Cause:

Courtesy

(RO) Correction:

TRUCK WILL NOT MOVE FORWARD. HAS REVERSE STILL. REMOVED THE TRANSMISSION. MESURED END PLAY AND PULLED THE PUMP AND K1 AND K2 CLUTCHS OUT. [redacted] SNAP RING IS DISLOGED AND HAS ALLOWED THE CLUTCHES TO FAIL. FOUND A BLACK RUBBER SEAL HANGING OUT OF THE K1 CLUTCH HUB. REMOVED THE [redacted] PISTON FROM THE HUB AND TOOK PICTURES OF THE DAMAGE AS WE WILL NEED MORE PARTS THEN THE RECALL HAS LISTED. REPLACED RECALL PARTS LIST WITH PRE ASSYMBLED UNIT NUMBE[redacted]. RETURNED ALL ORDERED PARTS FOR RECALL BACK TO PARTS. REPARED TRANSMISSION PER TSB REPAIR. INSTALLED NEW K1 HUB UNIT AND ASSYBLED THE TRANS. RECHECKED END PLAY. GOOD. INSTALLED TRANS MISSION AND TESTED. PREFORMED SOFTWARE UP DATE AND QUICK LEARN. DRIVING

GREAT. REPAIRED AND GOOD TO GO. Install PM sensor and reprogram [redacted] [redacted] Install Authorized Modifications Label (Aisin Transmission Equipped) COMPLETED MULTIPOINT INSPECTION Completed

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRUCK WILL NOT MOVE FORWARD

(Claim) Cause:

VERIFIED CONCERN, REVERSE STILL OP, REMOVED TRANSMISSION ,, MEASURED END PLAY AND REMOVED PUMP AND K1 AND K2 CLUTCHES OUT, [redacted] SNAP RING DISLOGED AND HAS A LLOWED CLUTCHES TO FAIL, FOUND BLACK RUBBER SEAL HANGING OUT OF [redacted] CLUTCH HU B, REMOVED K1 PISTON FROM HUB, WILL NEED TRANS CLUTCH KIT ALSO

(Claim) Correction:

REPLACED K1 HUB UNIT, ASSEMBLED TRANS, RECKD END PLAY, INSTALL TRANS, TESTED, PERFORMED SOFTWARE UP DATE AND QUICK LEARNED , TEST DROVE TO VERIFY OPERATIO N

Warranty Claim Report

Vehicle Information

VIN	[redacted] - [redacted]	***Year***	[redacted]	***Body***	D28P91 - 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]
Address	, ,		

Condition Information

Condition [redacted]		***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	[redacted] ***Expense***
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] / 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

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

Expense

Labor	[redacted]	**Sublet**	$2,174.83	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	[redacted]			
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	[redacted]			$91.04
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	HUB	1	X	[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		150.48	$91.04
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	5		83.60	$91.04
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1		1443.85	$91.04
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1	X	403.26	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		150.48	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	5		83.60	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1		1443.85	[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 /	ZZ	SERVICE ACTION	[redacted]	BOLT	[redacted]			[redacted]

		Input Shaft Assembly - Inspect and Replace Snap Ring								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	HUB	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	5		83.60	[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		1443.85	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Customer Satisfaction Notification [redacted]- [redacted] Transmission **] Recall / Customer Satisfaction Notification 2 [Emissions Recall [redacted] - Particulate Matter Sensor **] PERFORM MULTIPOINT INSPECTION check for any open recalls and RRT's Customer States PDR 3 dents on hood and rear tailgate area

(RO) Cause:

Courtesy

(RO) Correction:

TRUCK WILL NOT MOVE FORWARD. HAS REVERSE STILL. REMOVED THE TRANSMISSION. MESURED END PLAY AND PULLED THE PUMP AND K1 AND K2 CLUTCHS OUT. [redacted] SNAP RING IS DISLOGED AND HAS ALLOWED THE CLUTCHES TO FAIL. FOUND A BLACK RUBBER SEAL HANGING OUT OF THE K1 CLUTCH HUB. REMOVED THE [redacted] PISTON FROM THE HUB AND TOOK PICTURES OF THE DAMAGE AS WE WILL NEED MORE PARTS THEN THE RECALL HAS LISTED. REPLACED RECALL PARTS LIST WITH PRE ASSYMBLED UNIT NUMBE[redacted]. RETURNED ALL ORDERED PARTS FOR RECALL BACK TO PARTS. REPARED TRANSMISSION PER TSB REPAIR. INSTALLED NEW K1 HUB UNIT AND ASSYBLED THE TRANS. RECHECKED END PLAY. GOOD. INSTALLED TRANS MISSION AND TESTED. PREFORMED SOFTWARE UP DATE AND QUICK LEARN. DRIVING GREAT. REPAIRED AND GOOD TO GO. Install PM sensor and reprogram [redacted] [redacted] Install Authorized Modifications Label ([redacted] Transmission Equipped) COMPLETED MULTIPOINT INSPECTION Completed

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRUCK WILL NOT MOVE FORWARD

(Claim) Cause:

VERIFIED CONCERN, REVERSE STILL OP, REMOVED TRANSMISSION ,, MEASURED END PLAY AND REMOVED PUMP AND K1 AND K2 CLUTCHES OUT, [redacted] SNAP RING DISLOGED AND HAS A LLOWED CLUTCHES TO FAIL, FOUND BLACK RUBBER SEAL HANGING OUT OF [redacted] CLUTCH HU B, REMOVED K1 PISTON FROM HUB, WILL NEED TRANS CLUTCH KIT ALSO

(Claim) Correction:

REPLACED K1 HUB UNIT, ASSEMBLED TRANS, RECKD END PLAY, INSTALL TRANS, TESTED, PERFORMED SOFTWARE UP DATE AND QUICK LEARNED , TEST DROVE TO VERIFY OPERATIO N

Warranty Claim Report

Vehicle Information

[redacted]	[redacted] - [redacted]	Year	[redacted]	Body	D28H81 - RAM [redacted]
Build Date	[redacted]	Plant	[redacted] TRUCK ASSEMBLY PLANT	Coverage Code	[redacted]

Claim Information

Claim #	[redacted]	In Service Date	[redacted]
Claim Type	W - 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	[redacted] Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		178.63	[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]	O-RING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	
[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]	SEAL RING	1		12.28	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		352.11	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	8		116.80	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			06509166AA	BOLT	[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]	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			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[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]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		178.63	$830.25
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] ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / [redacted] - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[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]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION TOW IN CUSTOMER STATES when they put vehicle into drive the vehicle does not move and has error [redacted] system temp not available when put into reverse makes a loud noise under undercarriage [redacted] 22-23MY [redacted] Transmission Gear [redacted] Transmission Gear [redacted] Transmission Gear [redacted] Transmission Gear [redacted] DIESEL PM SENSOR

(RO) Cause:

Customer Requests MPI Vehicle has open RECALL Snap ring on [redacted] clutch has been dislodged, Preformed RECALL Vehicle has open RECALL [redacted] TRANSMISSION GEAR. Vehicle has open RECALL [redacted] TRANSMISSION GEAR. Vehicle has open RECALL [redacted] TRANSMISSION GEAR. Vehicle has open RECALL [redacted] TRANSMISSION GEAR. Vehicle has RECALL [redacted]

(RO) Correction:

PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS. REMOVED TRANS AND TRANSFER CASE AND INSPECTED FOR K1 CLUTCH SNAP RING INTERNAL TO TRANSMISSION. FOUND SNAP RING DISLODGED AND CLUTCHES CAUSING WEAR ON HUB [redacted] AND HUB [redacted]. FOLLOWED [redacted] [redacted] FOR PART IDENTIFICATION AND REPLACEMENT. REPLACED [redacted] INPUT ASSEMBLY AND DAMAGED HUBS, ALONG WITH TORQUE CONVERTER BOLTS AND PROP SHAFT BOLTS. TORQUED ALL BOLTS TO SPEC. Installed Transmission with new torque converter bolts. Reinstalled transfer case along with Front and Rear Drive shafts. Filled transmission to spec and Preformed transmission quick relearn. Test drove vehicle and verified proper operation. Rechecked fluid level and verified proper fluid level. REMOVED TRANS AND TRANSFER CASE AND INSPECTED FOR K1 CLUTCH SNAP RING INTERNAL TO TRANSMISSION. FOUND SNAP RING DISLODGED AND CLUTCHES CAUSING WEAR/ GOUGES ON HUB [redacted] AND HUB [redacted] and [redacted] nec to replace assembly. Performed [redacted] REPLACED K1 INPUT ASSEMBLY AND DAMAGED HUBS, ALONG WITH TORQUE CONVERTER BOLTS AND PROP SHAFT BOLTS. TORQUED ALL BOLTS TO SPEC. Installed Transmission with new torque converter bolts. Rein

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] TRANSMISSION GEAR

(Claim) Cause:

VEHICLE HAS OPEN RECALL 71A AISIN TRANSMISSION GEAR.

(Claim) Correction:

REMOVED TRANS AND TRANSFER CASE AND INSPECTED FOR K1 CLUTCH SNAP RING INTERNAL TO TRANSMISSION. FOUND SNAP RING DISLODGED AND CLUTCHES CAUSING WEAR/ GOU GES ON HUB [redacted] AND HUB [redacted] AND [redacted] NEC TO REPLACE ASSEM BLY. PERFORME[redacted] REPLACED K1 INPUT ASSEMBLY AND DAMAGED HUBS, AL ONG WITH TORQUE CONVERTER BOLTS AND PROP SHAFT BOLTS. TORQUED ALL BOLTS TO SPEC. INSTALLED TRANSMISSION WITH NEW TORQUE CONVERTER BOLTS. REINSTALLED T RANSFER CASE ALONG WITH FRONT AND REAR DRIVE SHAFTS. FILLED TRANSMISSION TO SPEC AND PREFORMED TRANSMISSION QUICK RELEARN. TEST DROVE VEHICLE AND VERIFI ED PROPER OPERATION. RECHECKED FLUID LEVEL AND VERIFIED PROPER FLUID LEVEL.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	DP0L94 - 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***	[redacted]	[redacted]	JEEP RAM	***Zone***	[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	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:

Customer Satisfaction Notification [redacted]- Aisin Transmission (Recall Customer Satisfaction Notification 8) Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) (Multi-point inspection according to maintenance interval)

(RO) Cause:

PERFORM MULTI-POINT INSPECTION

(RO) Correction:

NO PARTS AVAILABLE AT THIS TIME REPLACED THE HEATER GRID RECALL .2 PERFORMED MULTIPOINT INPSECTION.

(RO) Technical 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***	$0.00	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

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

[redacted]

Condition Information

Condition		[redacted]	***Failure***	***Failure Desc***	[redacted]					
[redacted]		Diesel Exhaust Fluid System, Trouble Not Found ; Diesel Exhaust Fluid System	OD							[redacted]

RO Narratives

(RO) Customer Concern:

Engine Light [CUSTOMER STATES SERVICE DEF SYSTEM LIGHT IS ON MORECOLD START WILL GO OUT AFTER DRIVING AWHILE] CUSTOMER STATES RADIO SWITCHES SCREENS BY ITSELF

(RO) Cause:

. .

(RO) Correction:

[redacted] USED SCAN TOOL AND CHECKED FORDTC'S. NO DTC'S WERE FOUND. TEST DROVEVEHICLE AND COULD NOT DUPLICATE CONCERN. DEFSYSTEM IS WORKING CORRECTLY AT THIS TIME.CHECKED FOR TSB'S AND UPDATES FOR CONCERN.NONE FOUND. Diesel Exhaust Fluid System, Trouble Not Found- No Repair/Trouble Not Found Diesel Exhaust Fluid System (2 - Skilled) [redacted] SCREEN ON ORDER PART ON ORDER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ENGINE LIGHT [CUSTOMER STATES SERVICE DEF SYSTEM LIGHT IS ON MORE COLD START W ILL GO OUT AFTER DRIVING AWHILE]

(Claim) Cause:

COULD NOT DUPLICATE CONCERN AT THIS TIME

(Claim) Correction:

USED SCAN TOOL AND CHECKED FOR DTC'S. NO DTC'S WERE FOUND. TEST DROVE VEHICLE AND COULD NOT DUPLICATE CONCERN. DEF SYSTEM IS WORKING CORRECTLY AT THIS TIM E. CHECKED FOR TSB'S AND UPDATES FOR CONCERN. NONE FOUND.

Warranty Claim Report

Vehicle Information

[redacted]	[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)**	42

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	[redacted] Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	SNAP RING	1	X	12.65	$39.24
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	SEAL RING	4		57.87	$39.24
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	SEAL RING	1		8.30	$39.24
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] ; 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]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	6		50.38	$39.24
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	GASKET	1		20.23	$39.24

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] piece propeller shaft equipped			[redacted]	SEAL RING	1		14.47	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SNAP RING	1	X	12.65	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	4		[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]	[redacted]	1		8.30	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	O-RING	1		37.03	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		45.22	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	WASHER	1		9.81	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		29.14	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		50.38	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		20.23	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		14.47	[redacted]

RO Narratives

(RO) Customer Concern:

Customer Satisfaction Notification [redacted] - [redacted] Transmission [redacted] TRANSMISSION [redacted] INOP [redacted] TRANSMISSION ROUGH SHIFT COMPLETE MULTI-[redacted] INSPECTION CHECK TIRE PRESSURE PERFORM QUALITY CONTROL TEST DRIVE

(RO) Cause:

PERFORM RECALL [redacted] REPLACE K1 SNAP RING AND INSPECT INTERNALS FOR ANY OTHER ISSUES. [redacted] CLOSED AND RECALL LINE 1 PERFORM [redacted] INSPECT AND UPDATE [redacted] SOFTWARE IF AVAILABLE QUALITY CONTROL

(RO) Correction:

PERFORM RECALL [redacted] REMOVED BATTERY [redacted] DRIVESHAFT, HARNESS, PTO, CROSSMEMBER, TRANSMISSION AND TORE DOWN TRANSMISSION TO REMOVE K1 CLUTCH SNAP RING. REPLACED SNAP RING AND REASSEMBLED TRANSMISSION. REINSTALLED ONTO VEHICLE ALONG WITH CROSSMEMBER, PTO, HARNESS [redacted] DRIVESHAFT, AND BATTERY. FILLED TRANSMISSION WITH FRESH FLUID AND STARTED VEHICLE. ROAD TESTED VEHICLE AND VERIFIED REPAIRS. VEHICLE IS CURRENTLY FUNCTIONING AS DESIGNED [redacted] PERFORMED [redacted] UPDATED [redacted] SOFTWARE TO LATEST SOFTWARE LEVEL AND PERFORMED QUICKLEARN PROCEDURE 1[redacted]-05-[redacted] PERFORMED MULTI-[redacted] INSPECTION PERFORMED TIRE PRESSURE CHECK PERFORMED QUALITY CONTROL TEST DRIVE PER DEALER POLICY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] TRANSMISSION ROUGH SHIFT

(Claim) Cause:

PERFORM [redacted] INSPECT AND UPDATE [redacted] SOFTWARE IF AVAILABLE

(Claim) Correction:

PERFORME[redacted] UPDATED [redacted] SOFTWARE TO LATEST SOFTWARE LEVEL AND PERFOR MED QUICKLEARN PROCEDURE 1[redacted]-05-[redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP4L63 - RAM 4500 REG CAB CHASSIS
Build Date	[redacted]	**Plant**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

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

RO Narratives

(RO) Customer Concern:

Customer Satisfaction Notification [redacted] - Aisin Transmission [redacted] [redacted] [redacted] AISIN TRANSMISSION GEARS 1-4 INOP [redacted] [redacted] AISIN TRANSMISSION ROUGH SHIFT COMPLETE MULTI-POINT INSPECTION CHECK TIRE PRESSURE PERFORM QUALITY CONTROL TEST DRIVE

(RO) Cause:

PERFORM RECALL [redacted] REPLACE K1 SNAP RING AND INSPECT INTERNALS FOR ANY OTHER ISSUES. [redacted] CLOSED AND RECALL LINE 1 PERFORM [redacted] INSPECT AND UPDATE [redacted] SOFTWARE IF AVAILABLE QUALITY CONTROL

(RO) Correction:

PERFORM RECALL [redacted] REMOVED BATTERY [redacted] DRIVESHAFT, HARNESS, PTO, CROSSMEMBER, TRANSMISSION AND TORE DOWN TRANSMISSION TO REMOVE K1 CLUTCH SNAP RING. REPLACED SNAP RING AND REASSEMBLED TRANSMISSION. REINSTALLED ONTO VEHICLE ALONG WITH CROSSMEMBER, PTO, HARNESS [redacted] DRIVESHAFT, AND BATTERY. FILLED TRANSMISSION WITH FRESH FLUID AND STARTED VEHICLE. ROAD TESTED VEHICLE AND VERIFIED REPAIRS. VEHICLE IS CURRENTLY FUNCTIONING AS DESIGNED [redacted] [redacted] PERFORMED [redacted] UPDATED [redacted] SOFTWARE TO LATEST SOFTWARE LEVEL AND PERFORMED QUICKLEARN PROCEDURE 18[redacted]-05-RT .4 PERFORMED MULTI-POINT INSPECTION PERFORMED TIRE PRESSURE CHECK PERFORMED QUALITY CONTROL TEST DRIVE PER DEALER POLICY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] [redacted] AISIN TRANSMISSION ROUGH SHIFT

(Claim) Cause:

PERFORM [redacted] INSPECT AND UPDATE TCM SOFTWARE IF AVAILABLE

(Claim) Correction:

PERFORME[redacted] UPDATED TCM SOFTWARE TO LATEST SOFTWARE LEVEL AND PERFOR MED QUICKLEARN PROCEDURE 18-19-05[redacted]

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition			Failure	Failure Desc	[redacted]	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[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			[redacted]	FLUID AFT	7		93.39	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	1152.01	[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				BOLT	3		11.30	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				BOLT	9		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				BOLT	3		19.54	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				BOOT	1		36.73	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68254056AB	HUB	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				BEARING	1		33.59	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68284039AA	BEARING	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	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]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	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	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOOT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	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]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	7		93.39	[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]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	9		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]	BOLT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	9		58.62	[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]	BOLT	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]	BOOT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		57.37	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	4		44.89	[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]	O-RING	1		28.72	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	SEAL	1		29.35	[redacted]

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

RO Narratives

(RO) Customer Concern:

MISC MISC

(RO) Cause:

VERIFIED TRUCK WILL NOT MOVE FOWARD, ONLY

(RO) Correction:

[redacted] - DIAGNOSTIC ALLOWANCE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE TOWED IN, WAS DRIVING AT [redacted] HEARD A CL UNK, NOW WILL NOT GO FORWARD, BUT CAN BACK UP

(Claim) Cause:

VERIFIED TRUCK WILL NOT MOVE FOWARD, ONLY REVERSE, CHECKED FLUID LEVEL, IT'S O K, CONNECTED SCAN TOOL, CHECKED DTC'S, TCM HAS [redacted] GEAR 1 SHIFT INCORRECT RATIO. FOUND [redacted]. [redacted] ORDERED PARTS

(Claim) Correction:

REMOVED PTO, REMOVED TRANS, DISASSEMBLED TRANS TO REPLACE [redacted] CLUTCH, FOUND MOR E DAMAGE, NEED TO ORDER K2 HUB AND BEARING. REPLACED NECESSARY PARTS AND REA SSEMBLED, NOW HAVE FORWARD GEAR, BUT HAS HARSH ENGAGMENT

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,552.31	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	9		[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				GASKET	1		51.17	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FILTER	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]	1	X	1152.01	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	6		80.04	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		51.17	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FILTER	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1 [redacted]	X	1152.01	[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]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	FILTER	1		126.42	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]

RO Narratives

(RO) Customer Concern:

MISC MISC N

(RO) Cause:

AFTER COMPLETING TSB [redacted]A. THE TRANS TRUCK EQUIPPED WITH PTO, NEEDED TO REMOVE FROM

(RO) Correction:

[redacted] - [redacted] [redacted] - [redacted] [redacted] - [redacted] [redacted] - [redacted] [redacted] - Pan, Oil Related Repairs Aisin Transmission

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AFTER INSTALLING TSB [redacted]A, VEHICLE HAS HA RSH ENGAGEMENT WHEN PUTTING INTO DRIVE.

(Claim) Cause:

AFTER COMPLETING TSB [redacted]A. THE TRANS HAS A HARSH ENGAGEMENT INTO FI RST GEAR. CONTACTED STAR. ADVISED TO REMOVE VALVE BODY AND COMPLETE AIR CHEC K OF [redacted] CLUTCH. REMOVED VALVE BODY, AIR CHECKED K1 AND K2. [redacted] IS LEAKING. UP DATED STAR CASE, WAS ADVISED TO REPLACE [redacted] CLUTCH AGAIN. ORDERED PARTS

(Claim) Correction:

REMOVED TRANS AGAIN, REPLACED K1 CLUTCH ASSEMBLY. DURING ASSEMBLY, K1 CLUTCH W OULD NOT INTALL PROPERLY, NOT GETTING CORRECT DEPTH MEASUREMENT, REMOVED PTO AND INSPECTED THROUGH OPENING, IT'S NOT SITTING DOWN, AFTER SEVEAL ATTEMPTS , ALL CLUTCHES FINALLY LINED UP. REINSTALLED VALVE BODY AND FILLED TRANS, CO MPLETED QUICKLEARN, AND VERIFIED OPERTION

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**	$2,346.40	[redacted]	$0.00	**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	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	Starter ; 6.7 liter diesel engine	[redacted]	[redacted]	[redacted]	STARTER	1	X	1083.89	$81.01
B	[redacted]	Transmission , DEF equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1171.68	$81.01
[redacted]		Transmission , DEF equipped pick-up only			[redacted]	[redacted]			[redacted]	
B	[redacted]	Transmission , DEF equipped pick-up only			[redacted]	FLUID AFT	5		67.84	$81.01
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1171.68	$162.02
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	5		67.84	$162.02
B	21000A61	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
B	21000A61	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
B	21000A61	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	5		[redacted]	
B	21000A62	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
B	21000A62	Transmission, Remove and install for recondition - [redacted] /AS69RC ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
B	21000A62	Transmission, Remove and install for recondition - [redacted] /AS69RC ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	5		67.84	$27.00

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	6		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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:

CUST STATES VEHICLE ONLY HAS REVERSE CUST STATES VEHICLE WILL SPIN OVER BUT NOT START

(Claim) Cause:

PERFORMED TSB TO REPLACE K2 CLUTCH HUB ASSEMBLY VEHICLE WILL NOT SPIN OVER, BATTERIES PASSED LOAD TEST, REMOVED STARTER AND BE NCH TESTED, STARTER FAILED BENCH TEST, INTERNAL STARTER FAILURE

(Claim) Correction:

PERFORMED TSB TO REPLACE K2 CLUTCH ASSEMBLY, VEHICLE NOW DRIVES FORWARD BUT SL IPS IN [redacted] REMOVED AND REPLACED STARTER

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

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	7518.57	$81.01
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		174.00	$81.01
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	5		67.84	$81.01
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		174.00	$526.58
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	5		67.84	$526.58
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	7518.57	$54.01
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	COOLER	1		86.92	$54.01
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	[redacted]	1		174.00	$54.01
[redacted]		Transmission, Replace - automatic ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	[redacted]			
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		86.92	$27.00
[redacted]		Transmission, Replace - automatic ; [redacted]			[redacted]	[redacted]	[redacted]			

		propeller shaft equipped								
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	5		67.84	$27.00
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		174.00	$81.01
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	5		67.84	$81.01
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted])			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted])			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted])			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - [redacted])			[redacted]	FLUID AFT	5		67.84	$243.04
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	5		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUST STATES VEH WILL SPIN OVER BUT NO START AUTO TRANSMISSION CONCERN.VEHICLE ONLY HAS REVERSE TOWING AUTO TRANSMISSION CONCERN

(RO) Cause:

TOWING

(RO) Correction:

removed and replaced starter . no issue after repairs performed k2 clutch hub recall TOWING removed and replaced transmission and trans cooler. set fliuid to correct level and test drove with no issues after repairs

(RO) Technical Notes:

INTERNAL TRAN FAILURE

GCS Narratives

(Claim) Customer Concern:

VEHICLE WILL NOT SHIFT PROPERLY

(Claim) Cause:

INTERNAL TRANSMISSION FAILURE AFTER TSB COMPLETION, VEHICLE WILL MOVE BUT IS S TILL NOT SHIFTING PROPERLY

(Claim) Correction:

REMOVED AND REPLACED TRANSMISSION AND TRANS COOLER, SET FLUID TO CORRECT LEVEL AND TEST DROVE, NO ISSUES AFTER REPAIR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28R81 - RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,047.76	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	SHERIDAN MOTOR INC	[redacted]	[redacted]
Address	1858 COFFEEN AVE , SHERIDAN, WY 82801				

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]			[redacted]	
[redacted]		Transmission - DEF equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	$116.77
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] - Particulate Matter Sensor **] Flash Software 1 [Software Flash for PCM **] Automatic Transmission Concern [Customer states transmission will no longer shift is a limp mode] QUICK LANE OIL CHANGE SERVICE-OIL AND FILTER CHANGE-FLUID CHECK AND TOP OFF-AIR PRESSURE CHECK-GREASE ALL FITTINGS- MULTI POINT SAFETY INSPECTION MULTI-POINT INSPECTION -CHECKLIST FORM - -

(RO) Cause:

. . Transmission Concern oil change

(RO) Correction:

Recall / Customer Satisfaction Notification1 RECALL - - - Flash Software 1 SPECIAL POLICY - - [redacted] Transmission Concern [redacted] - [redacted] that their transmission ishaving issues moving. Verified customercomplaint and found that the K1 snap ring haddislodged. Removed front and rear drivelines. Removed skid plate and DEF tankassembly. Removed cross member and transmount. Removed t-case. Removed Transmissionassembly from vehicle and discarded torqueconverter bolts. Disassembled transmissionand installed new K1 clutch assembly.Assembled transmission. Installedtransmission

with new torque converter bolts.Installed t-case. Installed cross member andtrans mount. Installed DEF tank assembly andskid plate. Installed front and rear drivelines. Topped off transmission. PerformedQuciklearn procedure. Test drove vehicle toverify correct shifting and operation.Verified vehicle had no leaks. Automatic Transmission Concern AUTO TRANSMISSION - - - [redacted] oil change 50 Changed engine oil andoil filter, filled with [redacted] [redacted] QUICK LANE OIL CHANGE SERVICE-OIL AND FILTER CHANGE-FLUID CHECK AND TOP OFF-AIR PRESSURE CHECK-GREASE ALL FITTINGS- MULTI POINT SAFETY INSPECTION MULTI-POINT INSPECTION - CHECKLIST FORM - -

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION ISSUES MOVING

(Claim) Cause:

K1 SNAP RING DISLODGED

(Claim) Correction:

INSTALLED NEW K1 CLUTCH ASSEMBLY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28H92 - [redacted]	BIG [redacted]	CREW [redacted] 4X4
Build Date	[redacted]	***Plant***	[redacted] ASSEMBLY PLANT	***Coverage***	[redacted]		

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

C[redacted]	***LOP***	***LOP Desc***	***Failure*** [redacted]	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	52.29	$34.53 [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:

RECALL

(Claim) Correction:

RECALL [redacted]-- REPLACED GRID HEATER RELAY AND VERIFIED VEHICLE IS OPER ATING CORRECTLY

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$7,750.68	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]			Failure	Failure [redacted]	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
B	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only				TRANSMISS	1	X	[redacted]	
B	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only				FLUID AFT	1		14.28	$69.19
[redacted]		Transmission, Replace - automatic ; AS68RC/[redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; AS68RC/[redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	1		14.28	$449.71
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	7[redacted]	
[redacted]		Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	1		14.28	$23.06
B	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
B	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	1		14.28	$69.19
[redacted]		[redacted] Quick Learn ; [redacted] Transmissions only			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		[redacted] Quick Learn ; [redacted] Transmissions only			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Module, [redacted] ( ) ; Module, [redacted] (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

Anti-Lock Brake Light [CUSTOMER REPORTS THAT THERE IS A BAD SHIMMY AND SHUTTER WHEN SGIFTING FROM [redacted] TO [redacted]] Automatic Transmission Concern [CUSTOMER STATES SINCE THE TRANSMISSION REPAIR THERE IS A VIBRATION WITHIN THE TRUCK, ALL SPEEDS, MORE NOTICEABLE WHEN UNDER A LOAD AND PULLING A TRAILER] Multi-point inspection (according to maintenance interval) [Contact. [redacted] at [redacted]] Recall / Customer Satisfaction Notification 2 [Customer Satisfaction Notification [redacted] - Aisin Transmission **] Recall / Customer Satisfaction Notification 3 [Emissions Recall [redacted] - Particulate Matter Sensor **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Intake Air Grid Heater Relay **]

(RO) Cause:

. . . . . .

(RO) Correction:

[redacted] INSPECT VEHICLE AND VERIFIED CONCERNFOUND WHE[redacted] TO [redacted] SHIFT UNDER LOADVEHICLE WILL SHUDDER THEN BANG INTO GEAR ,INSPECT FLUID LEVEL WITHIN SPEC, PERFFORM TCMUPDATE PER TSB#TSB:[redacted] -[redacted] -Transmissionand TransferCase ANDQUICK LEARN Calibration[redacted] AS69RC [redacted] Current Part Number:[redacted] Part Number:[redacted] RE-CHECK TO FOUNDTRANS SHIFT QUALITY IS STILL POOR STRONGSHUDDER WHEN SHIFTING UNDER LOAD RECOMMEND TOREMOVE PAN TO FURTHER INSPECT Anti-Lock Brake Light [redacted] VERIFIED CONCERN INSPECT AND FONDSOME DEBRIS IN PAN, STAR CASE STARTED, CASECLOSED SERVICE MANAGER AND DM AUTHORISEDTRANSMISSION REPLACEMENT. REPLACEDTRANSMISSION INSTALLED [redacted] FLUIDPERFORM QUICK LEARN AND ROAD TEST OK Automatic Transmission Concern AUTOMATIC TRANSMISSION CONCERN [redacted] PERFORM MULTI POINT INSP Multi-point inspection (according to maintenanceinterval) MOPAR EXPRESS LANE INSPECTION [redacted] PERFORM RECALL [redacted] COMPLETE NOREPAIRS MADE Recall / Customer Satisfaction Notification2 PERFORM RECALL [redacted] SENSOR MISSING FROM VEHICLE BUILDPARTS ORDERED 1[redacted] Recall / Customer Satisfaction Notification3 PERFORM RECALL [redacted] ORDERED FOR RECALL [redacted] NO WORKPERFORMED 1[redacted] Recall / Customer Satisfaction Notification1 PERFORM RECALL

(RO) Technical Notes:

VIBRATION AT ALL SPEEDS, MORE WHEN UNDER A LOAD OR PULLING A TRAILER RECALL [redacted] WAS COMPLETED ON [redacted]

GCS Narratives

(Claim) Customer Concern:

ANTI-LOCK BRAKE LIGHT [CUSTOMER REPORTS THAT THERE IS A BAD SHIMMY AND SHUTTER AUTOMATIC TRANSMISSION CONCERN [CUSTOMER STATES SINCE THE TRANSMISSION REPAIR WHEN SGIFTING FROM [redacted] TO [redacted]] THERE IS A VIBRATION WITHIN THE TRUCK, ALL SPEEDS, MORE NOTICEABLE WHEN UNDER A LOAD AND PULLING A TRAILER]

(Claim) Cause:

INSPECT VEHICLE AND VERIFIED CONCERN FOUND WHEN [redacted] TO [redacted] SHIFT UNDER LO AD VEHICLE WILL SHUDDER THEN BANG INTO GEAR , INSPECT FLUID LEVEL WITHIN SPE VERIFIED CONCERN INSPECT AND FOND SOME DEBRIS IN PAN, STAR CASE STARTED, CASE C, PERFFORM TCM UPDATE PER TSB#TSB:[redacted] -TRANSMISSIONAND TRANSFE CLOSED SERVICE MANAGER AND DM AUTHORISED TRANSMISSION REPLACEMENT. REPLACED RCASE AND QUICK LEARN CALIBRATION:[redacted] AS69RC [redacted] CURRENT PAR TRANSMISSION, DEF, [redacted] AND [redacted] PROP SHAFT INSTALLED [redacted] FLUID P ERFORM QUICK LEARN AND ROAD TEST OK T NUMBER:[redacted] NEW PART NUMBER:[redacted] RE-CHECK TO FOUND TRANS SHIFT QUALITY IS STILL POOR STRONG SHUDDER WHEN SHIFTING UNDER LOAD RECOMMEND TO REMOVE PAN TO FURTHER INSPECT

(Claim) Correction:

VERIFIED CONCERN INSPECT AND FOND SOME DEBRIS IN PAN, STAR CASE STARTED, CASE CLOSED SERVICE MANAGER AND DM AUTHORISED TRANSMISSION REPLACEMENT. REPLACED INSPECT VEHICLE AND VERIFIED CONCERN FOUND WHEN [redacted] TO [redacted] SHIFT UNDER LO TRANSMISSION, DEF, [redacted] AND [redacted] PROP SHAFT INSTALLED [redacted] FLUID P AD VEHICLE WILL SHUDDER THEN BANG INTO GEAR , INSPECT FLUID LEVEL WITHIN SPE ERFORM QUICK LEARN AND ROAD TEST OK C, PERFFORM TCM UPDATE PER TSB#TSB:[redacted] -TRANSMISSIONAND TRANSFE RCASE AND QUICK LEARN CALIBRATION:[redacted] AS69RC [redacted] CURRENT PAR T NUMBER:[redacted] NEW PART NUMBER:[redacted] RE-CHECK TO FOUND TRANS SHIFT QUALITY IS STILL POOR STRONG SHUDDER WHEN SHIFTING UNDER LOAD RECOMMEND TO REMOVE PAN TO FURTHER INSPECT

Warranty Claim Report

Vehicle Information

[redacted]	[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**	$63.53	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	63 [redacted]
Address	21777 KATY FREEWAY , KATY, TX 77450				

Condition Information

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

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

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

(Claim) Cause:

RECALL [redacted]

(Claim) Correction:

TECH [redacted] PERFORMED RECALL PER SERVICE MANUAL.

Warranty Claim Report

Vehicle Information

[redacted]	[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]	[redacted]	$0.00	Total Paid	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	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]	BOLT	6		[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]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	4		68.80	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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		29.14	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]

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 DRIVING 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

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

Expense

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

Dealer Information

[redacted]	***Name***	[redacted]	[redacted]
Address	1793 WHITEFORD ROAD , YORK, PA 17402		

Condition Information

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

(RO) Cause:
NA

(RO) Correction:
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 Code**	[redacted]

Claim Information

Claim #	[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	1793 WHITEFORD ROAD , YORK, PA 17402		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	97.20	[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		3.52	[redacted]
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

[redacted]

(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 Code** [redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$807.27	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] RAM	**Zone**	[redacted]
Address	1890 DOGWOOD DR SE , CONYERS, GA 30013				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]	[redacted]0	Shroud, radiator fan			00000[redacted]	RADIATOR	1	X	[redacted]	
[redacted]	[redacted]0	Shroud, radiator fan			[redacted]	[redacted]Z	2		[redacted]	
A	[redacted]6	Shroud, radiator fan ; [redacted] liter diesel engine, shroud engine side			00000[redacted]	RADIATOR	1	X	[redacted]	
A	[redacted]6	Shroud, radiator fan ; [redacted] liter diesel engine, shroud engine side			[redacted]	[redacted]Z	[redacted]			
[redacted]		Radiator ; [redacted] diesel engine - Single Cooling	X4	[redacted] LEAKS	00000[redacted]	RADIATOR	1	X	[redacted]	
[redacted]		Radiator ; [redacted] diesel engine - Single Cooling	X4	[redacted] LEAKS	[redacted]	[redacted]Z	[redacted]			

RO Narratives

(RO) Customer Concern:

ENGINE MECHANICAL CONCERNS--[redacted] DIAG RECALL

(RO) Cause:

found vehicle is leaking coolant. pressure tested

(RO) Correction:

[redacted] - RADIATOR-PRESSURE TEST AND REPLACE (C); [redacted] - SHROUD, RADIATOR FAN-REPLACE (C); [redacted]0 - [redacted]

(RO) Technical Notes:

REMO[redacted]G AND REINSTALLING FAN SHROUDS CORRECTLY OEM PART FOR CUSTOMER SATISFACTION - INVOICE ATTACHED FOR USE OF [redacted] PART - A/T IS FOR REMOVAL/REINSTALLATION OF FAN SHROUDS

GCS Narratives

(Claim) Customer Concern:

RADIATOR IS LEAKING

(Claim) Cause:

FOUND VEHICLE IS LEAKING COOLANT. PRESSURE TESTED SYSTEM AND FOUND RADIATOR IS LEAKING ON LOWER RIGHT SIDE. UPON CLOSER INSPECTION FOUND OUTER FAN SHROUD IS PUSHING INNER SHROUD ONTO RADIATOR AND CAUSING IT TO RUB HOLE IN RADIATOR . RADIATOR NEEDS TO BE REPLACED AND FAN SHROUDS INSTALLED CORRECTLY.

(Claim) Correction:

REPLACED RADIATOR IN VEHICLE, REMOVED/REINSTALLED FAN SHROUDS TO NOT PUSH ON T O NEW RADIATOR AND FILLED SYSTEM WITH COOLANT TEST DROVE TO VERIFY REPAIR.

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	***In Service Date***	[redacted]
Claim Type	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***	AUTONATION [redacted]	***Zone***	[redacted]
Address	21027 NORTH FWY # IH-45 , SPRING, TX 77388				

Condition 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]	SENSOR	1	X	105.79	[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		3.83	[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]33AB	[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

[redacted]	[redacted] - [redacted]	Year	[redacted]	Body	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	[redacted]	Plant	[redacted] ASSEMBLY [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]	$0.00	Total Paid [redacted]

Dealer Information

Code	[redacted]	Name	COMMONWEALTH DODGE INC [redacted]
Address	6408 PRESTON HIGHWAY , LOUISVILLE, KY 40219		

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 ; [redacted] equipped [redacted] pick-up only			[redacted]	RING	1		11.44	$70.22
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RING	1		6.56	$70.22
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	O-RING	1		29.28	$70.22
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68085955AA	[redacted]R	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			06509166AA	BOLT	4		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68254056AB	HUB	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		40.24	$70.22
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		42.32	$70.22
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		29.68	$70.22
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[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			68254056AB	HUB	1	X	328.00	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253815AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253816AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	3		[redacted]	[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			[redacted]	BOLT	6		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			68019782AA	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			68244579AA	O-[redacted]	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			68085955AA	WASHER	1		7.76	$23.41
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	6		23.04	$23.41
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	HUB	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	RACE	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	FLUID AFT	3		40.80	$23.41
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL RING	1		11.44	[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 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]	O-RING	1		29.28	[redacted]
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		35.76	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	WASHER	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]	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]	BOLT	4		26.56	[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]	1	X	[redacted]	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly -	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		[redacted]	

		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]	RACE	1		42.32	[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		29.68	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AE	FLUID AFT	9		122.40	$[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AE	FLUID AFT	3		40.80	$[redacted]
B	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	50.24	$[redacted]

RO Narratives

(RO) Customer Concern:

CHECK ENGINE LIGHT IS ON. VEHICLE JERKS WHEN SHIFTED INTO DRIVE [redacted] RAM HEAVY DUTY GRID HEATER RELAY [redacted] MY DD/DP/D2 AISIN TRANS GEARS 1-4 INOP

(RO) Cause:

MAINTENANCE RECALL F

(RO) Correction:

[redacted] DISOLGED [redacted] HUB SNAP RING NO WORKPERFORMED, SEE BELOW FOR REPAIR PERFORMED [redacted] RECALL 20 INSTALLED REVISED AIR GRIDHEATER RELAY PER RECALL ,RECALL COMPLETE PERFORMED RECAL[redacted] DISOLGGED [redacted] SNAP RING CAUSING [redacted] SEAL FAILURE [redacted] REPLACED [redacted] CLUTCHASSEMBLY PER [redacted] AND CONSEQUENTIAL DAMAGED [redacted] HUB THE HUB HAD GROOVES IN THE SPLINEINSIDE THE HUB , FILL FLUID AND COMPLETEQUICK LEARN PROCEDURE. COMPLETE 20 MILE TESTDRIVE TO VERIFY SYSTEM OPERATION. NO FURTHERPROBLEM FOUND AT THIS TIME. PERFORMED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CON FROM RECALL CLAIM

(Claim) Cause:

SNAP RING DISLODGED AND BURNT UP CLUTCHES

(Claim) Correction:

CONTINUATION FROM RECALL CLAIM

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	***Name***	COMMONWEALTH DODGE INC	[redacted]	[redacted]
Address	[redacted]				

Condition Information

Condition [redacted]		***Desc***	***Failure*** [redacted]	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	[redacted] ***Expense***
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted]	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CHECK ENGINE LIGHT IS ON. VEHICLE JERKS WHEN SHIFTED INTO DRIVE [redacted] RAM HEAVY DUTY GRID HEATER RELAY [redacted] MY DD/DP/D2 AISIN TRANS GEARS 1-4 INOP

(RO) Cause:

MAINTENANCE RECALL F

(RO) Correction:

[redacted] DISOLGED [redacted] HUB SNAP RING NO WORKPERFORMED, SEE BELOW FOR REPAIR PERFORME[redacted] RECALL 20 INSTALLED REVISED AIR GRIDHEATER RELAY PER RECALL ,RECALL COMPLETE PERFORMED RECAL[redacted] DISOLGGED [redacted] SNAP RING CAUSING [redacted] SEAL FAILURE [redacted] REPLACED [redacted] ASSEMBLY PER [redacted] CONSEQUENTIAL DAMAGED [redacted] HUB THE HUB HAD GROOVES IN THE SPLINEINSIDE THE HUB , FILL FLUID AND COMPLETEQUICK LEARN PROCEDURE. COMPLETE 20 [redacted] TESTDRIVE TO VERIFY SYSTEM OPERATION. NO FURTHERPROBLEM FOUND AT THIS TIME. PERFORMED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CON FROM RECALL CLAIM

(Claim) Cause:

SNAP RING DISLODGED AND BURNT UP CLUTCHES

(Claim) Correction:

CONTINUATION FROM RECALL CLAIM

Warranty Claim Report

Vehicle Information

[redacted]	[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	$1,028.24	Sublet	[redacted]	Total Paid	[redacted]

Dealer Information

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

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]	6		28.29	$92.08
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		8.15	$92.08
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	GREASE	1		71.99	$92.08
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		150.27	$92.08
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	5		83.48	$92.08
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1441.80	$92.08
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		8.05	$92.08
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		43.90	$92.08
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	WASHER	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted]	6		28.29	$184.16
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted]	1		8.15	$184.16
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		71.99	$184.16
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission, Remove and install for recondition -			[redacted]	FLUID AFT	[redacted]			

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	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	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]	GREASE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	5		[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	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		28.29	$705.96
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	BOLT	1		[redacted]	

		[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	ZZ	SERVICE ACTION	[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
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]	CLUTCHKIT	1	X	1441.80	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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		8.05	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES ONLY [redacted] AND REVERSE [redacted], CHECK ENGINE LIGHT WON'T GO [redacted]

(RO) Cause:

NA

(RO) Correction:

Multi point Inspection

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] - CUSTOMER STATES ONLY [redacted] AND REVERSE [redacted], CHECK ENGINE LIGHT W ON'T GO [redacted]

(Claim) Cause:

FOUND [redacted] [redacted] GEAR [redacted] INCORRECT REMOVED TRANSMISSION AND OPENED TRAN SMISSION FOUND THE K1 CLUTCH SNAP RING FAILED REMOVED THE TRANS FOUND THE KI SNAP RING FAILED WITH WITH INPUT SHAFT ASSEMBLY FOUND SERVICE BULLETIN [redacted] B

(Claim) Correction:

REPLACED THE COMPLETE INPUT K1 ASSEMBLY SHAFT BY [redacted] REPLACED [redacted] USE BOLTS, HEX FLANGE, INSTALLED NEW SEAL RING, INSTALLED TRANSMISSION OIL PUMP GASKET, INSTALLED CLUTCH KIT, RE FILLED TRANSMISSION OIL AND GRE ASED INTERNAL RESET CVI RELEARN THE TRANS ROAD TEST

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	$1,234.97	**Sublet**	[redacted]	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	FRISCO [redacted]	**Zone**	[redacted]
Address	9640 STATE HWY 121 , FRISCO, TX 75035				

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]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TRANSMISS	1	X	10093.53	$52.55
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION IS SHIFTING HARD CUSTOMER STATES AT TIMES THERE IS AHARD START CHECK AND ADVISE

(RO) Cause:

[redacted]

(RO) Correction:

[redacted] performed recall for snap ringreplacement, reinstalled parts and roadtested. after driving for several miles.during road test found transmission haddelayed shifting through all gears. cel cameon scanned dtc [redacted] gear 3 error ratio roadtested and shifting harsh through all gears.perfromed quicklearn and road tested, harshshifting is still present. found transmissioninternal failure due to snap ring dislodgingcausing metal debris to get into clutches andcirculate through fluid causing harshshifting. transmission failed. [redacted] 3.9.[redacted].6. 21002760 [redacted] [redacted] 510replaced transmission assembly and flushedout cooler. road tested now shifting normal.cel is now off. REPLACE TRANS REPLACE AUTOMATIC TRANS could not duplicate NO WORK COMPLETED AT THISTIME

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATS TRANSMISSION IS SHIFTING HARD

(Claim) Cause:

PERFORMED RECALL FOR SNAP RING REPLACEMENT, REINSTALLED PARTS AND ROAD TESTED. AFTER DRIVING FOR [redacted]. DURING ROAD TEST FOUND TRANSMISSION HAD DE LAYED SHIFTING THROUGH ALL [redacted]. CEL CAME ON SCANNED DTC [redacted] GEAR 3 ERROR R ATIO ROAD TESTED AND SHIFTING HARSH THROUGH ALL [redacted]. PERFROMED QUICKLEARN AND ROAD TESTED, HARSH SHIFTING IS STILL PRESENT. FOUND TRANSMISSION INTERNA L FAILURE DUE TO SNAP RING DISLODGING CAUSING METAL DEBRIS TO GET INTO CLUTCHE S AND CIRCULATE THROUGH FLUID CAUSING HARSH SHIFTING. TRANSMISSION FAILED.

(Claim) Correction:

REPLACED TRANSMISSION ASSEMBLY AND FLUSHED OUT COOLER. ROAD TESTED NOW SHIFTIN G NORMAL

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

Expense

Labor	[redacted]	**Sublet**	$98.52	**Part**	$0.00	**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	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 (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	91.88	[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		3.32	[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:

Customer States inspect DEF issue, only reads full or low Customer States open recall particulate matter sensor

(RO) Cause:

inspect for missing sensor [redacted]--.2install PM sensor reprogram [redacted]---.8install PM and rteprogram Aisin [redacted]--.6

(RO) Correction:

Replace DEF pump assembly for internal short. Replace DCU for internal short, update DCU P/N68458603AB[redacted] codes, perform Stationary Desoot and road test. Install PM sensor, update PCM P/N52421232AG-AJLOP [redacted]--.6

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES INSPECT DEF ISSUE, ONLY READS FULL OR LOW

(Claim) Cause:

MIL IS ON, SCAN FOR CODES. PCM STORED [redacted], CHECK FOR BULLETINS, NONE THAT APPLY TO THIS CONCERN. FOLLOW DIAGNOSTIC SHEET FOR [redacted], CHECK CONNECTOR [redacted], NO DAMAGE CORRO SION OR PUSHOUTS, ALL PINS HAVE GOOD DRAG. CHECK CONNECTOR [redacted], NO DAMAGE , CORROSION OR PUSH OUTS, ALL PINS HAVE GOOD DRAG. CHECK [redacted] FOR SHORT BTO GROUND, NONE. CHECK [redacted] FOR SHORT TO GROUND, NONE. CHECK [redacted] FOR SHORT TO GR OUND, NONE. RECONNECT DCM AND LEAVE PUMP DISCONNECTED, [redacted] CHANGED TO STOR ED. NEED TO REPLACE DEF PUMP ASSEMBLY FOR INTERNAL SHORT. FOLLOW DIADNOSTIC SHEET FOR [redacted]. CHECK [redacted] FOR OPEN/HIGH RESISTANCE, HAS [redacted], SPEC IS UNDER [redacted] CHECK [redacted] FOR OPEN/HIGH RESISTANCE, HAS [redacted], SPEC IS UNDER [redacted] CHECK [redacted] FOR OPEN/HIGH RESISTANCE, HAS [redacted], SPEC IS UNDE[redacted] JUMPER BETWEEN [redacted] AND [redacted], AND CHECK [redacted] DID NOT GO ACTIVE OR PENDING . NEED TO REPLACE DEF DOSING CONTROL UNIT FOR INTERNAL SHORT.

(Claim) Correction:

REPLACE DEF PUMP ASSEMBLY FOR INTERNAL SHORT. REPLACE DCU FOR INTERNAL SHORT , UPDATE DCU P/N68458603AB[redacted]. CLEAR ALL CODES, PERFORM STATIONARY DE SOOT AND ROAD TEST.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,443.17	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	KEENE DODGE COMPANY INC	**Zone**	35 [redacted]
Address	3707 NORRISVILLE ROAD , JARRETTSVILLE, MD 21084				

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 ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	CLUTCHKIT	1	X	1318.34	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[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]	[redacted]	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Customer Satisfaction Notification [redacted] - Aisin Transmission **] [redacted] 1 [[redacted] - [redacted] AISIN TRANSMISSION GEARS 1-4 INOP **] General Concern #1 [Customer Statesvehicle lost all forward gears, check engine light is on, only has reverse currently]

(RO) Cause:

[redacted]

(RO) Correction:

INSPECT AND REPLACE SUB ASSEMBLY BODY EXTERIOR GROUP SEE LINE A FOR REPAIR BODY EXTERIOR GROUP SEE LINE A FOR REPAIRS BODY EXTERIOR GROUP

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTSTATES NO FORWARD GEAR

(Claim) Cause:

FOUND SNAP RING BROKE

(Claim) Correction:

REPLACE CLUTCH ASSEMBLY

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	Sublet	$4,381.10	[redacted]	$0.00	Total Paid	[redacted]

Dealer Information

[redacted]	[redacted]	Name	[redacted]	Zone	[redacted]
Address	401 DUNCAN HILL ROAD , [redacted] , NC 28792				

Condition Information

Condition [redacted]	[redacted]	Failure	Failure	[redacted]	Name [redacted]	Quantity [redacted]	Failed [redacted]	Expense [redacted]	Expense [redacted]
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	6		25.86	$83.11
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	8		[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	1317.90	$83.11
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	RETAINER	1		964.18	$83.11
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	D-[redacted]	1		48.21	$83.11
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		176.95	$83.11
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	D[redacted]	1		16.07	$83.11
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	SP[redacted]	1		43.90	$83.11
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]09.79	$83.11
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	O[redacted]	1		38.15	$83.11
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		5.75	$83.11
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	PLATE	7		[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			593.05	$83.11
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]B	[redacted]			[redacted]66.26	$83.11
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		12.75	$83.11
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	O[redacted]	1		38.15	$83.11
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]B	[redacted]			[redacted]66.26	$83.11
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	PLATE	1		140.77	$83.11
[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	BOLT	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	BOLT	8		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	RETAINER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	D[redacted]	1		[redacted]	
A	[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[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	SPRING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	PLATE	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]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	PLATE	7		457.49	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	[redacted]	6		593.05	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	O RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Remove and install for recondition			[redacted]	PLATE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete	[redacted]	DEFECT	[redacted]	BOLT	8		59.61	$803.36

		Reconditioning of Transmission (3 - Highly Skilled)								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	CLUTCHKIT	1	X	1317.90	$803.36
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	RETAINER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	PISTON	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	SPRING	1		43.90	$803.36
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	PLATE	1		109.79	$803.36
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	O RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	PLATE	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	[redacted]	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	PLATE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	SNAP RING	1		12.75	$803.36
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	O RING	1		38.15	$803.36

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	19	CLUTCH DEFECT	[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	8		[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			68269653AB	RETAINER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269654AA	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269553AA	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269652AB	SPRING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269655AA	PLATE	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			68269570AB	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	PLATE	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269651AA	[redacted]	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	O RING	1		38.15	$166.21

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	PLATE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	PLATE	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	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RETAINER	1		964.18	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	D[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	D[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SPRING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68244837AB	PLATE	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	O RING	1		[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	PLATE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	PLATE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68637534AA	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269653AB	RETAINER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	D[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269654AA	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269553AA	D[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SPRING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	PLATE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	PLATE	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	O RING	1		[redacted]	

		[redacted] C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		166.26	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) CUSTOMER STATES THE CHECK ENGINE LIGHT CAME ON, WENT INTO LIMP MODE?

(RO) Cause:

VERIFIED CEL IS ON AND VEHICLE IS IN LIMP HOME MODE. PULLED CODES AND FOUN [redacted] INCORRECT RATIO. WHEN I TORE DOWN UNIT FOUND [redacted] WAS DISLOGED THE [redacted] DAMAGED THE K2 RETAINER AS WELL AS THE K2 REACTION PLATE.

(RO) Correction:

COMPLETED MULTI-POINT INSPECTION HAD TO R&R K1 DRUM ASSY AS WELL AS K2 DRUM, PISTON, SEALS, REACTION PLATE, CLUTCHES AND STEELS TO REMEDY CONCERN. STAR CASE NUMBER IS [redacted]. FLASHED TCM FROM PART NUMBE [redacted] TO [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT CAME ON, WENT INTO LIMP MODE?

(Claim) Cause:

VERIFIED CEL IS ON AND VEHICLE IS IN LIMP HOME MODE. PULLED CODES AND FOUN [redacted] 1 SHIFT INCORRECT RATIO. WHEN I TORE DOWN UNIT FOUN [redacted] W AS DISLOGED THE [redacted] DAMAGED THE K2 RETAINER AS WELL AS THE K2 REACTI ON PLATE.

(Claim) Correction:

HAD TO R&R K1 DRUM ASSY AS WELL AS K2 DRUM, PISTON, SEALS, REACTION PLATE, CL UTCHES AND STEELS TO REMEDY CONCERN. STAR CASE NUMBER IS [redacted]. FLASHED T CM FROM PART NUMBE [redacted] TO [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28M92 - RAM 3500 LIMITED CREW CAB 4X4
Build Date	[redacted]	***Plant***	[redacted]	ASSEMBLY PLANT	***Coverage*** [redacted]

Claim Information

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

Expense

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

[redacted]

[redacted]	[redacted]	***Name***	[redacted]	[redacted]	32 [redacted]
Address	[redacted]				

Condition Information

Condition [redacted]	[redacted]	[redacted]***Desc***	***Failure*** [redacted]	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	[redacted] ***Expense***
A	[redacted]	Module, control unit - diesel exhaust fluid (DEF) ; Dosing control unit			[redacted]	MODULE	1		[redacted]	
A	[redacted]	Module, control unit - diesel exhaust fluid (DEF) ; Dosing control unit			[redacted]	MODULE	1	X	[redacted]	
A	[redacted]	Module, control unit - diesel exhaust fluid (DEF) ; Dosing control unit			[redacted]	O RING	1		[redacted]	
A	08191801	Module, control unit - diesel exhaust fluid (DEF) ; Dosing control unit			[redacted]	FLUID	7		[redacted]	
A	[redacted]	Pump, Unit ; [redacted] Diesel	ML	CHECK [redacted] /SERVICE SO	[redacted]	MODULE	1		[redacted]	
A	[redacted]	Pump, Unit ; [redacted] Diesel	ML	CHECK [redacted] /SERVICE SO	[redacted]	MODULE	1	X	[redacted]	
A	[redacted]	Pump, Unit ; [redacted] Diesel	ML	CHECK [redacted] /SERVICE [redacted] SO	[redacted]	O RING	1		[redacted]	[redacted]
A	[redacted]	Pump, Unit ; [redacted] Diesel	ML	CHECK [redacted] /SERVICE SO	[redacted]	FLUID	7		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be appropriate repair Labor Operation.			[redacted]	MODULE	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be appropriate repair Labor Operation.			[redacted]	MODULE	1	X	[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be appropriate repair Labor Operation.			[redacted]	O RING	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be			[redacted]	FLUID	7		106.91	[redacted]

		used in conjunction with appropriate repair Labor Operation.								
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	MODULE	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	MODULE	1	X	737.54	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	O RING	1		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

Customer States inspect DEF issue, only reads full or low Customer States open recall particulate matter sensor

(RO) Cause:

inspect for missing sensor [redacted]--.2install PM sensor reprogram [redacted]---.8install PM and rteprogram Aisin [redacted]--.6

(RO) Correction:

Replace DEF pump assembly for internal short. Replace DCU for internal short, update DCU [redacted] codes, perform Stationary Desoot and road test. Install PM sensor, update PCM [redacted]--.6

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES INSPECT DEF ISSUE, ONLY READS FULL OR LOW

(Claim) Cause:

MIL IS ON, SCAN FOR CODES. PCM STORED [redacted], CHECK FOR BULLETINS, NONE THAT APPLY TO THIS CONCERN. FOLLOW DIAGNOSTIC SHEET FOR [redacted], CHECK CONNECTOR [redacted], NO DAMAGE CORRO SION OR PUSHOUTS, ALL PINS HAVE GOOD DRAG. CHECK CONNECTOR [redacted], NO DAMAGE , CORROSION OR PUSH OUTS, ALL PINS HAVE GOOD DRAG. CHECK [redacted] FOR SHORT BTO GROUND, NONE. CHECK [redacted] FOR SHORT TO GROUND, NONE. CHECK [redacted] FOR SHORT TO GR OUND, NONE. RECONNECT DCM AND LEAVE PUMP DISCONNECTED, [redacted] CHANGED TO STOR ED. NEED TO REPLACE DEF PUMP ASSEMBLY FOR INTERNAL SHORT. FOLLOW DIADNOSTIC SHEET FOR [redacted]. CHECK [redacted] FOR OPEN/HIGH RESISTANCE, HAS [redacted], SPEC IS UNDER [redacted] CHECK [redacted] FOR OPEN/HIGH RESISTANCE, HAS [redacted], SPEC IS UNDER [redacted] CHECK [redacted] FOR OPEN/HIGH RESISTANCE, HAS [redacted], SPEC IS UNDE[redacted] JUMPER BETWEEN [redacted] AND [redacted], AND CHECK [redacted] DID NOT GO ACTIVE OR PENDING . NEED TO REPLACE DEF DOSING CONTROL UNIT FOR INTERNAL SHORT.

(Claim) Correction:

REPLACE DEF PUMP ASSEMBLY FOR INTERNAL SHORT. REPLACE DCU FOR INTERNAL SHORT , UPDATE DCU P/N[redacted]. CLEAR ALL CODES, PERFORM STATIONARY DE SOOT AND ROAD TEST.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28H81 - RAM 3500 BIG HORN MEGA CAB 4X4
Build Date	[redacted]	***Plant***	[redacted]	ASSEMBLY PLANT	***Coverage*** [redacted]

Claim Information

Claim #	[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

C[redacted]	[redacted]	[redacted]	F[redacted]	***Failure*** [redacted]	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	0813A182 [redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	50.19	$30.82 [redacted]

RO Narratives

(RO) Customer Concern:

Change diesel engine oil and filter(synthetic oil may be required based on geographic location) [[redacted] [redacted]] Recall / Customer Satisfaction Notification 2 [Emissions Recall [redacted] Particulate Matter Sensor **] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] Flash Software 1 [Software Flash for PCM **] ROTATE [redacted]S / / [redacted] DO NOT ADD AIR AND LEAVE RIM SKINS OFF ONLY PUT LUG COVERS BACK ON

(RO) Cause:

LOF PARTS ORDERED [redacted] RECALL F 6 [redacted] ROTATION PERFORMED MULTI-POINT INSPECTION

(RO) Correction:

[redacted] COMPLETED DIESEL OIL & FILTER CHANGE Shop Charge- oil change DIESEL OIL AND FILTER CHANGE MISC. SHOP CHARGE [redacted] PARTS ORDERED PART SPECIAL ORDERED FOR CUSTOME[redacted] RECALL 20 [redacted] INSTALLEDUPDATED HEATER GRID RELAY Safety Recall [redacted]- Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) [redacted] REFER TO [redacted] PART SPECIAL ORDERED FOR CUSTOME[redacted] 6 [redacted] ROTATION 60 COMPLETED ROTATE [redacted]S [redacted] INSPECTION

(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] 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**	MARLOW MOTOR CO INC	[redacted]	35 [redacted]
Address	[redacted]				

Condition Information

Condition [redacted]	[redacted]	[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)	[redacted]	RELAY	1	X	[redacted]	
B	2171A181	Customer Satisfaction Notification [redacted] 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:

PERFORM DIESEL ENGINE OIL AND OIL FILTER CHANGE USING GENUINE MOPAR OIL FILTER, LUBRICATE CHASSIS AND RESET MAINTENANCE REMINDER INDICATOR. 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 ** AISIN Transmission Gears Inop] Recall / Customer Satisfaction Notification 3 [Recall Customer Satisfaction Notification 3 ** [redacted] DIESEL PM SENSOR] Rotate tires Multi-point inspection DOCUMENT STORAGE FEE

(RO) Cause:

RECALL COMPLETED RECALL COMPLETED

(RO) Correction:

PERFORM DIESEL ENGINE OILAND OIL FILTER CHANGE USING GENUINE MOPAR OIL FILTER, LUBRICATE CHASSISAND RESET MAINTENANCE REMINDER INDICATOR. WASTE OIL FILTER DISPOSAL PERFORM DIESEL ENGINE OILAND OIL FILTER CHANGE USING GENUINE MOPAR OIL FILTER, LUBRICATE CHASSIS AND RESET MAINTENANCE REMINDER INDICATOR. [redacted] - OIL-GREASE CHARGES Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) HEATER GRID RELAY RECALL Customer Satisfaction Notification [redacted] Transmission - Inspect K1Clutch / Input Shaft Assembly - Verify No Failures Have Occurred orSymptoms are Present (3 -Highly Skilled) SPECIAL ORDER PART WILL CALL WHEN PART ARRIVES Rotate tires PERFORM TIRE ROTATION ANDRESET TIRE PRESSURE MONITORING SYSTEM Multi-point inspection PERFORM COMPLIMENTARY [redacted] VEHICLE INSPECTION DOC1 DOCUMENT STORAGE FEE DOCUMENT STORAGE FEE DOCUMENT PROCESSING INSPECT/DIAG BRAKE SYSTEMCONCERNS

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	63 [redacted]
Address	1003 W COMMERCE ST , BROWNWOOD, TX 76801				

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]	1		8.45	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	RACE	1		43.82	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	RACE	1		46.09	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	RACE	1		32.32	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	OIL PUMP	1		3075.51	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	FILTER	1		140.36	[redacted]
A	[redacted] [redacted]DEF equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	BODY ASSY	1		2561.48	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	FLUID AFT	7		420.20	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]T	1	X	1279.00	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]				[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	HUB	1		181.22	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	RACE	1		35.37	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		37.99	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	HUB	1		357.21	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		37.29	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		10.89	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		7.14	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	[redacted]	1		31.89	[redacted]
A	[redacted] Transmission ; DEF equipped 2500-3500 4x4 pick-up only			[redacted]	GASKET	1		38.94	[redacted]
A	[redacted] Transmission, Remove and install for recondition -			[redacted]	[redacted]	[redacted]			

		[redacted]; Remove and install for recondition								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	OIL PUMP	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	FILTER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	GASKET	1		56.81	$493.61
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	BODY ASSY	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	FLUID AFT	7		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	CLUTCHKIT	1	X	1279.00	$493.61
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	BOLT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	BEARING	1		37.29	$493.61
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	SEAL RING	1		[redacted]	

		[redacted]; Remove and install for recondition								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE WEAR	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE WEAR	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE WEAR	[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE WEAR	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE WEAR	[redacted]	OIL PUMP	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE WEAR	[redacted]	FILTER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE WEAR	[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE WEAR	[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE WEAR	[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE WEAR	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete	[redacted]	EXCESSIVE WEAR	[redacted]	BOLT	5		20.91	$867.56

		Reconditioning of Transmission (3 - Highly Skilled)								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE [redacted]	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE [redacted]	[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE [redacted]	[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE [redacted]	[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE [redacted]	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE [redacted]	[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE [redacted]	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE [redacted]	[redacted]	SEAL RING	1		7.14	$867.56
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE [redacted]	[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	EXCESSIVE [redacted]	68244638AA	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253814AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	RACE	1		46.09	$179.50

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253816AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244633AB	OIL PUMP	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68224232AA	FILTER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68445748AA	BODY ASSY	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	7		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68456960AA	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253813AB	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253772AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	1		12.46	$179.50
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL RING	1		7.14	$179.50
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]	GASKET	1		[redacted]	

		[redacted]C ; [redacted] equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	WASHER	1		8.45	$29.92
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	OIL PUMP	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FILTER	1		140.36	$29.92
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	GASKET	1		56.81	$29.92
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	HUB	1		181.22	$29.92
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	RACE	1		35.37	$29.92
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BEARING	1		37.99	$29.92

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			68269568AB	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	SEAL RING	1		12.46	$29.92
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			68019782AA	SEAL RING	1		7.14	$29.92
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] shaft equipped			[redacted]	GASKET	1		[redacted]	

RO Narratives

(RO) Customer Concern:

AUTO TRANS CONCERN MULTI-POINT INSPECTION-INSPECT FLUID LEVELS, BELTS

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES VEH WILL ONLY GO IN REVERSE.

(Claim) Cause:

VERIFIED CONCERN. EXAMINED VEH FOR ONLY WORKING IN REVERSE, UPON EXAMINATION, FOUND FLUID TO BE VERY BURNT. EXAMINED WIRING HARNESS TO VALVE BODY IN, GO OD. DROPPED VALVE BODY FOR TESTING AND EXAMINATION OF CASE/INPUT DRUM. [redacted] ASSEMBLY APPEARS TO BE DAMAGED. INCLUDING HUB AND CLUTCH DAMAGE AS WELL A S CLUTCH DAMAGE. EXAMINE/VACUUM TEST VALVE BODY AND FOUND EXCESSIVE LEAKAGE ON PRESSURE REGULATOR PORT. NEEDS VALVE BODY. EXAMINE PUMP, FOUND ABNORMAL WEAR ON INNER AND OUTER PUMP GEARS ALMOST LOOKS LIKE WORN THRU HARDENING, N EEDS PUMP. TEAR DOWN REST OF CASE AND FOUND NO ABNORMALITIES. NEEDS ALL

PART S ASSOCIATED WITH REBUILDING [redacted] DRUM INCLUDING HUB AND DRUM, ALL BEARINGS AND SELECTIVE SPACERS, AND SEALS/GASKETS, VALVE BODY AND PUMP.

(Claim) Correction:

REPLACED VALVE BODY, PUMP, CLUTCHES, BEARINGS, RACES, HUB, SEALS, SNAP RINGS, CLUTCH KIT, , WASHERS, BOLTS AND FILTER. FILLED WITH FLUID AND TEST DROVE .

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**	$126.19	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	PALMER DODGE INC	[redacted]	66 [redacted]
Address	11460 ALPHARETTA HWY , ROSWELL, GA 30076				

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	[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)	CERN[redacted]BAA	[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**	[redacted] CAB [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted] CHRYSLER DODGE JEEP [redacted]	**Zone**	[redacted]
Address	39639 BALENTINE DR , NEWARK, CA 94560				

Condition Information

Condition [redacted]		[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Failed	[redacted] Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]				
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TUBE ASSY	1		354.27	$178.97
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	1		109.60	$1,163.33
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			96.36	$1,163.33
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TUBE ASSY	1		354.27	$1,163.33
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] AWD equipped			[redacted]	COOLER	1		109.60	$178.97
A	[redacted]	Transmission, Replace - automatic ; [redacted] AWD equipped			[redacted]	[redacted]				
A	[redacted]	Transmission, Replace - automatic ; [redacted] AWD equipped			[redacted]	TUBE ASSY	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] AWD equipped			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] AWD			[redacted]	TRANSMISS	1	X	[redacted]	

		equipped								
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TUBE ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TUBE ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	6		28.99	$536.92
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TUBE ASSY	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
INTERNAL FAILURE

GCS Narratives

(Claim) Customer Concern:

CUST STATES VEH LAGS AND WILL NOT ACCELERATE WHEN DRIVING ABOVE [redacted], SEE PR EVIOUS REPAIRS

(Claim) Cause:

INTERNAL FAILURE OF TRANMISSION

(Claim) Correction:

VERIFIED VEHICLE WILL NOT ACCELERATE [redacted]. INSPECTED/TEST DROVE VEHICLE, FOUND VEHICLE SHUDDER ON ALL GEARS WHILE DRIVING AND THERE LOW POWER. INSPEC T ED FURTHER FOUND TRANSMISSION FLUID LEVEL OK AND SMELL BURNT. INSPECTED FU RTHER FOUND TRANSMISSION CAME IN LAST SERVICE WITH NO REVERSE AND [redacted] MOVIN G FORWARD. PERFORMED THE 71A RECALL, VEHICLE LEFT FOR APPROX 1 WEEK. CONTACT ED STAR FOR FURTHER RECOMMENDATION ON REPLACING THE TRANSMISSION. STAR CASE [redacted] LOWER TRANSMISSION PAN, FOUND METAL FILING, IN FLUID, AT THE BOTTO M OF [redacted], AND METAL FILINGS ON MAGNETS. SENT PICTURES TO SAT FOR FURTHER DIAG. INS TALL NEW TRANSMISSION ASSEMBLY. INSTAL THE CROSS BRACKET , INSTALL THE TRANSFER CASE ASSEMBLY , FRONT DRIVE SHAFT , REAR DRIVE SHAFT, AND TORQUE TO SPECS, INSTALL THE TRANSMISSION AND TRANSFER CASE WIRING HARNESS, INSTAL L THE EXHAUST PIPE, REMOVED FRONT GRILL AND TOP COVER , REPLACE THE TRANSMIS SION OIL COOLER AND PIPES , CHECK TRANSMISSION FLUID LEVEL, PERFORMED AUTO TRA NSMISSION RE-LEARN PROGRAMMING, PERFORMED SHORT TEST DRIVE , TRANSMISSION IS AT NORMAL PERFORMANCE 0 - [redacted] FOR A SHORT PERIOD , CHECK FOR FLUID LEAKS AND FOUND NO FLUID LEAKS

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**	$1,804.54	**Part**	$200.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	PALMER DODGE INC	**Zone**	66 [redacted]
Address	11460 ALPHARETTA HWY , ROSWELL, GA 30076				

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	FLUID AFT	8		137.84	$104.54
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	1487.82	$104.54
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	[redacted]	6		29.19	$104.54
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	GASKET	1		45.30	$104.54
[redacted]	Transmission [redacted] equipped pick-up only			[redacted]	O-[redacted]	1		37.09	$104.54
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	8		137.84	$209.09
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	1487.82	$209.09
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	8		[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]	GASKET	1		45.30	$209.09
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	O-[redacted]	1		37.09	$209.09
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	8		137.84	$52.27
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1	X	[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-RING	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]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[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]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	8		[redacted]	
A	[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]	GASKET	1		45.30	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		37.09	[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	8		67.30	[redacted]

[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]
	Loaner Car ; High Line Vehicles				GASKET	[redacted]		
	Loaner Car ; High Line Vehicles				O-RING	1		

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) Recall Customer Satisfaction Notification 1 Y43 - [redacted] 67L DIESEL PM SENSOR (Recall Customer Satisfaction Notificat ion 1) CUSTOMER STATES VEHICLE WILL NOT MOVE IN DRIVE BUT REVERSE W ORKS BUT SLAMS INTO GEAR [redacted] INCORRECT GEAR RATIO CHECK AN D ADVISE (Automatic Transmission Concern) ALTERNATE TRANSPORTATION:

(RO) Cause:

PERFORMED MPI FACTORY RECALL SCAN TEST. TRANS IS FULL OF FLUID AND LOOKS GOOD. TRANS WILL NOT ENGAGE INTO [redacted]. REMOVED TRANSMISSION FOR INSPECTION AND FOUND K1 SNAP RING POPPED OUT OF PLACE FOR K1 CLUTCH DRUM.

(RO) Correction:

COMPLETED - CUSTOMER HAD TO PAY FOR HIS OWN TOW. ADVISED CUSTOMER TO SEEK REIMBURSEMENT FROM STELLANTIS. PERFORMED RECALL Y43. INSTALLED PM SENSOR AND REPROGRAMMED THE PCM. COMPLETED. REPLACED K1 CLUTCH ASSEMBLY. RESEALED THE PUMP. SET ENDPLAY FOR THE INPUT SHAFT. FILLED FLUID AND PERFORMED QUICK LEARN. TEST DROVE AND VERIFIED REPAIRS. COMPLETED. PROVIDED RENTAL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT MOVE IN DRIVE.WORKS IN REVERSE BUT SLAMS INTO GEAR

(Claim) Cause:

[redacted] GEAR 1 SHIFT INCORRECT RATIO...TRANSMISSION WILL NOT SHIFT INTO/OR OU T OF [redacted] GEARS.5TH AND REVERSE GEARS ARE STILL AVAILABLE

(Claim) Correction:

INSPECT AND REPLACE K1 CLUTCH/INPUT SHAFT ASSEMBLY/SUB-ASSEMBLY PER TSB [redacted] TEST

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	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] LOS ANGELES
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
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]
[redacted]		Loaner Car ; Standard Line Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

CUST STATES VEH LAGS AND WILL NOT ACCELERATE WHEN DRIVING ABOVE 40MPH., SEE PREVIOUS REPAIRS LOANER CAR RENTAL EXPENSE PERFORM FREE MULTI-POINT 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. _____ CUSTOMER REQUESTS TO PERFORM FACTORY RECALL [redacted] TRANSMISSION GEAR

(RO) Cause:

F

(RO) Correction:

2877 Verified vehicle will not accelerateover [redacted]. Inspected/test drove vehicle,found vehicle shudder on all gears whiledriving and there low power. Inspectedfurther found transmission fluid level ok andsmell burnt. Inspected further foundtransmission came in last service with noreverse and barley moving forward. Performedthe [redacted]A recall, vehicle left for [redacted]. Contacted [redacted] furtherrecommendation on replacing the transmission.STAR CASE [redacted] Lower transmission pan,found metal filing, in fluid, at the bottomof the pan, and metal filings on magnets.Sent pictures to Sat for further diag.Install new transmission assembly. instal thecross bracket , install the transfer caseassembly , front drive shaft , rear driveshaft, and torque to specs, install thetransmission and transfer case wiringharness, install the exhaust pipe, removedfront grill and top cover , replace thetransmission oil cooler and pipes , checktransmission fluid level, performed autotransmission re-learn programming, performedshort test drive , transmission is at normalperformance 0 - [redacted] for a short period ,check for fluid leaks and found no fluidleaks trans LOANER CAR RENTAL EXPENSEWARRANTY LOANER LOANER CAR RENTAL EXPENSEMISC. SHOP [redacted]

(RO) Technical Notes:

RENTAL CAR CONTINUATION REC [redacted] VOR

GCS Narratives

(Claim) Customer Concern:

RENTAL CAR CONTINATUION

(Claim) Cause:

EXT RENTAL CAR CONTINAUTION

(Claim) Correction:

RENTAL CAR CONTIN AUTION

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

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

RO Narratives

(RO) Customer Concern:

PROGRAM/REPROGRAM KEY(S) Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] Intake Air Grid Heater Relay **] Recall / Customer Satisfaction Notification 2 [Customer Satisfaction Notification [redacted] - Aisin Transmission **]

(RO) Cause:

NA

(RO) Correction:

TECH COMPLETED [redacted] RECALL. VEHICLE IS OPERATING AS DESIGNED AT THIS TIME. UNABLE TO COMPLETE RECALL HERE DUE TO FACILITY RESTRAINTS. VEHICLE IS A UTILITY TRUCK WITH A BUCKET AND LIFT SETUP. NEEDS TO GO [redacted] DEALERSHIP WITH TALLER CEILINGS AND HIGHER CAPACITY LIFTS TO COMPLETE.

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

Expense

Labor	[redacted]	**Sublet**	$60.58	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	SPORT [redacted]
Address	4513 CHAPEL HILL BLVD , DURHAM, NC 27707	**Zone**	[redacted]

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)	[redacted]	RELAY	1	X	[redacted]	
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:

CUSTOMER STATES THAT THE VEHICLE HAS A HARD TIME ENGAGING DRIVE, REVERSE SEEMS TO WORK OK, PLS CHECK VEHICLE WAS IN PARKING LOT ON TEST DRIVE FOR [redacted] RING AND TRANS FAILED IMMEDIATELY. PLS CHECK PERFORM [redacted] RECALL

(RO) Cause:

FOUND VEHICLE DID NOT HAVE FORWARD [redacted], ONLY REVERSE, PULLED TRANS AS PER RRT AND HAVE TO PERFORM [redacted] RING INSPECTION. FOUND AFTER [redacted] RIGHNG RECALL, VEHICLE LOST [redacted] AND DROPPED INTO LIMP, NOCODES BUT WOULD NOTPULL, NOTES DM AND STAR APPROVED

(RO) Correction:

RRT FOR [redacted] RING ADD ON ADD ON PERFORMED TS[redacted] ON TEST DROVE, WITHIN [redacted], TRANSFAILED AND LOST MOST FORWARD [redacted], REVERSEDBACK INTO SHOP AND CHECKED, NO CODES, BUTTRANS IS DONE. AS PER STAR AND DM NOTES,ORDERED NEW TRANS TO INSTALL ALONG WITH LINESAND COOLER DUE TO ANY CONTAMINATION THATWOULD AFFECT NEW TRANS. INSTALLED AND TESTDROVE, NOW FINE STAR CASE [redacted], DM NOTESAND STAR NOTES IN THERE, WARRANTY ADMINAWARE, SUBMITTED DI CLAIM, SHOWS REJECTED BUTAPPROVE. MUST RA. REPLACE AISIN TRANS PAPERWORK LOP REPLACE OIL COOLER EVAC AND RECHARGE FOR CABREMOVAL SERVICE [redacted] PROP SHAFT [redacted] recall AIR GRID HEATER RELAY

(RO) Technical Notes:

NO FORWARD [redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE VEHICLE HAS A HARD TIME ENGAGING DRIVE, REVERSE SEEMS VEHICLE WAS IN PARKING LOT ON TEST DRIVE FOR SNAP RING AND [redacted]S FAILED IMMEDI TO WORK OK, PLS CHECK ATELY. PLS CHECK

(Claim) Cause:

FOUND VEHICLE DID NOT HAVE FORWARD [redacted], HAD TO REVERSE VEHICLE AROUND BUILDI ON TEST DROVE, WITHIN [redacted], [redacted] FAILED AND LOST MOST FORWARD [redacted], REVERSED BACK INTO SHOP AND CHECKED, NO CODES, BUT [redacted]S IS DONE. AS PER STAR AND DM NG AND ONTO THE LARGE LIFT, PULLED [redacted], COMPLETED INSPECTION OF SNAP RING NOTES, ORDERED NEW [redacted]S TO INSTALL ALONG WITH LINES AND COOLER DUE TO ANY AND K1 CLUTCH, FOUND ONLY SNAP RING DAMAGED AS PER TSB/RRT, REPLACED AND QUI CK LEARNED, TEST DROVE AND IMMEDIATE HARD 1-2 SHIFT, CEL ON, PULLED VEHICLE CONTAMINATION THAT WOULD AFFECT NEW [redacted]. INSTALLED AND TEST DROVE, NOW FIN E STAR CASE [redacted]. DM NOTES AND STAR NOTES IN THERE, WARRANTY ADMIN AWAR IN AND FORWARD [redacted] FAILING, HAD TO REVERSE IN AGAIN, [redacted] HAS INTERNAL DA E, SUBMITTED DI CLAIM, SHOWS REJECTED BUT APPROVE. MUST RA. MAGE. REQUIRES NEW UNIT.

(Claim) Correction:

FOUND VEHICLE DID NOT HAVE FORWARD [redacted], HAD TO REVERSE VEHICLE AROUND BUILDI ON TEST DROVE, WITHIN [redacted], [redacted] FAILED AND LOST MOST FORWARD [redacted], REVERSED BACK INTO SHOP AND CHECKED, NO CODES, BUT [redacted]S IS DONE. AS PER STAR AND DM NG AND ONTO THE LARGE LIFT, PULLED [redacted], COMPLETED INSPECTION OF SNAP RING NOTES, ORDERED NEW [redacted]S TO INSTALL ALONG WITH LINES AND COOLER DUE TO ANY AND K1 CLUTCH, FOUND ONLY SNAP RING DAMAGED AS PER TSB/RRT, REPLACED AND QUI CK LEARNED, TEST DROVE AND IMMEDIATE HARD 1-2 SHIFT, CEL ON, PULLED VEHICLE CONTAMINATION THAT WOULD AFFECT NEW [redacted]. INSTALLED AND TEST DROVE, NOW FIN E STAR CASE [redacted]. DM NOTES AND STAR NOTES IN THERE, WARRANTY ADMIN AWAR IN AND FORWARD [redacted] FAILING, HAD TO REVERSE IN AGAIN, [redacted] HAS INTERNAL DA E, SUBMITTED DI CLAIM, SHOWS REJECTED BUT APPROVE. MUST RA. MAGE. REQUIRES NEW UNIT.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP5L94 - 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**	$12,296.39	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	SPORT [redacted]	**Zone**	66 [redacted]
Address	4513 CHAPEL HILL BLVD , DURHAM, NC 27707				

Condition 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]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	BOLT	6		27.78	$31.17
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	BOLT	8		64.05	$31.17
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	GREASE	1		70.71	$31.17
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] shaft equipped			[redacted]	FLUID AFT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
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	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	GREASE	1		70.71	$716.96

		[redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	6		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
B	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	1		324.12	[redacted]
B	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TUBE	1		138.62	[redacted]
B	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	$31.17
B	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TUBE	1		[redacted]	
B	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]e or [redacted] - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
B	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]e or [redacted] - Semi-Skilled)			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]e or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	[redacted]
B	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted]e or [redacted] - Semi-Skilled)			[redacted]	TUBE	1		[redacted]	[redacted]
B	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	$280.55
B	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	6		[redacted]	[redacted]
B	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		[redacted]	
B	21252050	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TUBE	1		[redacted]	
B	[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]	$62.34
B	[redacted]	A/C Performance Test, recovery and recharge ;			[redacted]	BOLT	6		27.78	$62.34

		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								
B	[redacted]	A/C [redacted], recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair			[redacted]	COOLER	1		[redacted]	
B	[redacted]	A/C [redacted], recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair			[redacted]	[redacted]	1		138.62	$62.34
B	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
B	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	
B	[redacted]	Digital Imaging ; Process time			[redacted]	[redacted]	1		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE VEHICLE HAS A HARD TIME ENGAGING DRIVE, REVERSE SEEMS TO WORK OK, PLS CHECK VEHICLE WAS IN PARKING LOT ON TEST DRIVE FOR [redacted] RING AND TRANS FAILED IMMEDIATELY. PLS CHECK PERFORM 13A RECALL

(RO) Cause:

FOUND VEHICLE DID NOT HAVE FORWARD [redacted], ONLY REVERSE, PULLED TRANS AS PER RRT AND HAVE TO PERFORM [redacted] RING INSPECTION. FOUND AFTER [redacted] RIGHNG RECALL, VEHICLE LOST [redacted] AND DROPPED INTO LIMP, NOCODES BUT WOULD NOTPULL, NOTES DM AND [redacted] APPROVED

(RO) Correction:

RRT FOR [redacted] RING ADD ON ADD ON PERFORMED TS[redacted] ON TEST DROVE, WITHIN [redacted], TRANSFAILED AND LOST MOST FORWARD [redacted], REVERSEDBACK INTO SHOP AND CHECKED, NO CODES, BUTTRANS IS DONE. AS PER [redacted] AND DM NOTES,ORDERED NEW TRANS TO INSTALL ALONG WITH LINESAND COOLER DUE TO ANY CONTAMINATION THATWOULD AFFECT NEW TRANS. INSTALLED AND TESTDROVE, NOW FINE [redacted] CASE [redacted]. DM NOTESAND [redacted] NOTES IN THERE, WARRANTY ADMINAWARE, SUBMITTED DI CLAIM, SHOWS REJECTED BUTAPPROVE. MUST RA. REPLACE AISIN TRANS PAPERWORK LOP REPLACE OIL COOLER EVAC AND RECHARGE FOR CABREMOVAL SERVICE [redacted] PROP SHAFT [redacted] recall AIR GRID HEATER RELAY

(RO) Technical Notes:

NO FORWARD [redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE VEHICLE HAS A HARD TIME ENGAGING DRIVE, REVERSE SEEMS VEHICLE WAS IN PARKING LOT ON TEST DRIVE FOR SNAP RING AND [redacted]S FAILED IMMEDI TO WORK OK, PLS CHECK ATELY. PLS CHECK

(Claim) Cause:

FOUND VEHICLE DID NOT HAVE FORWARD [redacted], HAD TO REVERSE VEHICLE AROUND BUILDI ON TEST DROVE, WITHIN [redacted], [redacted] FAILED AND LOST MOST FORWARD [redacted], REVERSED BACK INTO SHOP AND CHECKED, NO CODES, BUT [redacted]S IS DONE. AS PER STAR AND DM NG AND ONTO THE LARGE LIFT, PULLED [redacted], COMPLETED INSPECTION OF SNAP RING NOTES, ORDERED NEW [redacted]S TO INSTALL ALONG WITH LINES AND COOLER DUE TO ANY AND K1 CLUTCH, FOUND ONLY SNAP RING DAMAGED AS PER TSB/RRT, REPLACED AND QUI CK LEARNED, TEST DROVE AND IMMEDIATE HARD 1-2 SHIFT, CEL ON, PULLED VEHICLE CONTAMINATION THAT WOULD AFFECT NEW [redacted]. INSTALLED AND TEST DROVE, NOW FIN E STAR CASE [redacted]. DM NOTES AND STAR NOTES IN THERE, WARRANTY ADMIN AWAR IN AND FORWARD [redacted] FAILING, HAD TO REVERSE IN AGAIN, [redacted] HAS INTERNAL DA E, SUBMITTED DI CLAIM, SHOWS REJECTED BUT APPROVE. MUST RA. MAGE. REQUIRES NEW UNIT.

(Claim) Correction:

FOUND VEHICLE DID NOT HAVE FORWARD [redacted], HAD TO REVERSE VEHICLE AROUND BUILDI ON TEST DROVE, WITHIN [redacted], [redacted] FAILED AND LOST MOST FORWARD [redacted], REVERSED BACK INTO SHOP AND CHECKED, NO CODES, BUT [redacted]S IS DONE. AS PER STAR AND DM NG AND ONTO THE LARGE LIFT, PULLED [redacted], COMPLETED INSPECTION OF SNAP RING NOTES, ORDERED NEW [redacted]S TO INSTALL ALONG WITH LINES AND COOLER DUE TO ANY AND K1 CLUTCH, FOUND ONLY SNAP RING DAMAGED AS PER TSB/RRT, REPLACED AND QUI CK LEARNED, TEST DROVE AND IMMEDIATE HARD 1-2 SHIFT, CEL ON, PULLED VEHICLE CONTAMINATION THAT WOULD AFFECT NEW [redacted]. INSTALLED AND TEST DROVE, NOW FIN E STAR CASE [redacted]. DM NOTES AND STAR NOTES IN THERE, WARRANTY ADMIN AWAR IN AND FORWARD [redacted] FAILING, HAD TO REVERSE IN AGAIN, [redacted] HAS INTERNAL DA E, SUBMITTED DI CLAIM, SHOWS REJECTED BUT APPROVE. MUST RA. MAGE. REQUIRES NEW UNIT.

Warranty Claim Report

Vehicle Information

[redacted]	[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	W - Warranty	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	3,020

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	Part Quantity	Part Failed	[redacted] Expense	[redacted] Expense
A	[redacted]			[redacted]	[redacted]				[redacted]
[redacted]	Transmission, Remove and install for repair - [redacted] C ; [redacted] Series			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for repair - [redacted] C ; [redacted] Series			[redacted]	[redacted]	4		[redacted]	
A	[redacted]			[redacted]	SEAL [redacted]	1		5.74	[redacted]
[redacted]	Transmission, Remove and install for repair - [redacted] C ; [redacted] Series			[redacted]	O[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for repair - [redacted] C ; [redacted] Series			[redacted]	GASKET	1		[redacted]	
A	[redacted]			[redacted]	[redacted]	1		6.79	[redacted]
[redacted]	Transmission, Remove and install for repair - [redacted] C ; [redacted] Series			[redacted]	TRANSFER	1	X	2359.00	[redacted]
A	[redacted]			[redacted]	[redacted]				[redacted]
A	[redacted]			[redacted]	[redacted]	1		8.75	[redacted]
A	[redacted]			[redacted]	[redacted]	4		[redacted]	

A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; 4x4 equipped			[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; 4x4 equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; 4x4 equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; 4x4 equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; 4x4 equipped			[redacted]	TRANSFER	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; [redacted] shaft equipped			[redacted]	CLUTCHKIT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; Two piece propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; Two piece propeller shaft equipped			[redacted]	[redacted] RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; Two piece propeller shaft equipped			[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; Two piece propeller shaft equipped			[redacted]	O-RING	1		25.62	$35.01
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; Two piece propeller shaft equipped			[redacted]	GASKET	1		31.29	$35.01
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; Two piece propeller shaft equipped			[redacted]	WASHER	1		6.79	$35.01
A	[redacted]	Transmission, Remove and install for repair - [redacted]C ; Two piece propeller shaft equipped			[redacted]	TRANSFER	1	X	[redacted]	
A	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	CLUTCHKIT	1		1027.60	$262.[redacted]
A	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	SNAP RING	1		8.75	$262.[redacted]
A	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	[redacted] RING	4		[redacted]	
A	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	O-RING	1		25.62	$262.[redacted]
A	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	GASKET	1		[redacted]	

A	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transfer Case ; assembly	[redacted]	INTERNAL DEFECT	[redacted]	TRANSFER	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall 1) CUSTOMER STATES THE VEHICLE IS STUCK IN [redacted] LOW WAS DRIV EN AND NOW SUSPECT TRANSMISSION CONCERN ADVISE (Diagnose Aut omatic Transmission Concern) (Multi-point inspection according to maintenance interval) CUSTOMER STATES STUCK IN 4 LOW.

(RO) Cause:

VIN SPECIFIC RECALL, PARTS ON RESTRICTION INSPECTED AND TEST DROVE VEHICLE AND FOUND VEHICLE IS ABRUPT SHIFTING AND WILL NOT GO [redacted]. UPON RETURNING FROM TEST DRIVE ON A STEEP INCLINE FOUND THAT TRANSMISSION SHIFTED ABRUPTLY, SET CEL AND LOCKED TRANSMISSION INTO [redacted]. RETESTED IN SHOP PARKING LOT THE FOLLOWING DAY AND FOUND ONLY REVERSE AND [redacted] ARE PRESENT AT THIS TIME. DETERMINED TH[redacted] [redacted]ETIN SNAP RING FAILURE HAS OCCURRED. REMOVED AND DISASSEMBLED TRANSMISSION FOR INSPECTION AND FOUND THE SNAP RING HAS COMPLETELY DISLODGED AND THE EXCESSIVE FRICTION HAS DISCOLORED THE DRUM. PERFORMED INPUT ASSEMBLY REPAIR AND COMPLETELY REASSEMBLED AND RETESTED VEHICLE AND FOUND ALL OPERATING AS DESIGNED AT THIS TIME. ALL OKAY AT THIS TIME AFTER PERFORMING TRANSMISSION REPAIR FOUND VEHICLE NOW SHIFTS THROUGH ALL [redacted] SHIFTING ABRUPTLY AND PREMATURELY AS THOUGH THE VEHICLE IS IN [redacted] LOW. TESTED AND VERIFIED TRANSFER CASE MOTOR ACTUATES AND OPERATES WHEN COMMANDED BY THE SWITCH AND WITECH. SET VEHICLE IN [redacted] AND VERIFIED FRONT DRIVESHAFT SPINS FREELY BY HAND, THEN SET VEHICLE IN [redacted] HI AND [redacted] LOW AND RETESTED AND FOUND DRIVESHAFT STILL SPINS FREELY. DETERMINED THAT DURING TRANSMISSION FAILURE DUE TO ENGINE OVER REVVING IN DIRECT DRIVE THE TRANSFER CASE CHAIN HAS JUMPED OFF THE GEARS AND IS CAUSING IMPROPER POWER OUTPUT AND ABRUPT SHIFTING.

(RO) Correction:

SOP RECALL [redacted] Clutch / Input ShaftAssembly - Inspect andReplace Sub-Assembly(3 - Highly Skilled)2 - Transmission andTransfer Case [redacted] Propeller Shaft Equipped(3 - Highly Skilled)2 - Transmissionand Transfer Case [redacted] Equipped(3 - Highly Skilled)2 - Transmiss

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

USTOMER STATES THE VEHICLE IS STUCK IN [redacted] LOW WAS DRIV EN AND NOW SUSPEC T TRANSMISSION

(Claim) Cause:

NSPECTED AND TEST DROVE VEHICLE AND FOUND VEHICLE IS ABRUPT SHIFTING AND WILL NOT GO [redacted]. UPON RETURNING FROM TEST DRIVE ON A STEEP INCLINE FOUN D THAT TRANSMISSION SHIFTED ABRUPTLY, SET CEL AND LOCKED TRANSMISSION INTO [redacted]. RETESTED IN SHOP PARKING LOT THE FOLLOWING DAY AND FOUND ONLY REVERS E AND [redacted] ARE PRESENT AT THIS TIME. DETERMINED THE [redacted] ETIN SNAP RING FAILURE HAS OCCURRED. REMOVED AND DISASSEMBLED TRANSMISSION FO R INSPECTION AND FOUND THE SNAP RING HAS COMPLETELY DISLODGED AND THE EXCESS IVE FRICTION HAS DISCOLORED THE DRUM. PERFORMED INPUT ASSEMBLY REPAIR AND COM PLETELY REASSEMBLED AND RETESTED VEHICLE AND FOUND ALL OPERATING AS DESIGNED AT THIS TIME. ALL OKAY AT THIS TIME

(Claim) Correction:

NSPECTED AND TEST DROVE VEHICLE AND FOUND VEHICLE IS ABRUPT SHIFTING AND WILL NOT GO [redacted]. UPON RETURNING FROM TEST DRIVE ON A STEEP INCLINE FOUN D THAT TRANSMISSION SHIFTED ABRUPTLY, SET CEL AND LOCKED TRANSMISSION INTO [redacted]. RETESTED IN SHOP PARKING LOT THE FOLLOWING DAY AND FOUND ONLY REVERS E AND [redacted] ARE PRESENT AT THIS TIME. DETERMINED THE [redacted] ETIN SNAP RING FAILURE HAS OCCURRED. REMOVED AND DISASSEMBLED TRANSMISSION FO R INSPECTION AND FOUND THE SNAP RING HAS COMPLETELY DISLODGED AND THE EXCESS IVE FRICTION HAS DISCOLORED THE DRUM. PERFORMED INPUT ASSEMBLY REPAIR AND COM PLETELY REASSEMBLED AND RETESTED VEHICLE AND FOUND ALL OPERATING AS DESIGNED AT THIS TIME. ALL OKAY AT THIS TIME

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***	$141.55	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted] S [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]	[redacted] gear housing to block [redacted] diesel engine		LEAKS-GASKET DEFECT	[redacted]	GASKET	1	X	[redacted]	
A	[redacted]	[redacted] gear housing to block [redacted] diesel engine		LEAKS-GASKET DEFECT	[redacted]	SEAL	1		53.72	[redacted]
A	[redacted]	[redacted] gear housing to block [redacted] diesel engine		LEAKS-GASKET DEFECT	[redacted]	ADHESIVE	1		[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS. Oil & Filter Change, Cummins 3 OF [redacted] CHANGES CHECK FRONT AND REAR BRAKES VEHICLE IS LEAKING OIL, CHECK AND ADVISE

(RO) Cause:

Inspection request Inspection request Scheduled Maintenance CHECK FRONT AND REAR BRAKES inspect vehicle , found front timing housing case to block gasket leaking . .. .

(RO) Correction:

Performed certified multi point vehicle inspection. Submitted inspection form with vehicle status. CHECKED AND ADJUSTED VEHICLE TIRE PRESSURE AS REQUIRED. Completed Oil & Filter Change, Cummins CHECK FRONT AND REAR BRAKES . . . . replaced front timing housing case to block gasket , front crank seal , reseal timing cover , steam clean engine and road test vehicle , running board equipped . . . ..

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE IS LEAKING OIL, CHECK AND ADVISE

(Claim) Cause:

inspect vehicle , found front timing housing case to block gasket leaking . .. .

(Claim) Correction:

replaced front timing housing case to block gasket , front crank seal , reseal timing cover , steam clean engine and road test vehicle , running board equi pped . . . ..

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DD8L64 - RAM 3500 REG CAB CHASSIS [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted] Transmission · [redacted] equipped pick-up only			[redacted]	[redacted] RING	1	X	[redacted]	
[redacted] Transmission · [redacted] equipped pick-up only			[redacted]	[redacted] RING	1		12.25	[redacted]
[redacted] Transmission · [redacted] equipped pick-up only			[redacted]	[redacted] RING	1		7.02	[redacted]
[redacted] Transmission · [redacted] equipped pick-up only			[redacted]	O-RING	1		31.35	[redacted]
[redacted] Transmission · [redacted] equipped pick-up only			[redacted]	GASKET	1		38.29	[redacted]
[redacted] Transmission · [redacted] equipped pick-up only			[redacted]	[redacted] WASHER	1		8.31	[redacted]
[redacted] Transmission · [redacted] equipped pick-up only			[redacted]	BOLT	9		37.01	[redacted]
[redacted] Transmission · [redacted] equipped pick-up only			[redacted]	HUB	1		178.18	[redacted]
[redacted] Transmission · [redacted] equipped pick-up only			[redacted]	BOLT	3		[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]	[redacted] RING	1		12.25	$208.61
[redacted] Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted] RING	1		7.02	$208.61
[redacted] Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	O-RING	1		31.35	$208.61
[redacted] Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GASKET	1		38.29	$208.61
[redacted] Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted] WASHER	1		8.31	$208.61
[redacted] Transmission, Remove and install for recondition -			[redacted]	BOLT	9		[redacted]	

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	SNAP RING	1	X	10.71	$34.77
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	[redacted] RING	1		12.25	$34.77
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]	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			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	9		37.01	$34.77
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	HUB	1		178.18	$34.77
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	3		12.34	$34.77
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]	[redacted] 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		7.02	$764.90

A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	O-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]	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]	WASHER	1		8.31	[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	[redacted]			[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin [redacted] K1 Clutch / [redacted] Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	HUB	1		178.18	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin [redacted] K1 Clutch / [redacted] Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WAS DRIVING ON HWY AND VEHICLE WENT INTO [redacted] AND WOULDNT ACCELERATE THEN STARTED JERKING BADLY AND CHECK ENGINE LIGHT CAME ON RECALL [redacted] HEATER RELAY RECAL[redacted] AISIN TRANSMISSION GEAR EXPRESS LANE INSPECTION

(RO) Cause:

PERFORMED AISIN TRANSMISSION RECALL AND TRANSMISSION STILL WILL NOT SHIFT AND BANGS INTO GEAR. FOUNDEXCESSIVE METAL IN TRANSMISSION PER RRT

(RO) Correction:

[redacted] REMOVED AND REPLACED TRANSMISSIONASSEMBLY. FILLED WITH FLUID AND PERFORMEDQUICK LEARN AND ROAD TEST. OK AT THIS TIME Transmission, Replace - automatic - Replace AS68RC/AS69RC (3 - HighlySkilled) [redacted] PICKUP [redacted] EQUIPPED [redacted] DRIVESHAFT EXTERNAL AUXILIARY OIL COOLER Digital Imaging-Process time OIL COOLER [redacted] [redacted] PICKUP [redacted] EQUIPPED [redacted] DRIVESHAFT EXTERNAL AUXILIARY OIL COOLER Digital Imaging-Process time OIL COOLER [redacted] RECALL [redacted] PER RECALL REMOVED AND REPLACED SNAPRING, HUB AND NEEDED GASKETS. Customer Satisfaction Notification [redacted] - Aisin Transmission - Replace K1Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring (3 - Highly Skilled) [redacted] EQUIPPED [redacted] DRIVESHAFT [redacted] PICKUP [redacted] EQUIPPED [redacted] DRIVESHAFT [redacted] PICKUP EXPRESS LANE INSPECTION PERFORM COMPLEMENTARY MULTI-POINT INSPECTION

(RO) Technical Notes:

EXCESSIVE METAL IN TRANSMISSION

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WAS DRIVING ON [redacted] WENT INTO [redacted] AND WOULDN'T ACCELERATE THEN STARTED JERKING BADLY AND CHECK ENGINE LIGHT CAME ON

(Claim) Cause:

PERFORMED AISIN TRANSMISSION RECALL AND TRANSMISSION STILL WILL NOT SHIFT AND BANGS INTO GEAR. FOUND EXCESSIVE METAL IN TRANSMISSION

(Claim) Correction:

REMOVED AND REPLACED TRANSMISSION ASSEMBLY. FILLED WITH FLUID AND PERFORMED QU ICK LEARN AND ROAD TEST. OK AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DD8L64 - RAM 3500 REG CAB CHASSIS 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]			Failure	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		93.29	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		190.17	[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]	[redacted]			
[redacted]		Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	COOLER	1		93.29	$677.98
[redacted]		Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]	1		190.17	$677.98
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		186.75	$34.77
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		93.29	$34.77
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission, Replace - automatic ; [redacted] AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] AWD equipped			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission, Replace - automatic ; [redacted] AWD			[redacted]	COOLER	[redacted]			

		equipped								
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]	1		190.17	$104.30
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TRANSMISS	1	X	8069.64	$121.69
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	[redacted]	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		93.29	$312.91
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	[redacted]	1		190.17	$312.91
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]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	[redacted]	1		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WAS DRIVING ON HWY AND VEHICLE WENT INTO [redacted] AND WOULDNT ACCELERATE THEN STARTED JERKING BADLY AND CHECK ENGINE LIGHT CAME ON RECALL [redacted] HEATER RELAY RECAL[redacted] AISIN TRANSMISSION GEAR EXPRESS LANE INSPECTION

(RO) Cause:

PERFORMED AISIN TRANSMISSION RECALL AND TRANSMISSION STILL WILL NOT SHIFT AND BANGS INTO GEAR. FOUNDEXCESSIVE METAL IN TRANSMISSION PER RRT

(RO) Correction:

[redacted] REMOVED AND REPLACED TRANSMISSIONASSEMBLY. FILLED WITH FLUID AND PERFORMEDQUICK LEARN AND ROAD TEST. OK AT THIS TIME Transmission, Replace - automatic - Replace AS68RC/AS69RC (3 - HighlySkilled) [redacted] PICKUP [redacted] EQUIPPED [redacted] DRIVESHAFT EXTERNAL AUXILIARY OIL COOLER Digital Imaging-Process time OIL COOLER LINE/HOSES [redacted] PICKUP [redacted] EQUIPPED [redacted] DRIVESHAFT EXTERNAL AUXILIARY OIL COOLER Digital Imaging-Process time OIL COOLER LINE/HOSES RECALL [redacted] PER RECALL REMOVED AND REPLACED SNAPRING, HUB AND NEEDED GASKETS. Customer Satisfaction Notification [redacted] - Aisin Transmission - Replace K1Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring (3 - Highly Skilled) [redacted] EQUIPPED [redacted] DRIVESHAFT [redacted] PICKUP [redacted] EQUIPPED [redacted] DRIVESHAFT [redacted] - [redacted] PICKUP EXPRESS LANE INSPECTION PERFORM COMPLEMENTARY MULTI-POINT INSPECTION

(RO) Technical Notes:

EXCESSIVE METAL IN TRANSMISSION

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WAS DRIVING ON HWY AND VEHICLE WENT INTO [redacted] AND WOULDN'T ACCELERATE THEN STARTED JERKING BADLY AND CHECK ENGINE LIGHT CAME ON

(Claim) Cause:

PERFORMED AISIN TRANSMISSION RECALL AND TRANSMISSION STILL WILL NOT SHIFT AND BANGS INTO GEAR. FOUND EXCESSIVE METAL IN TRANSMISSION

(Claim) Correction:

REMOVED AND REPLACED TRANSMISSION ASSEMBLY. FILLED WITH FLUID AND PERFORMED QU ICK LEARN AND ROAD TEST. OK AT THIS TIME

Warranty Claim Report

Vehicle Information

[redacted]		Year	[redacted]	Body	DP0L94 - 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	$1,047.76	Part	$0.00	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	FREMONT MOTOR CASPER, INC	Zone	7[redacted]
Address	6101 E 2ND ST , CASPER, WY 82609				

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]	[redacted]T	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]				
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]T	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]T	1	X	[redacted]	$41.21
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	[redacted]T	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	[redacted]			[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]T	1	X	[redacted]	[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]			[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES AFTER REPAIRS VEHICLE WILL NOT MOVE. 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:

.

(RO) Correction:

[redacted] PERFORMED TSB FOR K1 CLUTCH ISSUEFOR A [redacted] PER STAR CENTER REMOVEDTRANS REPLACED K1 CLUTCH ASSEMBLY REINSTALLEDQUICK LEARNED CODE RETURNED AGAIN CONTACTEDSTAR ORDERED TRANS PER STAR/CUSTOMER CARE CLUTCH KIT TRANS TRANS DIAGNOSIS OF CUSTOMER CONCERN REPAIR [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:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28R81 - RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

Labor	$1,331.32	**Sublet**	$1,560.17	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] CHRYSLER JEEP DODGE AT [redacted]
Address	24314 S.R. 54 , LUTZ, FL 33559	**Zone**	[redacted]

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	Part Failed	[redacted] Expense	[redacted] Expense
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	[redacted]
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	[redacted]
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]				
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	GREASE	1		60.47	$124.81
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		[redacted]	$124.81
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	5		70.13	$124.81
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	1211.10	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		60.47	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	5		70.13	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition -	ZZ	SERVICE ACTION	[redacted]	[redacted]	1	X	1211.10	[redacted]

		[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	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]		6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		60.47	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
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:

Full Circle Report Complimentary [redacted] Full Circl Diag Auto Trans RECALL RECALL

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S TRANSMISSION ONLY GOES IN REVERSE , WILL NOT SHIFT TO DRIVE

(Claim) Cause:

THE TRANSMISSION WILL NOT SHIFT INTO/OR OUT OF [redacted] AND REVERSE [redacted] ARE STILL AVAILABLE. [redacted] THE [redacted] CLUTCH SNAP RING DI SLODGED.

(Claim) Correction:

INSPECT AND REPLACE SUB-ASSEMBLY

Warranty Claim Report

Vehicle Information

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	70 [redacted]
Address	660 AUTO BLVD , BURLINGTON, WA 98233				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Starter ; Nut, Starter - Replace	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:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	3835 S COLLEGE AVE , FORT [redacted] CO 80525				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] 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:
RECALL [redacted] AISIN TRANSMISSION [redacted] INOP

(Claim) Cause:
RUN UNDER TSB FOR FAILURE

(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**	$1,408.97	[redacted]	$75.00	**Total Paid**	[redacted]

Dealer Information

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

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	[redacted]	
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]			26.22	$104.42
[redacted]		Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		46.43	$104.42
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			26.22	$208.85
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		46.43	$208.85
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[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]	1	X	[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]	FLUID AFT	3		46.43	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	[redacted]	[redacted]			[redacted]

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
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		26.22	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	[redacted]; [redacted] Authorized use only			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	[redacted]; [redacted] Authorized use only			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	[redacted]; [redacted] Authorized use only			[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 THAT THE TRANSMISSION IS BROKE

(Claim) Cause:

VERIFIED VEHICLE HAS NO FORWARD ENGAGEMENT AND CHECK ENGINE LIGHT IS ACTIVE. F[redacted] ACTIVE IN THE PCM FOR GEAR RATIO ERROR IN [redacted]. F[redacted] K1 SNAP RING HAD DISLODGED

(Claim) Correction:

VERIFIED VEHICLE HAS NO FORWARD ENGAGEMENT AND CHECK ENGINE LIGHT IS ACTIVE. F[redacted] ACTIVE IN THE PCM FOR GEAR RATIO ERROR IN [redacted]. REMOVED TRANSMISSION FROM VEHICLE AND DISASSEMBLED. F[redacted]D K1 SNAP RING HAD DISLODGED JUST AS TSB: [redacted] REVISION B. HAS STATED. REMOVED AND REPLACED [redacted] DRUM ASSEMBLY PER TSB. INSTALLED TRANSMISSION AND FILLED TO SPEC. PERFORMED QUIC K-LEARN. TEST DROVE AND VERIFIED PROPER OPERATION AND REPAIR.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28M81 - RAM 3500 LIMITED [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***	SHIVELY MOTORS OF SHIPPENSBURG	***Zone***	3[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]		Panel, door trim ; Front-Right or left-One piece	[redacted]	[redacted] HAZY	[redacted]	PANEL	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

BODY CONCERN

(RO) Cause:

NA

(RO) Correction:

[redacted] - PANEL, FRONT/REAR, OR SLIDING DOOR TRIM-REPLACE[redacted]3 -)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DRIVERS MASTER SWITCH WILL NOT STAY SEATED IN DOOR PANEL C.S WHEN HE CLOSES TH E DOOR THE MASTER SWITCH KEEPS POPPING OUT OF THE DOOR PANEL

(Claim) Cause:

DOOR PANEL OPENING FOR WINDOW SWITCH MOLDED/CUT TO WIDE TO RETAIN MASTER SWITC H

(Claim) Correction:

REPLACE DRIVERS DOOR PANEL ASSEMBLY

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$[redacted]	**Part**	$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	Part Number	Name	Quantity	Part Failed	Part Expense	LOP Expense
[redacted]	[redacted]3	Sensor, diesel exhaust pressure differential ; Sensor [redacted] diesel engine	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	SENSOR	1	X	[redacted]	[redacted]
[redacted]	[redacted]0	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	SENSOR	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON

(RO) Cause:

CONFIRMED CUSTOMER CONCERN, CHECK ENGINE LIGHT IS ON WITH LOW COOLANT LIGHT, CHECKED DTC - [redacted] - DIESEL PARTICULATE FILTER REGENERATION, [redacted] - ENGINE COOLANT LEVEL LOW - FURTHER DIAG FOUND GUNK BUILT UP INSIDE COOLANT BOTTLE WHERE LEVEL SENSOR SITS TO CAUSE LOW COOLANT LIGHT TO COME ON, TRIED TO CLEAN IT BEST AS POSSIBLE DID NOT WORK. RECOMMEND REPLACING COOLANT BOTTLE[redacted] - DIESEL PARTICULATE FILTER REGENERATION - CHECKED ALL INTAKE SIDE FOR ANY LEAKS - NONE. CHECKED EXHAUST SIDE FOR ANY LEAKS - NONE, CHECKED DFP (DIFFERENTIAL PRESSURE SENSOR) AND IT SHOWS 0PSI, PSI NEEDS TO BE AT [redacted] RECOMMEND REPLACING SENSOR AND RECHECK.

(RO) Correction:

WORK APPROVED, REMOVAL OF DPF SENSOR, INSTALLED NEW SENSOR AND CHECKED PSI, PSI AT [redacted]. READING IS ACCURATE NOW.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT ON

(Claim) Cause:

CONFIRMED CUSTOMER CONCERN, CHECK ENGINE LIGHT IS ON WITH LOW COOLANT LIGHT, CHE CKED DTC - [redacted]9 - DIESEL PARTICULATE FILTER REGENERATION, [redacted] - ENGINE COOLANT LEVEL LOW - FURTHER DIAG FOUND GUNK BUILT UP INSIDE COOLANT BOTTLE WHERE LEVEL SENS OR SITS TO CAUSE LOW COOLANT LIGHT TO COME ON, TRIED TO CLEAN IT BEST AS POSSIB LE DID NOT WORK. RECOMMEND REPLACING COOLANT BOTTLE. [redacted] - DIESEL PARTICULATE FILTER REGENERATION - CHECKED ALL INTAKE SIDE FOR ANY LEAKS - NONE. CHECKED EXHAUST SIDE FOR ANY LEAKS - NONE, CHECKED DFP (DIFFERENTIA L PRESSURE SENSOR) AND IT SHOWS [redacted], [redacted] NEEDS TO BE AT [redacted] RECOMMEND REPLACIN G SENSOR AND RECHECK.

(Claim) Correction:

REPLACING SENSOR AND RECHECK. WORK APPROVED, REMOVAL OF DPF SENSOR, INSTALLED NEW SENSOR AND CHECKE[redacted], [redacted] AT [redacted]. READING IS ACC URATE NOW.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP9L94 - 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]	[redacted]	[redacted]00	**Total Paid**	[redacted]

Dealer Information

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

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 Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA[redacted]	RELAY	1	X	56.68	$27.31[redacted]

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

ok

(RO) Correction:

Replace Relay, Intake Air Heater08-13[redacted] [redacted] Safety Recall [redacted]- Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) [redacted] Alignment [redacted] alignment ADJUST TO FACTORY SPECS

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	66	[redacted]
Address	2301 - 34TH STREET NORTH , ST PETERSBURG, FL 33713					

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Injector Assembly ; [redacted] liter diesel engine	[redacted]	CIRCUIT	[redacted]	INJECTOR	1	X	509.46	[redacted]

RO Narratives

(RO) Customer Concern:

C/S CEL IS ON DASH/ INSTALL SOP DEFINJECTOR

(RO) Cause:

NA

(RO) Correction:

41096 def injector previously diagnosed andordered for open circuit replaced definjector wiht new and road tested to verify Injector Assembly - Replace [redacted] diesel engine (2 - Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S CEL IS ON DASH/ INSTALL SOP DEF INJECTOR

(Claim) Cause:

DEF INJECTOR PREVIOUSLY DIAGNOSED AND ORDERED FOR OPEN CIRCUIT

(Claim) Correction:

REPLACED DEF INJECTOR WITH NEW AND ROAD TESTED TO VERIFY

Warranty Claim Report

Vehicle Information

VIN	[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**	$1,756.96	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted] **Name** [redacted]
Address	1775 E MERRITT CAUSEWAY , MERRITT ISLAND, FL 32952

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, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	3		[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 ; Two piece propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	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]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 Clutch /	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	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]	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]	FLUID AFT	5		79.57	[redacted]
B	[redacted]	Module, Transmission [redacted] (TCM) ; Module, Transmission [redacted] (TCM) - Reprogram, Includes Quicklearn Routine	RF							[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE VEHICLE WILL NOT ACCELERATE IN DRIV E ONLY REVERSE (Automatic Transmission Concern) (Multi-point inspection according to maintenance interval)

(RO) Cause:

[redacted] [redacted] gear ratio errors pushed out clutch 1 snap ring

(RO) Correction:

R&R trans to inspect replace clutch [redacted] and seal and pump seal and gasket and reassembled unit and installed back in vehicle test drove 8 miles all is good now. also found T.C.M out of date so flashed t.c.m to and performed quick learn and returned vehicle to customer. would recomend taking vehicle to diffrent dealer than the one who said trans was replaced. T.S.B. for flash is [redacted] trans shift performance [redacted] new 68541292ac l/ops for trnans T.S.B [redacted] [redacted] [redacted] 21000a62 .2 flash l/op 181905rt .4 3.0 labor charge for p.t.o removal and install and lines and connectors for p.t.o

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE VEHICLE WILL NOT ACCELERATE IN DRIV E ONLY REVERSE (AUTOMATIC [redacted] MISSION CONCERN)

(Claim) Cause:

[redacted] GEAR RATIO ERRORS PUSHED OUT CLUTCH 1 SNAP RING

(Claim) Correction:

R&R [redacted] TO INSPECT REPLACE CLUTCH [redacted] SHAFT AND SEAL AND PUMP SEAL AN D GASKET AND REASSEMBLED UNIT AND INSTALLED BACK IN VEHICLE TEST DROVE 8 [redacted] S ALL IS GOOD NOW. ALSO FOUND T.C.M OUT OF DATE SO FLASHED T.C.M TO AND PERFO RMED QUICK LEARN AND RETURNED VEHICLE TO CUSTOMER. WOULD RECOMEND TAKING VEH ICLE TO DIFFRENT DEALER THAN THE ONE WHO SAID [redacted] WAS REPLACED. T.S.B. FOR FLASH IS [redacted] [redacted] SHIFT PERFORMANCE 68541292AB NEW [redacted] L/OPS FO R TRNANS T.S.B [redacted] 4.6 21000A62 .2 FLASH L/OP [redacted] .4

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28P81 - RAM 3500 [redacted]
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[redacted]

Claim Information

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

Expense

Labor	[redacted]	***Sublet***	$64.78	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

[redacted]	***Name***	CHAPMAN SCOTTSDALE AUTOPLEX INC	***Zone*** [redacted]
Address	6601 EAST MCDOWELL ROAD , SCOTTSDALE, AZ 85257		

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 Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	
[redacted]		Safety Recall ZB8 - Tailgate Latch Alignment ; Inspect Tailgate Strikers for Alignment	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

Perform complete multipoint safety inspection Customer states check engine light is on. valve body Customer states check engine light is on. valve body Customer States rattle coming from underneath the steering column while driving on surface streets Vehicle has open RRT Rapid response Transmittal [redacted] Ram Heavy Duty Grid Heater Rel [redacted] DIESEL PM SENSOR ZB8 2019 - [redacted] Truck Tailgate Latch Align

(RO) Cause:

VISUAL INSPECTION needs valve body to address check engine light needs valve body to address check engine light Verified RRT recall [redacted] recall zb8

(RO) Correction:

TECH COMPLETED performed scan, found [redacted] active. checked wiring from tcm to trans. all wiring checked good. found valve body was shorted internally causing concern. replaced valve body, test drove. code no longer sets after repair. |lops [redacted] test drove vehicle several times. was unable to verify concern at this time. Ordered SOP Parts - Customer to be contacted when parts arrive. performed [redacted]. replaced relay. |lop [redacted] (.2hrs) Parts on back order with no eta. SOP Parts ordered. performed zb8. inspected tail gate. |[redacted] (.2hrs)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON. VALVE BODY

(Claim) Cause:

NEEDS VALVE BODY TO ADDRESS CHECK ENGINE LIGHT

(Claim) Correction:

PERFORMED SCAN, FOUND [redacted] ACTIVE. CHECKED WIRING FROM TCM TO TRANS. ALL WIRI NG CHECKED GOOD. FOUND VALVE BODY WAS SHORTED INTERNALLY CAUSING CONCERN. RE PLACED VALVE BODY, TEST DROVE. CODE NO LONGER SETS AFTER REPAIR.

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**	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**	$1,199.23	[redacted]	[redacted]	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]		ch screen ; [redacted]	[redacted]	INTERNAL DEFECT	[redacted]	CONTROL	1	X	[redacted]	[redacted]
A	[redacted]	[redacted] ; High Line Vehicles			[redacted]	CONTROL	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES RADIO SCREEN INTERMITTENTLY SWITCHES SCREENS BY ITSELF

(RO) Cause:

.

(RO) Correction:

[redacted] INSPECTED AND FOUND RADIO SCREENINTERNALLY FAULTY CAUSING SCREEN TO CHANGE ONITS OWN. REMOVED AND REPLACED RADIO SCREEN.RE CHECKED AND RADIO IS WORKING CORRECTLYNOW. Touch screen - Replace [redacted] (1 - Semi-Skilled) [redacted] [redacted] RENTAL MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES RADIO SCREEN INTERMITTENTLY SWITCHES SCREENS BY ITSELF

(Claim) Cause:

INTERNAL FAILURE

(Claim) Correction:

INSPECTED AND FOUND RADIO SCREEN INTERNALLY FAULTY CAUSING SCREEN TO CHANGE ON ITS OWN. REMOVED AND REPLACED RADIO SCREEN. RE CHECKED AND RADIO IS WORKING CORRECTLY NOW.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28P81 - 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]	[redacted]	[redacted]	[redacted].00	***Total Paid*** [redacted]

Dealer Information

Code	[redacted]	***Name***	CHAPMAN SCOTTSDALE AUTOPLEX INC	***Zone***	[redacted]
Address	6601 EAST MCDOWELL ROAD , SCOTTSDALE, AZ 85257				

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]	Pan, Oil - Related Repairs ; Aisin Transmission			00000NPN	FLUID	8		164.87	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	GASKET	1		67.25	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	[redacted]	1	X	[redacted]	[redacted]
A	21950158 [redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC [redacted] (3 - Highly Skilled)	ML	CHECK [redacted]	00000NPN	FLUID	8		164.87	$124.92 [redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK [redacted]	[redacted]	GASKET	1		67.25	$124.92 [redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	BODY ASSY	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Perform complete multipoint safety inspection Customer states check engine light is on. valve body Customer states check engine light is on. valve body Customer States rattle coming from underneath the steering column while driving on surface streets Vehicle has open RRT Rapid response Transmittal [redacted] Ram Heavy Duty Grid Heater Rel [redacted] DIESEL PM SENSOR ZB8 2019 - [redacted] D Truck Tailgate Latch Align

(RO) Cause:

VISUAL INSPECTION needs valve body to address check engine light needs valve body to address check engine light Verified RRT recall [redacted] recall zb8

(RO) Correction:

TECH COMPLETED performed scan, found [redacted] active. checked wiring from tcm to trans. all wiring checked good. found valve body was shorted internally causing concern. replaced valve body, test drove. code no longer sets after repair. |lops [redacted] test drove vehicle several [redacted]. was unable to verify concern at this time. Ordered SOP Parts - Customer to be contacted when parts arrive. performed [redacted]. replaced relay. | [redacted] (.2hrs) Parts on back order with no eta. SOP Parts ordered. performed zb8. inspected tail gate. |lop [redacted] (.2hrs)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON. VALVE BODY

(Claim) Cause:

NEEDS VALVE BODY TO ADDRESS CHECK ENGINE LIGHT

(Claim) Correction:

PERFORMED SCAN, FOUND [redacted] ACTIVE. CHECKED WIRING FROM [redacted] TO TRANS. ALL WIRI NG CHECKED GOOD. FOUND VALVE BODY WAS SHORTED INTERNALLY CAUSING CONCERN. RE PLACED VALVE BODY, TEST DROVE. CODE NO LONGER SETS AFTER REPAIR.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DD3L93 - RAM 3500 CREW CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

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

Expense

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

Dealer Information

[redacted]		**Name**	[redacted] PRODUCTS INC	[redacted]	[redacted]
Address	[redacted]				

Condition Information

Condition	LOP	LOP Desc	Failure	Failure	Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission, Remove and install for repair - [redacted] engine			[redacted]	[redacted]	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] engine			[redacted]	[redacted] RING	1		12.28	$505.72
A	[redacted]	Transmission, Remove and install for repair - [redacted] engine			[redacted]	FLUID	7		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] engine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Seal, front pump housing ; ([redacted] Highly Skilled)			[redacted]	[redacted]	1	X	[redacted]	
A	[redacted]	Seal, front pump housing ; ([redacted] Highly Skilled)			[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Seal, front pump housing ; ([redacted] Highly Skilled)			[redacted]	FLUID	7		[redacted]	
A	[redacted]	Seal, front pump housing ; ([redacted] Highly Skilled)			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	1	X	34.09	[redacted]
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	1		[redacted]	
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID	7		37.89	[redacted]
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		52.68	[redacted]

RO Narratives

(RO) Customer Concern:

CS: Hard shifting in and out of [redacted] ADVISE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HARD SHIFT IN ANBD OUT OF [redacted]

(Claim) Cause:

TECH VERIFIED,, PERFORMED QUICKLEARN,, NO FIX,, FLUID LEVEL AND CONDITION OK, REMOVED PAN, NO MATERIAL IN PAN, OR ON MAGNETS,, AIR CHECKED CLUTCH OPERATIO N, AIR LEAKING NOTED FROM SEALS, INPUT, AND PUMP SEAL

(Claim) Correction:

REMOVED TRANSMISSION AS NEEDED TO ACCESS, AND REPLACE LEAKING SEALS,, REASSEMB LED, REFILLED FLUID, AND ROAD TESTED TO CONFIRM REPAIRS

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	D28L92 - RAM 3500	[redacted]
Build Date	[redacted]	***Plant***	SALTILLO TRUCK ASSEMBLY PLANT	***Coverage Code***	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

[redacted]	[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	52.75	$23.06 [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 **] Electrical Concern [CUSTOMER REPORTS THERE IS A MESSAGE THAT THEUCONNECT BOX NEEDS SERVIVING] Body/Systems Trim Concern [CUSTOMERREPORTS THAT THE LEFT SIDE EXTERIORMIRROR IS CRACKED, STATES WAS NOTTHAT WAY WHEN INITALLY DROPPED OFF FOR SERVICE]

(RO) Cause:

. . .

(RO) Correction:

[redacted] ordered parts Recall / Customer Satisfaction Notification2 PERFORM RECALL [redacted] COMPLETED RECALL. REPLACED GRIDHEATER RELAY Recall / Customer Satisfaction Notification1 PERFORM RECALL [redacted] COULD NOT REPLICATE CUSTOMERCONCERN, FOUND RADIO UPDATE AVAILABLE.UPDATED RADIO, RADIO OPERATING AS DESIGNED Electrical Concern [redacted] PRICED OUT MIRROR GLASS REPLACEMENT Body/Systems Trim Concern BODY TRIM CONCERNS

(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**	D28H91 - RAM [redacted] BIG [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted] OF SANTA FE	**Zone**	70 [redacted]
Address	[redacted]				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; 4X4 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]	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	6		[redacted]	[redacted]
B	[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]	
B	[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		[redacted]	[redacted]
B	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		[redacted]	[redacted]

		Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label ([redacted] Transmission Only)								

RO Narratives

(RO) Customer Concern:

PERFORM COMPREHENSIVE [redacted] INSPECTION CUSTOMER STATES [redacted] DRIVE NOT WORKING TRANSMISSION HAS A HARD TIME GOING FORWARD AND HAS ACTIVE CHECK ENGINE LIGHT AUTO.LIVE REPAIR ORDER RECALL CAMPAIGN [redacted] TRANSMISSION [redacted] INOP RECALL CAMPAIGN [redacted] DIESEL PM SENSOR

(RO) Cause:

LOP [redacted] TIME [redacted] AND REPLACE SNAP RING LOP [redacted] TIME [redacted] REMOVEAND INSTALL [redacted] EQUIPPEDLOP [redacted] TIME [redacted] PLATE EQUIPPED [redacted] RECALL

(RO) Correction:

PERFORM COMPREHENSIVE [redacted] INSPECTION CUSTOMER STATES [redacted] DRIVE NOT WORKING TRANSMISSION HAS A HARD TIME GOING FORWARD AND HAS ACTIVE CHECK ENGINE LIGHT ADJUSTMENTS / PERFORM VEHICLE ADJUSTMENTS AUTO.LIVE REPAIR ORDER [redacted] ACTIVE SCANNEDVEHICLE FOUND [redacted] [redacted] RATIO.DRAINED FLUID, REMOVED TRANSMISSION, DISASSEMBLED AND FOUND SNAP RING FROM K1CLUTCHES DISLODGED , REPLACED K1 INPUT SHAFTASSEMBLY, PUMP O-RING, RE ASSEMBLEDTRANSMISSION , INSTALLED BACK IN TRUCK,FILLED WITH ASRC ATF . CLEARED CODES ROADTESTED [redacted] [redacted] [redacted] RECALL CAMPAIG [redacted] TRANSMISSION [redacted] INOP CUSTOMER REQUESTS SAFETY RECALL PERFORMED "ADD RECALL NUMBER AND DESCRIPTION" RECALL CAMPAIG [redacted] DIESEL PM SENSOR CUSTOMER REQUESTS SAFETY RECALL PERFORMED "ADD RECALL NUMBER AND DESCRIPTION"

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28R81 - RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	PLANT	**Coverage** [redacted]

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	SHERIDAN MOTOR INC	[redacted]	74 [redacted]
Address	1858 COFFEEN AVE , SHERIDAN, WY 82801				

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]	Pump, Unit ; 6.7L Diesel	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [Check engine light reductant concern]

(RO) Cause:

Service DEF System Message

(RO) Correction:

[redacted] Service DEF System Message [redacted] Customerstates that check engine light and serviceDEF system message appeared. Inspected DEFsystem and found the DEF fluid to be orangeand highly contaminated. Removed DEF tank andsupply line from vehicle. Drainedcontaminated fluid. Cleaned pump, tank, andsupply line. Installed components back intovehicle. Filled tank with fresh clean DEFfluid. Test drove vehicle to verify no issueswould return. No code returned and all lightsare off. General Concern #1 DRIVEABLITY - - -

(RO) Technical Notes:

DEF MESSAGE ON- FLUID BAD DRAINED CONTAMINATED FLUID AND CLEANED PUMP

GCS Narratives

(Claim) Customer Concern:

DEF MESSAGE ON

(Claim) Cause:

CONTAMINATED DEF FLUID

(Claim) Correction:

REMOVED PUMP AND CLEANED- DRAINED TANK

Warranty Claim Report

Vehicle Information

[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	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**	BROADWAY CHRYSLER, DODGE, JEEP, INC.	**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]	Maintenance Interval - [redacted] B ; To be used [redacted]	MC	MAINTENANCE CARE						[redacted]
[redacted]		Maintenance Allowance ; Fixed Cost Maintenance								[redacted]

RO Narratives

(RO) Customer Concern:

ESSENTIAL CARE 1 YEAR - 2 OIL CHANGES DIESEL FULL SYNTHETIC ([redacted]) REPLACE ENGINE OIL & FILTER (DIESEL) ([redacted]) GENERAL MULTI-POINT INSPECTION ([redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[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*	$744.14	*Part*	$0.00	*Total Paid*	[redacted]

Dealer Information

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

Condition Information

Condition			*Failure*	*Failure Desc*	*Part Number*	*Part Name*	[redacted] *Quantity*	*Failed*	*Expense*	*Expense*
[redacted]				[redacted]	[redacted]	BATTERY	2	X	744.14	[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] CUST STATES THE TRUCK WILL NOT GO IN TO DRIVE - FEEL LIKE ITS NOT IN GEAR RECALL [redacted] MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

F F PER CUSTOMER REQUEST.

(RO) Correction:

[redacted] vehicle wont start batteries dead. rangr8 tests for [redacted] -AS9PJ-[redacted] 1 [redacted] -SS9PJ-[redacted] -SS[redacted] 2 Battery - Test Charge Retest and Replace [redacted] BATTERY FEE Battery - Test Charge Retest and Replace [redacted] MISC. SHOP CHARGE[redacted] Recall [redacted] Inspect and Replace Snap Ring FCA MOPAR EXPRESS LANE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES THE TRUCK WILL NOT GO IN TO DRIVE - FEEL LIKE ITS NOT IN GEAR SEE CLAIM [redacted] RELATED DAMAGE

(Claim) Cause:

FAILED TEST

(Claim) Correction:

VEHICLE WONT START BATTERIES DEAD. RAN GR8 TESTS FOR [redacted] AS[redacted] BATTERY 1 [redacted] -SS[redacted] -SS[redacted] BATTERY 2

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP5L66 - RAM 5500 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**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]			Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		14.21	[redacted]
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		41.79	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	WASHER	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	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]	BOLT	[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]	GREASE	1		68.52	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AD	FLUID AFT	1		15.89	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch /	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	[redacted]			[redacted]

		Input Shaft Assembly - Inspect and Replace Snap Ring								
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin [redacted] ; K1 Clutch / [redacted] ssembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		37.95	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BEARING	1		40.76	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission [redacted] / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	HUB	1		383.29	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin [redacted] ; K1 Clutch / [redacted] ssembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BEARING	1		40.01	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	O-RING	1		34.22	[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	[redacted]			[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin [redacted] ; K1 Clutch / [redacted] ssembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	6[redacted]	SNAP RING	1	X	11.69	[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]	[redacted]	1		13.37	[redacted]
A	[redacted]2	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	6[redacted]	[redacted]	1		7.67	[redacted]

RO Narratives

(RO) Customer Concern:

TOW CUST STATES THE TRUCK WILL NOT GO IN TO DRIVE - FEEL LIKE ITS NOT IN GEAR RECALL [redacted] TRANS GEAR FCA MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

F F PER CUSTOMER REQUEST.

(RO) Correction:

[redacted] vehicle wont start batteries dead. rangr8 tests for [redacted]. [redacted]-AS9PJ[redacted] TO [redacted]-AS9PJ-[redacted] Battery 1 [redacted]-SS9PJ-[redacted] TO [redacted]-[redacted]-[redacted] Battery 2 Battery - Test Charge Retest and Replace [redacted] BATTERY FEE Battery - Test Charge Retest and Replace [redacted] MISC. SHOP CHARGES 1211 Recall [redacted] Inspect and Replace Snap Ring FCA MOPAR EXPRESS LANE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES THE TRUCK WILL NOT GO IN TO DRIVE - FEEL LIKE ITS NOT IN GEAR SEE CLAIM [redacted] RELATED DAMAGE

(Claim) Cause:

FAILED TEST

(Claim) Correction:

VEHICLE WONT START BATTERIES DEAD. RAN GR8 TESTS FOR [redacted]. [redacted]-AS9PJ[redacted] TO [redacted]-AS9PJ-[redacted] BATTERY 1 [redacted]-[redacted] TO [redacted]-[redacted]-[redacted] BATTERY 2

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]		[redacted]	*Failure*	*Failure* [redacted]		*Part Name*	*Part Quantity*	*Part Failed*	[redacted] *Expense*	*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	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

TOW CUST STATES THE TRUCK WILL NOT GO IN TO DRIVE - FEEL LIKE ITS NOT IN GEAR RECALL [redacted] TRANS GEAR [redacted] MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

F F PER CUSTOMER REQUEST.

(RO) Correction:

TOW [redacted] vehicle wont start batteries dead. rangr8 tests for [redacted]. WC[redacted] [redacted] [redacted]-AS9PJ-[redacted] 1 WC [redacted] [redacted] [redacted] [redacted] 2 Battery - Test Charge Retest and Replace [redacted] BATTERY FEE Battery - Test Charge Retest and Replace [redacted] MISC. SHOP CHARGE [redacted] Recall [redacted] Inspect and Replace Snap Ring [redacted] MOPAR EXPRESS LANE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE CAME IN FOR RECAL[redacted]

(Claim) Cause:

FOUND HUB DAMAGED BY SNAP RING

(Claim) Correction:

REPLACE HUB AS RELATED DAMAGE TO RECALL 71A

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted] CREW CA [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted] **Name** [redacted] 6[redacted]
Address	2701 BENTON RD , BOSSIER CITY, LA 71111

Condition Information

Condition	[redacted]		Failure	Failure	[redacted]	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
B	[redacted]	Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	GREASE	1		65.84	$101.88
B	[redacted]	Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		40.15	$101.88
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		185.67	$101.88
B	[redacted]	Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	4		[redacted]	
B	[redacted]	Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	4		[redacted]	
B	[redacted]	Transmission - [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	$101.88
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		65.84	[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]	FLUID AFT	3		185.67	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]				
[redacted]		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]	1	X	[redacted]	[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]	GASKET	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]		6		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]		4		[redacted]	[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]	CLUTCHKIT	1	X	[redacted]	$33.96
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]	GASKET	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[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]		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]		4		[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]	
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]	[redacted]
B	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GREASE	1		65.84	$0.00
B	85LOAN00	Loaner Car ; Loaner Car			[redacted]	GASKET	1		[redacted]	
B	85LOAN00	Loaner Car ; Loaner Car			[redacted]	FLUID AFT	3		[redacted]	
B	85LOAN00	Loaner Car ; Loaner Car			[redacted]		6		[redacted]	
B	85LOAN00	Loaner Car ; Loaner Car			[redacted]		4		29.82	$0.00

[redacted]		Loaner Car ; Loaner Car			[redacted]	BOLT	4		[redacted]	
[redacted]		Loaner Car ; Loaner Car			[redacted]	CLUTCHKIT	1	X	1318.63	[redacted]
B	[redacted]	[redacted] High Line			[redacted]	GREASE	1		65.84	[redacted]
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	GASKET	1		40.15	[redacted]
B	[redacted]	[redacted] ; High Line			[redacted]	FLUID AFT	3		185.67	[redacted]
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		29.82	[redacted]
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	BOLT	4		29.82	[redacted]
B	[redacted]	Loaner Car ; High Line Vehicles			[redacted]	CLUTCHKIT	1	X	1318.63	[redacted]
A	186003AQ	Radio ; Radio, Check Software Level and Perform Update - [redacted] ONLY	RF							[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] - Particulate Matter Sensor **] [redacted] 1 [redacted] [redacted] [redacted] USB SOFTWARE U **] Automatic Transmission Concern [Customer States the transmission is not shifting] Multi-point inspection (according to maintenance interval) VEHICLE TOWED IN RENTAL C/S THAT THE CHECK ENGINE LIGHT IS ON

(RO) Cause:

. .

(RO) Correction:

PARTS NOT AVAILABLE Recall / Customer Satisfaction Notification1 MANUFACTURER RECALL [redacted] [redacted] Radio, InspectSoftware Level and Perform Software Update [redacted] 1 RAPID RESPONSE TRANSMITTAL FOUND TRANSMISSION WILL ONLY ENGAGE [redacted] GEARAND REVERSE. REMOVED TRANSMISSION AND FOUNDK1 SNAP RING IS DISLODGED. REPLACED K1 SUBASSEMBLY, REASSEMBLED TRANSMISSION,INSTALLED, FILLED WITH FLUID, AND PERFORMEDQUICKLEARN. TEST DROVE TO CONFIRM OPERATION. Automatic Transmission Concern TRANSMISSION CONCERN Multi-point inspection (according to maintenanceinterval) PERFORM MULTI-POINT INSPECTION VEHICLE TOWED IN RENTAL LOANER RENTAL SUBLET REPAIRS FOUND [redacted] [redacted] DETERMINED THE EXHAUSTMANIFOLD PRESSURE SENSOR HAS FAILED.REPLACED EXHAUST MANIFOLD PRESSURE SENSOR ANDCONFIRMED PROPER OPERATION. ENGINE CONCERN

(RO) Technical Notes:

CLUTCH KITB BACKORDERED; AREA MANAGER INVOLVED

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE TRANSMISSION IS NOT SHIFTING [redacted] [redacted] [redacted] [redacted] USB SOFTWARE

(Claim) Cause:

FOUND TRANSMISSION WILL ONLY ENGAGE [redacted] GEAR AND REVERSE. REMOVED TRAN[redacted] [redacted] [redacted] USB SOFTWARE MISSION ASSEMBLY AND FOUND K1 SNAP RING IS DISLODGED.

(Claim) Correction:

[redacted] [redacted]AQ RADIO, INSPECT SOFTWARE LEVEL AND PERFORM SOFTWARE UPDA REPLACED [redacted] SUB ASSEMBLY, PRE-ASSEMBLED TRANSMISSION, INSTALLED, FILLED WITH F TE. LUID, AND PERFORMED QUICKLEARN. TEST DROVE TO CONFIRM PROPER OPERATION.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P81 - RAM 3500 LARAMIE [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$85.68	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	1717 N WHEELING AVE , MUNCIE, IN 47303		

Condition Information

Condition [redacted]	[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)	[redacted]	LABEL	1		2.94	[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)	CERN[redacted]2AA	SENSOR	1	X	[redacted]	
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

04CHZRECAL

(RO) Cause:

NA

(RO) Correction:

-

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

04CHZRECAL RECALL / CUSTOMER SATISFACTION NOTIFICATION 2

(Claim) Cause:

NA

(Claim) Correction:

PREFORMED RECALL

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	Year	[redacted]	Body	D28L92 - RAM 3500 [redacted]
Build Date	[redacted]	Plant	[redacted] TRUCK ASSEMBLY PLANT	Coverage Code	[redacted]

Claim Information

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

Expense

Labor	[redacted]	Sublet	$2,108.22	[redacted]	$0.00	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	[redacted]	Zone	[redacted]
Address	1801 N ELSON , KIRKSVILLE, MO 63501				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	[redacted] (DEF)		CHECK [redacted] SERVICE SO	[redacted]	MODULE	1	X	[redacted]	
A	[redacted]	[redacted] (DEF)		CHECK [redacted] SERVICE SO	[redacted]	O RING	1		[redacted]	
A	[redacted]	[redacted] (DEF)		CHECK [redacted] SERVICE SO	[redacted]	TANK	1		[redacted]	
A	[redacted]	[redacted] (DEF)		CHECK [redacted] SERVICE SO	[redacted]	INJECTOR	1		[redacted]	
A	[redacted]	[redacted] ; 6.7 liter (DEF)		CHECK [redacted] SERVICE SO	[redacted]	TUBE	[redacted]			
A	[redacted]	[redacted] (DEF)		CHECK [redacted] SERVICE SO	[redacted]	CAP	1		[redacted]	
A	[redacted]	[redacted] (DEF)		CHECK [redacted] SERVICE SO	[redacted]	FLUID	1		[redacted]	
[redacted]		[redacted] - Seal			[redacted]	MODULE	1	X	774.73	$0.00
[redacted]		[redacted] 6.7 liter - Seal			[redacted]	O RING	1		38.49	$0.00
[redacted]		[redacted] - Seal			[redacted] C	TANK	1		691.60	$0.00
[redacted]		[redacted] - Seal			[redacted]	INJECTOR	1		[redacted]	
[redacted]	[redacted] 3	Tank [redacted]			[redacted]	TUBE	1		88.94	$0.00
[redacted]	[redacted] 3	Tank ; 6.7 liter [redacted] - Seal			[redacted]	CAP	1		64.34	$0.00
[redacted]	[redacted] 3	Tank [redacted]			[redacted]	FLUID	1		39.48	$0.00
A	[redacted] 1	Line, Pump to Injector ; [redacted]			[redacted]	MODULE	[redacted]			
A	[redacted] 1	Line, Pump to Injector ; [redacted]			[redacted]	O RING	1		38.49	$69.00
A	[redacted] 1	Line, Pump to Injector ; [redacted]			[redacted]	TANK	1		[redacted]	

A	[redacted]	[redacted], Pump to Injector ; [redacted] diesel			[redacted]	INJECTOR	1		[redacted]	
A	[redacted]	[redacted], Pump to Injector ; [redacted] diesel			[redacted]	TUBE	1		88.94	$69.00
A	[redacted]	[redacted], Pump to Injector ; [redacted] diesel			[redacted]	CAP	1		[redacted]	[redacted]
A	[redacted]	[redacted], Pump to Injector ; [redacted] diesel			[redacted]	FLUID	1		[redacted]	
A	[redacted]	Cap			[redacted]	MODULE	1	X	[redacted]	
A	[redacted]	Cap			[redacted]	O RING	1		38.49	$23.00
A	[redacted]	Cap			[redacted]	TANK	1		[redacted]	
A	[redacted]	Cap			[redacted]	INJECTOR	1		410.64	$23.00
A	[redacted]	Cap			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Cap			[redacted]	CAP	1		[redacted]	
A	[redacted]	Cap			[redacted]	FLUID	1		39.48	$23.00
A	[redacted]	Pump, Unit ; [redacted] Diesel			[redacted]	MODULE	1	X	[redacted]	[redacted]
A	[redacted]	Pump, Unit ; [redacted] Diesel			[redacted]	O RING	1		[redacted]	
A	[redacted]	Pump, Unit ; [redacted] Diesel			[redacted]	TANK	1		[redacted]	[redacted]
A	[redacted]	Pump, Unit ; [redacted] Diesel			[redacted]	INJECTOR	1		[redacted]	
A	[redacted]	Pump, Unit ; [redacted] Diesel			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Pump, Unit ; [redacted] Diesel			[redacted]	CAP	1		[redacted]	[redacted]
A	[redacted]	Pump, Unit ; [redacted] Diesel			[redacted]	FLUID	1		[redacted]	
A	[redacted]	Injector Assembly ; 6.7 liter diesel engine			[redacted]	MODULE	1	X	[redacted]	
A	[redacted]	Injector Assembly ; 6.7 liter diesel engine			[redacted]	O RING	1		[redacted]	
A	[redacted]	Injector Assembly ; 6.7 liter diesel engine			[redacted]	TANK	1		[redacted]	
A	[redacted]	Injector Assembly ; 6.7 liter diesel engine			[redacted]	INJECTOR	1		[redacted]	
A	[redacted]	Injector Assembly ; 6.7 liter diesel engine			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Injector Assembly ; 6.7 liter diesel engine			[redacted]	CAP	1		[redacted]	
A	[redacted]	Injector Assembly ; 6.7 liter diesel engine			[redacted]	FLUID	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

SERVICE ENGINE LIGHT ON ([redacted]- KRISTOFER-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON

(Claim) Cause:

FOUND [redacted] IN SYSTEM FOR DIESEL PARTICULATE FILTER. [redacted], [redacted]. PE RFORMED DIAG TREE FOR [redacted]. THE DEF FAILED THE HYDROSCOPIC TEST AND SHOWS C ONTAMINANTS. PERFORMED [redacted] DIAG TREE.

(Claim) Correction:

REPLACED DEF TANK,PUMP, INJECTOR LINE, FILL HOSE & CAP, VENT HOSE PER DIAG. AL SO REFILLED WITH [redacted] DEF.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

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

Renaissance Multi Point Vehicle Inspection Customer States Perform Diagnostic, customer states vehicle will only move in reverse [redacted] Ram Heavy Duty Grid Heater Rel [redacted] AISIN Transmission Gear Customer States Perform Diagnostic

(RO) Cause:

Multi Point Inspection Recall purposes engine compartment fire hazard failure of the K1 snap ring seal leaking around the PTO

(RO) Correction:

Performed Multi Point Inspection K1 snap ring dislodged | [redacted] followed service information replaced heavy duty grid heater relay.| [redacted] followed service information, replaced K1 snap ring and drum, reassembled transmission, installed transmission, test drove vehicle and verified proper operation of the transmission. | [redacted] Removed PTO from the side of the transmission replaced seals, reinstalled PTO, also had to remove PTO to perform recall.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

[redacted]

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	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**	[redacted]	**Zone**	70 [redacted]
Address	425 N W BUCHANAN , CORVALLIS, OR 97339				

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		165.27	$86.62
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		[redacted]	
A	21002766	Transmission, Replace - automatic ; [redacted] AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	21002766	Transmission, Replace - automatic ; [redacted] AWD equipped			[redacted]	COOLER	[redacted]			
A	21002766	Transmission, Replace - automatic ; [redacted] AWD equipped			[redacted]	[redacted]	[redacted]			
A	[redacted]	Valve, thermal cooler bypass			[redacted]	TRANSMISS	1	X	6982.10	$43.31
A	[redacted]	Valve, thermal cooler bypass			[redacted]	COOLER	1		254.72	$43.31
A	[redacted]	Valve, thermal cooler bypass			[redacted]	[redacted]	1		165.27	$43.31
[redacted]		Oil cooler, external / auxiliary ; All others			[redacted]	TRANSMISS	1	X	6982.10	[redacted]
[redacted]		Oil cooler, external / auxiliary ; All others			[redacted]	COOLER	1		254.72	[redacted]
[redacted]		Oil cooler, external / auxiliary ; All others			[redacted]	[redacted]	1		165.27	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		254.72	$115.50

A	[redacted]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES: FLUID LEAK AROUND TRANSMISSION PLEASE CHECK AND ADVISE.

(RO) Cause:

TRANSMISSION

(RO) Correction:

[redacted] VERIFIED CUSTOMERS CONCERN, REMOVEDTHE TRANSMISSION AND INSPECTED FOR LEAK,FOUND TRANSMISSION PUMP BUSHING STUCK ONTORQUE CONVERTER. FOUND CONVERTER DAMAGED ANDPUMP. REMOVED TRANSMISSION PAN PER DI ANDFOUND EXCESSIVE META IN PAN. PER DI APPROVEDTRANSMISSION. REMOVED COOLER AND THERMO VALVEAND INSTALLED TRANSMISSION, COOLER AND THERMOVALVE AND TEST DROVE AND ALL OK AFTER TESTDRIVE. REPLACE TRANSMISSION DEF EQUIPPED [redacted] REPLACE COOLER REPLACE [redacted] VALVE ADMIN REPLACE TRANSMISSION ADDITIONAL ADDITIONAL REPLACE OIL LINE REPLACE [redacted] VALVE ADMIN

(RO) Technical Notes:

PUMP BUSHING STUCK ON CONVERTER DAMAGING INTERNAL PARTS

GCS Narratives

(Claim) Customer Concern:

FLUID LEAK AT TRANSMISSION

(Claim) Cause:

TORQUE CONVERT PUMP BUSHING SEIZED DAMAGING ENTIRE TRANSMISSION

(Claim) Correction:

REPLACE TRANSMISSION AS PER DI

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	$1,517.00	**Sublet**	$9,684.69	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	71	[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, Replace - automatic ; AS66RC - [redacted] engine	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; AS66RC - [redacted] engine	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; AS66RC - [redacted] engine	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TUBE ASSY	1		123.53	[redacted]
A	[redacted]	Transmission, Replace - automatic ; AS66RC - [redacted] engine	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; AS66RC - [redacted] engine	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]2	Transmission, Replace - automatic ; [redacted] shaft equipped			[redacted]	BOLT	6		44.84	[redacted]
A	[redacted]2	Transmission, Replace - automatic ; [redacted] shaft equipped			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]2	Transmission, Replace - automatic ; [redacted] shaft equipped			[redacted]	[redacted]			23.53	[redacted]
[redacted]2		Transmission, Replace - automatic ; [redacted] shaft equipped			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]2	Transmission, Replace - automatic ; [redacted] shaft equipped			[redacted]	TRANSMISS	1	X	9193.08	[redacted]
A	[redacted]0	Lines, transmission and torque converter oil cooler ; One or [redacted] - [redacted] Skilled)			[redacted]	BOLT	[redacted]			

A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TUBE ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TRANSMISS	1	X	9193.08	$129.50
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	6		44.84	$333.00
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TUBE ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TUBE ASSY	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

Check Tire Pressure Multi-point inspection General Concern #1 [TOW IN. CUSTOMER STATES VEHICLE DOES NOT MOVE IN DRIVE OR REVERSE. CHECK ANDADVISE] UPON INSPECTION FOUND BATTERT NOT HOLDING CHARGE

(RO) Cause:

. MISCELLANEOUS

(RO) Correction:

CHECKED AND ADJUSTED TIRE PRESSURE TOSPEC. Check Tire Pressure TIRE PRESSURE CHECK & INFLATION SERVICE AS PER C.A.R.B. REGULATION: [redacted] R/F____PSI L/R____PSIR/R____PSI [redacted] PERFORMED MULTI-POINT INSPECTION. Multi-point inspection PERFORM COMPLIMENTARY VISUAL MULTI-POINT INSPECTION - SHARE RESULTS OF FINDINGS [redacted] TRANSMISSION INTERNAL MECHANICAL FAILURE21002713 [redacted] VERIFIED CLIENTSCONCERN VEHICLES TRANSMISSION WILL NOT MOVETO REVERSE OR DRIVE. VEHICLE IN LIMP MODE,CHECK ENGINE LIGHT IS ILLUMINATED. PERFORMEDFAULT CODE SEARCH AND FOUND [redacted] [redacted] GEAR1 SHIFT INCORRECT RATIO, [redacted] OUTPUTSPEED SENSOR/WHEEL SPEED RATIONALITY. CHECKEDTRANSMISSION FLUID LEVEL AND CONFIRMED WAS TOSPECIFICATION/CONDITION AND LEVEL. PERFORMEDDEALER CONNECT DIAGNOSTIC PROCEDURE ANDRECOMMENDING REPLACEMENT OF VEHICLESTRANSMISSION [redacted]. CONTACTED POWER TRAINCENTER AND WAS AUTHORIZED TO REPLACE THE [redacted] WITH TRANSMISSION COOLER ANDTRANSMISSION LINES. R REMOVED AND REPLACEDVEHICLES TRANSMISSION, TRANSMISSION COOLERAND LINES. REASSEMBLED THE VEHICLE ANDADJUSTED THE FLUID LEVEL TO SPECIFICATION,PERFORMED TRANSMISSION QUICK LEARN AND ROADTESTED THE VEHICLE AND

VERIFIED THE REPAIRVEHICLE IS PERFORMING AND SHIFTING AS DESIGNAT THIS TIME. General Concern [redacted] MISCELLANEOUS [redacted] BATTERY NOT HOLDING CHARGE. MULTIPLEFAULT CODES FOR LOW BATTERY VOLTAAGE.08080110 40 PROCEEDED TO REMOVED AND REPLACEDVEHICLES [redacted] MAIN BATTERY. TESTED THE VEHICLEFOR CODES AND ALL LOW VOLTAGE CODES HAVEMOVED TO STORED STATE. CLEARED FAULT CODESAND TESTED DROVE VEHICLE ENSURING PROPERVEHICLE OPERATION. VEHICLE IS OPERATING ASINTENDED AT THIS TIME WITH NO CHARGING ORVOLTAGE ISSUES. [redacted] WARRANTY CODE:[redacted] WI-TECH WARRANTY CODE:[redacted] MISCELLAN

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANMISSION CK ENGINE LIGHT CK ENGINE LIGHT ON COD[redacted]

(Claim) Cause:

REPLACED TRANSMISISON

(Claim) Correction:

REPLACED TRANSMISISON PER DIGITAL IMAGE

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**	$358.36	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

[redacted]				**Failure** [redacted]	[redacted] **Number** [redacted]	**Name**	**Quantity**	**Failed**	**Expense**	**Expense**
A	08080110	Battery ; [redacted] battery	B4	BATTERY FAILED TEST	[redacted]	BATTERY	1	X	358.36	[redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
BATTERY DISCHARGED

(Claim) Cause:
REPLACED BATTERY

(Claim) Correction:
REPLACED BATTERY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DP9L94 - RAM 4500 CREW 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**	BRIGGS DODGE	**Zone**	74 [redacted]
Address	3137 S KANSAS AVE , TOPEKA, KS 66611				

Condition Information

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

[redacted] BRIGGS WORLD CLASS MULTI-POINT INSPECTION

(RO) Cause:

RECALL RECALL

(RO) Correction:

[redacted] performed [redacted] replaced relay forintake air heater. Safety Recall [redacted] - Intake Air Grid Heater Relay-Replace I [redacted] repairs were made on a prior visit.close recall. Customer Satisfaction Notification [redacted] - [redacted] performed inspection BRIGGS WORLD CLASS MULTI-POINT INSPECTION

(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**	DP0L94 - 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**	$2,846.97	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure [redacted]	Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	[redacted]				[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] C (3 [redacted] Highly Skilled)	[redacted]	BINDS, STICKS, SEIZED	[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] C (3 [redacted] Highly Skilled)	[redacted]	BINDS, STICKS, SEIZED	[redacted]	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM TRANSMISSION PERFORM 23 POINT INSPECTION

(RO) Cause:

NA

(RO) Correction:

COMPLETE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

HARSH SHIFTING

(Claim) Cause:

SCANNED FOUND FALVE BODY PERFORMANCE PRESSURE CHECK

(Claim) Correction:

REPLACED VALVE BODY

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***	$1,239.52	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]			Failure	Failure	Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	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	5		[redacted]	$81.01
[redacted]		Transmission, Remove and install for recondition [redacted] equipped			[redacted]	[redacted]	1	X	1171.68	[redacted]
[redacted]		Transmission, Remove and install for recondition [redacted] equipped			[redacted]	FLUID AFT	5		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]	1	X	1171.68	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	5		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	[redacted]	1	X	1171.68	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; propeller shaft equipped			[redacted]	FLUID AFT	5		[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]		Transmission, Remove and install for recondition - [redacted] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	[redacted]	[redacted]	FLUID AFT	5		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:
CUST STATES TRANS HAS LOST DRIVE. ONLY HAS REVERSE QL CHECK UP

(RO) Cause:
NA

(RO) Correction:
removed transmission and installed new k1 clutch hub assembly. tsb [redacted]. no issue after repairs

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CUST STATES TRANS HAS LOST DRIVE. ONLY HAS REVERSE

(Claim) Cause:
k1 snap ring dislodged in transmision

(Claim) Correction:
removed transmission and installed new k1 clutch hub assembly. tsb [redacted]. no issue after repairs

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - [redacted] 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**	F[redacted] JEEP [redacted]	**Zone**	[redacted] ANGELES
Address	39639 BALENTINE DR , NEWARK, CA 94560				

Condition Information

Condition Code	[redacted]	Desc	Failure Code	Failure	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Safety Recall [redacted] - Tailgate Latch Alignment ; Inspect Tail[redacted]ate Strikers for Alig[redacted]ment	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 REQUESTS TO PERFORM FACTORY RECAL[redacted]

(Claim) Cause:

.

(Claim) Correction:

INSPECTED TAILGATE OKAY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted] CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	39639 BALENTINE DR , NEWARK, CA 94560				

Condition Information

Condition [redacted]		[redacted] Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		219.41	[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]	COOLER	[redacted]			
A	21002712	Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		219.41	$1,163.33
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		338.17	$59.66
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		219.41	$59.66
[redacted]		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		338.17	[redacted]
[redacted]		Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]	[redacted]			
[redacted]		Oil cooler, external / auxiliary ; All others			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Oil cooler, external / auxiliary ; All others			[redacted]	COOLER	1		338.17	[redacted]
[redacted]		Oil cooler, external / auxiliary ; All others			[redacted]	[redacted]	1		219.41	[redacted]
A	[redacted]	[redacted] recovery and recharge ;			[redacted]	TRANSMISS	1	X	[redacted]	

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

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

K[redacted] FAILURE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE VEHICLE ONLY ENGAGES IN FORWARD GEAR INCLUDING WHILE IN [redacted]. HAS NO REVERSE

(Claim) Cause:

[redacted] - Incorrect Gear Engaged- [redacted]0 - Invalid Data Received from Anti- Lock Brake System (ABS) Control Module "A"-

(Claim) Correction:

VERIFY TRANS ONLY HAVE REVERE GEAR AS69RC TRANS NEED TO REPLACE THE K[redacted] TRANS HAVE TO COME OUT TO REPAIR PULL SHIELD AND REMOVE DEF TANK TO REMOVE TH E T-CASE PULL FRONT DRIVE SHAFT AND REAR DRIVE SHAFT AND REMOVE TRANS PULL THE CONVERTER AND REMOVE BELL HOUSING AND REMOVE FRONT PUMP AND REMOVE THE [redacted] AND FOUND THE SNAP RING WAS STILL IN THE DRUM THE [redacted] OKAY DRAIN CON VERTER AND HAVE METAL IN THE FLUID OPEN STAR CASE [redacted] TALK TO [redacted] AND TO LD HIM [redacted] OKAY AND THE TRUCK MOVE IN [redacted] FOR DRIVE AND NO REVERSE W AS TOLD TO REPLACE THE TRANS IF IT HAVE METAL PUT ALL PART AND BACK OF TRUCK A ND PUSH OUT STALL TRANS PAN HAVE METAL FLUSH THE COOLER LINE NOT PLUG INSTALL NEW TRANS AND T-

CAST AND SKID PLATE HAD TO DRAIN THE [redacted]ANT AND REMOVE FRONT BUMPER AND REMOVE THE ACTIVE GRILL AND FRONT SUPPORT AND RADIATOR REPLACE THE TRANS [redacted]L INSTALL TRANS [redacted] AND USE THE SAME [redacted]ANT AND PRESSURE TESTED T O VERIFY NO LEAKS INSTALL PART REMOVE TO REPLACE [redacted] STARTED ENGINE AND CHE CK FOR LEAKS NONE AT THIS TIME DID QUICK LEARN PASS TEST ROAD TEST.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	***Name***	[redacted]	***Zone*** [redacted]
Address	3835 S COLLEGE AVE , [redacted] , CO 80525		

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	57.17	$34.81 [redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THAT THE TRUCK WILL NOT MOVE

(Claim) Cause:

VERIFIED VEHICLE HAS NO FORWARD ENGAGEMENT AND CHECK ENGINE LIGHT IS ACTIVE. FOUND [redacted] ACTIVE IN THE PCM FOR GEAR RATIO ERROR IN [redacted]. REMOVED TRANSMISSION FROM VEHICLE AND DISASSEMBLED. FOUND K1 SNAP RING HAD DISLODGED JUST AS TSB: [redacted] REVISION B.

(Claim) Correction:

VERIFIED VEHICLE HAS NO FORWARD ENGAGEMENT AND CHECK ENGINE LIGHT IS ACTIVE. FOUND [redacted] ACTIVE IN THE PCM FOR GEAR RATIO ERROR IN [redacted]. REMOVED TRANSMISSION FROM VEHICLE AND DISASSEMBLED. FOUND K1 SNAP RING HAD DISLODGED JUST AS TSB: [redacted] REVISION B. HAS STATED. REMOVED AND REPLACED K1 DRUM A

SSEMBLY PER TSB. INSTALLED TRANSMISSION AND FILLED TO SPEC. PERFORMED QUICK-L EARN. TEST DROVE AND VERIFIED PROPER OPERATION AND REPAIR

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	3835 S COLLEGE AVE , FORT [redacted] , CO 80525				

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	Failed	[redacted] Expense	[redacted] Expense
[redacted]	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]	[redacted]	Transmission : [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	3		46.43	$104.42
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			26.22	$208.85
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		46.43	$208.85
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1	X	1336.32	$52.21
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	FLUID AFT	3		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] /AS69RC ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		46.43	$34.81
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; K1 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 ; [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]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	Towing			[redacted]	CLUTCHKIT	1	X	1336.32	[redacted]
A	[redacted]	Towing			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Towing			[redacted]	FLUID AFT	[redacted]			

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THAT THE TRUCK WILL NOT MOVE

(Claim) Cause:

VERIFIED VEHICLE HAS NO FORWARD ENGAGEMENT AND CHECK ENGINE LIGHT IS ACTIVE. FOUND [redacted] ACTIVE IN THE PCM FOR GEAR RATIO ERROR IN [redacted]. REMOVED TRANSMISSION FROM VEHICLE AND DISASSEMBLED. FOUND K1 SNAP RING HAD DISLODGED JUST AS TSB: [redacted] B.

(Claim) Correction:

VERIFIED VEHICLE HAS NO FORWARD ENGAGEMENT AND CHECK ENGINE LIGHT IS ACTIVE. FOUND [redacted] ACTIVE IN THE PCM FOR GEAR RATIO ERROR IN [redacted]. REMOVED TRANSMISSION FROM VEHICLE AND DISASSEMBLED. FOUND K1 SNAP RING HAD DISLODGED JUST AS TSB: [redacted] B. HAS STATED. REMOVED AND REPLACED [redacted] DRUM A SSEMBLY PER TSB. INSTALLED TRANSMISSION AND FILLED TO SPEC. PERFORMED QUICK-L EARN. TEST DROVE AND VERIFIED PROPER OPERATION AND 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	S - Safety (Recalls)	***Repair Date***	[redacted]
Claim Status	Paid	***Mileage (Miles)***	[redacted]

Expense

Labor	[redacted]	***Sublet***	$60.53	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

C[redacted]	LOP	LOP Desc	F[redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]	[redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA [redacted]	RELAY	1	X	60.53	$39.72 [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 **] Multi-point inspection GUEST REQUESTS THAT WE ADD [redacted] OPTION CODE TO THE VEHICLE. GUEST STATES THAT THE VEHICLES STEERING WHEEL STITCHING IS COMING APART GUEST STATES THAT THE TOP AND BOTTOM SEAT COVER STICHING IS COMING APART. GREEN REPAIR ORDER PROCESSING AND STORAGE FEE

(RO) Cause:

. .

(RO) Correction:

Recall / Customer Satisfaction Notification2 PERFORM RECALL [redacted] Replace Relay, Intake Air Heater08-13[redacted] [redacted] Recall / Customer Satisfaction Notification1 PERFORM RECALL [redacted] inspection completed, [redacted] fluidservices recommended Multi-point inspection [redacted] VEHICLE INSPECTION - - - [redacted] vehicle configuration reset MISCELLANEOUS REPAIR - - - [redacted] VERIFIED THAT THE VEHICLES STEERINGWHEEL STITCHING IS IN FACT PULLING OUT. ONTHE RIGHT SIDE ABOVE THE HORN BUTTON. MISCELLANEOUS REPAIR - - - [redacted] VERIFIED THAT THE VEHICLES SEATBOTTOM ON THE OUTER SIDE IS PULLING APART ASWELL AS THE BACK SEAT COVER IS PULLING APARTIN THE LEFT HAND CORNER NEAR THE BUCKLE.PARTS ORDERED PER JARED JORDAN MISCELLANEOUS REPAIR - - - DOC GREEN REPAIR ORDER PROCESSING AND STORAGE FEE GREEN REPAIR ORDER PROCESSING AND STORAGE GREEN REPAIR ORDER PROCESSING AND STORAGE FEE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P81 - RAM 3500 [redacted]
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted] DODGE INC	[redacted]	[redacted]
Address	3527 SOUTH WESTERN AVE , MARION, IN 46953				

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:

RECALL CUSTOMER SATISFACTION NOTIFICATION 1 ** [redacted] DD AISIN TRANSMISSION GEAR S [redacted] INOP TEST DROVE TRANSMISSION IS SHIFTING BETWEE[redacted] WITH NO ISSUES[redacted] E.-)

(RO) Cause:

NA

(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**	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**	$107.53	[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
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	107.53	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - [redacted] REG CAB CHASSIS
Build Date	[redacted]	***Plant***	SALTILLO 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***	$59.87	***Part***	[redacted]	***Total Paid***	[redacted]

Dealer Information

[redacted]	***Name***	[redacted]	***Zone*** [redacted]
Address	700 SAN FERNANDO RD , SAN FERNANDO, CA 91340		

Condition Information

Condition [redacted]	[redacted]	[redacted]	***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
[redacted]	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	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 ([redacted] REQUIRED)						[redacted]
[redacted]		Ride Share Service ; Shuttle From Dealer								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer Satisfaction Notification [redacted] - Aisin Transmission (Recall Customer S Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfactio

(Claim) Cause:

[redacted] REPLACE [redacted] AIR [redacted] HEATER RELAY [redacted] [redacted] RECALL [redacted] [redacted] [redacted]

(Claim) Correction:

DISCONNECT [redacted]. REPLACE [redacted] AIR [redacted] HEATER RELAY. TORQUE TO PR PREFORMED TSB [redacted] CLUTCH KIT.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	[redacted]
Address	700 SAN FERNANDO RD , SAN FERNANDO, CA 91340				

Condition Information

Condition	[redacted]	[redacted]	***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	[redacted] ***Expense***	***Expense***
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 [redacted] Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	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	1431.86	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; K1 [redacted] Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	[redacted]				[redacted]
B	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

Customer States that was driving on freeway when the transmi ssion did not want to shift gears Advise (Automatic Transmis sion Concern) Customer Satisfaction Notification [redacted] - Aisin Transmission (Recall Customer Satisfaction Notification 2) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) (Multi-point inspection according to maintenance interval) PERFORM MULTI POINT VEHICLE INSPECTION. CHECK AND SET TIRE PRESSURE. Preferred method of contact. You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a land line [redacted] Due to ongoing issues with the production of

and/or supply/delivery of parts necessary to commence or complete the repairs recommended following the diagnosis of your vehicle, customer acknowledges that the commencement of repairs may not begin until [redacted] or more have passed and repairs will not be completed in [redacted]. _____ Customer Signature _____ Customer Name _____ Date

(RO) Cause:

[redacted] SNAP RING DISLODGE. NEED TO REMOVE TRANS FOR K1 CLUTCH KIT. [redacted]- NEW AC BULLTIEN [redacted] LOP [redacted] RECALL [redacted] LOP [redacted] RECALL [redacted] REPLACE INTAKE AIR GRID HEATER RELAY LO[redacted]

(RO) Correction:

VEHICLE WAS TOW IN. CONNECT SCAN TOOL FOR [redacted]'S [redacted] GEAR 1 INCORRECT RATIO. FOUND AVAILABLE SOFTWARE FOR [redacted]. PREFORME[redacted] SOFTWARE UPDATED. PROCEED TO CHECK TRANS FLUID LEVEL WAS TO SPECS. VEHICLE WOULD NOT GRAB INTO FIRST ONLY REVERSE. FOUND BUILTIN [redacted] CLUTCH SNAP RING DISLODGED RESULTING LOSS OF TORQUE TRANSFER FROM LOWER GEARS. DETERMINE TO REMOVE TRANS AND REPLACE [redacted] CLUTCH KIT WITH INPUT SHAFT ASSEMBLY. TORQUE ASSEMBLY TO PROPER SPECS. TOP OFF ALL FLUIDS VERIFIED NO LEAKS. ROAD TEST VEHICLE SHIFTED AS DESIGNED. NO [redacted]S RETURNED. PREFORMED TS[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Customer States that was driving on freeway when the transmi ssion did not wan Customer States that was driving on freeway when the transmi ssion did not wan

(Claim) Cause:

[redacted] SNAP RING DISLODGE. NEED TO REMOVE TRANS FOR K1 CLUTCH KIT. [redacted]- K1 SNAP RING DISLODGE. NEED TO REMOVE TRANS FOR K1 CLUTCH KIT. [redacted]- [redacted] SNAP RING DISLODGE. NEED TO REMOVE TRANS FOR K1 CLUTCH KIT. [redacted]-

(Claim) Correction:

VEHICLE WAS TOW IN. CONNECT SCAN TOOL FOR [redacted]'S [redacted] GEAR 1 INCORRECT RA VEHICLE WAS TOW IN. CONNECT SCAN TOOL FOR [redacted]S [redacted] GEAR 1 INCORRECT RA VEHICLE WAS TOW IN. CONNECT SCAN TOOL FOR [redacted]S [redacted] GEAR 1 INCORRECT RA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$98.95	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	WHITTEN BROTHERS INC	**Zone**	35 [redacted]
Address	10701 MIDLOTHIAN PIKE , RICHMOND, VA 23236				

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]	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:

USED CAR DEPARTMENT REQUESTS OEM CERTIFIED USED CAR INSPECTION AND RELAY ALL FINDINGS AND FILL OUT ALL REQUIRED CERTIFIED PAPERWORK. USED CAR DEPARTMENT REQUEST[redacted] INSPECTION [redacted] USED CAR DEPARTMENT REQUESTS DIESEL OIL AND OIL FILTER CHANGE. PERFORM FREE ALIGNMENT CHECK RECALL [redacted] USED VEHICLE DEPARTMENT REQUESTS [redacted]E AIR FILTER REPLACEME USED CAR DEPARTMENT REQUESTS CABIN AIR FILTER REPLACEMENT USED CAR DEPARTMENT REQUESTS TIRES ARE ROTATED USED VEHICLE DEPARTMENT REQUESTS [redacted] TO BE PERFORMED PER SPECS. PERFORM FLASHESPCM FLASH UPDATE REMOVE THROTTLE TUNER

(RO) Cause:

[redacted]

(RO) Correction:

USED CAR DEPARTMENT REQUESTS OEM CERTIFIED USED CAR INSPECTION AND RELAY ALL FINDINGS AND FILL OUT ALL REQUIRED CERTIFIED PAPERWORK. TECHNICIAN PERFORMED [redacted] INSPECTION [redacted] USED CAR DEPARTMENT REQUESTS DIESEL OIL AND OIL FILTER CHANGE. PERFORMED FREE ALIGNMENT CHECK PERFORMED RECALL [redacted] TECHNICIAN INSTALLED NEW [redacted]E AIR FILTER IN HOUSING. TECHNICIAN INSTALLED NEW CABIN AIR FILTER IN HOUSING. TECHNICIAN PERFORMED TIRE ROTATION TECHNICIAN PERFORMED [redacted] PER SPEC. PERFORM FLASHESPCM FLASH UPDATE REMOVE THROTTLE TUNER

(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**	SALTILLO TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	STERNBERG CHRYSLER CENTER INC	**Zone**	54 [redacted]
Address	1781 HIGHWAY 231 , JASPER, IN 47546				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]1	Fuel Pumps and Sending Units,Trouble Not Found ; Fuel Pumps	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE IS NOT GETTING FUEL TO THE MAIN TANK. DIESEL OIL AND FILTER CHANGE, TOP OFF FLUIDS REPLACE [redacted] DIESEL FUEL FILTERS FREE SEASONAL INSPECTION. CHECK COOLANT, LIGHTS, BELTS, HOSES AND FILTERS

(RO) Cause:

.

(RO) Correction:

[redacted] AUX FUEL TRANSFER PUMP SHORTED INTERNAL SCANNED FOR DTCS, PULLED DTCS [redacted], [redacted], AND [redacted]-00. PERFORMED DIAGNOSTICSFOR DTCS PRESENT. CHECKED FUSE [redacted], FOUND OK.TEST THE FUEL PUMP 2 N9 CONTROL CIRCUIT FOR ASHORT TO VOLTAGE, FOUND OK. TEST THE FUELPUMP 2 ON/OFF [redacted] CONTROL CIRCUIT FOR A SHORTTO GROUND, FOUND OK. TEST THE FUEL PUMP 2ON/OFF [redacted] FOR AN OPEN OR HIGH RESISTANCE,FOUND OK. TEST THE AUX FUEL PUMP N2 SUPPLYCIRCUIT FOR AN OPEN OR HIGH RESISTANCE, FOUNDOK. INSPECTED THE FUEL TRANSFER LINE TUBEFROM THE AUX FUEL TANK TO THE [redacted] FUELTANK FOR BINDING, KINKING, OBSTRUCTION, OROTHER DAMAGE, FOUND OK. REMOVED THE AUX FUELPUMP. INSPECTED AUX FUEL TANK FOR ANYOBSTRUCTIONS, DEFORMITIES, OR OTHER DAMAGE,FOUND OK. PERFORMED FURTHER DIAGNOSTICS,FOUND AUX FUEL TRANSFER PUMP SHORTEDINTERNAL. ORDERED AUX TRANSFER FUEL PUMP ATTHIS TIME. REINSTALLED OLD AUX TRANSFER PUMPAT THIS TIME. CUSTOMER STATES VEHICLE IS NOT GETTING FUEL TO THE MAIN TANK. [redacted] PERFORMED LUBE, OIL AND FILTERCHANGE. CHECK FLUIDS, RE-FILLED WHERE NEEDED.CHECKED TIRE PRESSURE AND RE-SET FACTORYSPECS DIESEL OIL AND FILTER CHANGE, TOP OFF FLUIDS [redacted] REMOVED AND INSTALLED NEW FUELFILTERS REPLACE [redacted] DIESEL FUEL FILTERS [redacted] PERFORMED MULTI-POINT INSPECTION.CHECKED FLUIDS AND REFILLED WHERE NEEDED.CHECKED TIRE PRESSURES AND RESET TO FACTORYSPECS. FREE SEASONAL INSPECTION.CHECK COOLANT, LIGHTS, BELTS, HOSES AND FILTERS

(RO) Technical Notes:

AUX FUEL TRANSFER PUMP SHORTED INTERNAL

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE IS NOT GETTING FUEL TO THE MAIN TANK.

(Claim) Cause:

[redacted] FUEL TRANSFER PUMP SHORTED INTERNAL

(Claim) Correction:

SCANNED FOR DTCS, PULLED DTCS [redacted], [redacted], AND [redacted]. PERFORMED DIAG NOSTICS FOR DTCS PRESENT. CHECKED FUSE [redacted], FOUND OK. TEST THE FUEL PUMP 2 N 9 CONTROL CIRCUIT FOR A SHORT TO VOLTAGE, FOUND OK. TEST THE FUEL PUMP 2 ON/ OFF [redacted] CONTROL CIRCUIT FOR A SHORT TO GROUND, FOUND OK. TEST THE FUEL PUMP 2 ON/OFF [redacted] FOR AN OPEN OR HIGH RESISTANCE, FOUND OK. TEST THE [redacted] FUEL PUM [redacted] SUPPLY CIRCUIT FOR AN OPEN OR HIGH RESISTANCE, FOUND OK. INSPECTED THE FUEL TRANSFER LINE TUBE FROM THE [redacted] FUEL TANK TO THE PRIMARY FUEL TANK FOR BINDING, KINKING, OBSTRUCTION, OR OTHER DAMAGE, FOUND OK. REMOVED THE [redacted] FU EL PUMP. INSPECTED [redacted] FUEL TANK FOR ANY OBSTRUCTIONS, DEFORMITIES, OR OTHER DAMAGE, FOUND OK. PERFORMED FURTHER DIAGNOSTICS, FOUND [redacted] FUEL TRANSFER PU MP SHORTED INTERNAL. REINSTALLED OLD [redacted] TRANSFER PUMP AT THIS TIME.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$143.97	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] **Zone** [redacted]
Address	2404 N MAIN ST , [redacted] CA 94596		

Condition Information

Condition Code	[redacted] 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)	CERN[redacted]2AA	SENSOR	1	X	[redacted]	
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	NUT	1		2.56	[redacted]

RO Narratives

(RO) Customer Concern:

Emissions Recall [redacted] - Particulate Matter Sensor (Recall Cus tomer Satisfaction Notification 1) STATE MANDATED TIRE INFLATION CHECK.

(RO) Cause:

PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN.THE PARTICULATE MATTER SENSOR MAY HAVE NOT BEEN INSTALLED DURING THE SET TIRE PRESSURES TO MANUFACTURER'S RECOMMENDATIONS

(RO) Correction:

INSPECTED AND INSTALLED THE MISSING PARTICULATE MATTER SENSOR THEN CONNECTED THE BATTERY CHARGER, ACCESSED THE DIAGNOSTIC PORT, PERFORMED A DIAGNOSTIC SCAN VERIFIED THE SOFTWARE PART NUMBER AS [redacted] PERFORMED A POWERTRAIN CONTROL MODULE SOFTWARE UPDATE WITH A FINAL SOFTWARE UPDATED PART NUMBER OF [redacted] AS PER EMISSIONS RECALL [redacted] INSTRUCTIONS. THE SYSTEM IS NOW OPERATING AS DESIGNED. SET TIRE PRESSURE TO SPEC LF70 [redacted] RRO65 COLD PSI

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Emissions Recall [redacted] - Particulate Matter Sensor (Recall Cus tomer Satisfactio

(Claim) Cause:

PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND

(Claim) Correction:

INSPECTED AND INSTALLED THE MISSING PARTICULATE MATTER SENSOR THEN CONNECTED T

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**	$82.74	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

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 (NARRATIVE 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 (NARRATIVE REQUIRED)	CERN[redacted]2AA	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 and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	[redacted]	[redacted]	[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**	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]	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	66 [redacted]
Address	2840 HIGHWAY 129 SOUTH , CLEVELAND, GA 30528				

Condition 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]	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]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	TOC ASSY	1		155.40	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	BODY ASSY	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted]			[redacted]	LUBRICANT	1		[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]	TRANSMISS	1	X	6594.00	$465.06
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, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	CLUTCHKIT	1		1051.40	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	GASKET	1		46.69	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	FILTER	1		114.94	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	BODY ASSY	1		2107.00	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	GASKET	1		46.69	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	HOSE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	LUBRICANT	1		51.66	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	TRANSMISS	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] /SERVICE SO	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	CLUTCHKIT	1		1051.40	[redacted]
A	[redacted]	[redacted] Oil - Related Repairs ; Transmission			[redacted]	GASKET	1		46.69	[redacted]
A	[redacted]	Pan Oil - Related Repairs ; [redacted] Transmission			[redacted]	FILTER	1		114.94	[redacted]
A	[redacted]	Pan Oil - Related Repairs ; [redacted] Transmission			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BODY ASSY	1		2107.00	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	GASKET	1		46.69	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	HOSE	1		37.38	[redacted]
A	[redacted]	[redacted] Oil - Related Repairs ; Transmission			[redacted]	LUBRICANT	1		51.66	[redacted]
A	[redacted]	Pan Oil - Related Repairs ; [redacted] Transmission			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Pan Oil - Related Repairs ; [redacted] Transmission			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	CLUTCHKIT	1		[redacted]	
A	[redacted]B	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	GASKET	1		46.69	[redacted]

A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	HOSE	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	LUBRICANT	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	BOLT	6		[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN [VEHICLE WILL NOT PULL]

(Claim) Cause:

FOUND [redacted] DAMGES PER SERVICE BULLETIN, REPLACED K1 CLUTCH KIT PER BULL ETIN AND TEST DROVE TRUCK NOW HAS ALL [redacted] BUT IS SLAMMIMG INTO ALL FORWARD [redacted]. CONTACTED [redacted] AND WAS ADVISED TO REPLACE THE VALVE BODY, INSTALLED VALVE BODY AND RETESTED TRANSMISSION IS STILL SLAMMING INTO ALL FORWARD [redacted]. CONTACTED [redacted] AGAIN AND WAS ADVISED TO REPLACE THE TRANSMISSION ASSEMBLY

(Claim) Correction:

REPLACED THE TRANSMISSION, QUICK LEARNED AND TEST DROVE, TRANSMISSION OPERATES AS DESIGNED AT THIS TIME.

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 Code**			[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission ; [redacted] pick-up only			[redacted]	SEAL RING	1	X	[redacted]	
A	[redacted]	Transmission ; [redacted] pick-up only			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission ; [redacted] pick-up only			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission ; [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission ; [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission ; [redacted] pick-up only			[redacted]	CLUTCHKIT	1		[redacted]	
A	[redacted]	Transmission ; [redacted] pick-up only			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission ; [redacted] pick-up only			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	SEAL RING	1	[redacted]		
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	WASHER	1		[redacted]	

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	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	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	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]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		8.06	$31.76
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	SEAL RING	1	X	11.88	$21.17
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	SEAL RING	1		6.81	$21.17
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	O-RING	1		30.41	$21.17
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted]			[redacted]	GASKET	1		37.14	$21.17

		[redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two [redacted] propeller shaft equipped			[redacted]	WASHER	1		8.06	$21.17
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		127.11	$21.17
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two [redacted] propeller shaft equipped			[redacted]	FLUID AFT	3		[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 RING	1	X	11.88	$465.74
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL 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]	O-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]	GASKET	1		37.14	$465.74
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	WASHER	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]	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]	CLUTCHKIT	1		[redacted]	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly -	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	9		127.11	$465.74

		Inspect and Replace Snap Ring								
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	3		42.37	[redacted]

RO Narratives

(RO) Customer Concern:

Customer states TRANSMISSION GOING OUT. FALLS OUT OF GEAR AND SLAMS INTO GEAR. VEHICLE WILL ONLY OPERATE IN REVERSE FUNCTION. PLEASE CHECK AND ADVISE PERFORM MULTI POINT INSPECTION PERFORM RECALL [redacted] PERFORM RECALL [redacted] PERFORM RECALL Y43

(RO) Cause:

trans has no forward gears, whith code [redacted] gear 1shift incooect ratio . recall stats perform tsb [redacted]

(RO) Correction:

PERFORM MULTI POINT INSPECTION PERFORM RECAL [redacted] performed recall [redacted] along with tsb trans still wont pull but recll as been completed [redacted] 1.2 PERFORM 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**	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**	$825.79	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	STALLINGS MOTORS INC	**Zone**	66 [redacted]
Address	1245-38TH BOULEVARD, N.E. , CAIRO, GA 39828				

Condition Information

Condition Code	[redacted]	Failure [redacted]	Failure [redacted]	Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted] RING	1	X	8.96	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				SEAL RING	1		10.01	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	SEAL RING	1		5.74	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	O-RING	1		25.62	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	WASHER	1		6.79	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			06511777AA	[redacted]			[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68456960AA	[redacted]			45.60	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BEARING	1		30.52	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68254056AB	HUB	1		287.00	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253815AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68269568AB	SNAP RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	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]	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]	RACE	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SNAP [redacted]	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEA[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253772AA	BEA[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253814AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	RACE	1		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	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	[redacted]	SERVICE ACTION	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	SEAL RING	1		[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		25.62	[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		31.29	[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		6.79	[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]	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]	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]		1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	BEARING	1		29.96	[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		36.05	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch /	[redacted]	SERVICE ACTION	[redacted]	RACE	1		37.87	[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]	[redacted]				[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	8		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION FEELS LIKE SLIPPING HARDLY PULL OFF [redacted] SNAP RING BECAME DISLODGED REPLACED K1 CLUTCH ASSEMBLY[redacted] GRIFFIN-) RECALL [redacted] TRANSMISSION REPLACED K1 CLUTCH ASSEMBLY LINE 1 ([redacted] GRIFFIN-) RECALL Y43 PARTI SENSOR INSTALLED PARTICULATE MATTER SENSOR AND PROGRAMMED PCM[redacted] GRIFFIN-)

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION SLIPPING AND WILL HARDLY PULL OFF

(Claim) Cause:

[redacted] SNAP RING DISLODGED

(Claim) Correction:

REPLACED K1 CLUTCH ASSEMBLY

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

Expense

Labor	[redacted]	**Sublet**	$85.68	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	STALLINGS MOTORS INC	[redacted]	66 [redacted]
Address	1245-38TH BOULEVARD, N.E. , CAIRO, GA 39828				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[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 (NARRATIVE REQUIRED)	[redacted]	SENSOR	[redacted]			[redacted]
[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		1.47	[redacted]
[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 (NARRATIVE REQUIRED)	[redacted]	[redacted]				[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)						$10.65 [redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION FEELS LIKE SLIPPING HARDLY PULL OFF [redacted] SNAP RING BECAME DISLODGED REPLACED K1 CLUTCH ASSEMBLY [redacted] GRIFFIN-) RECALL [redacted] TRANSMISSION REPLACED K1 CLUTCH ASSEMBLY LINE 1 ([redacted] GRIFFIN-) RECALL [redacted] PARTI SENSOR INSTALLED PARTICULATE MATTER SENSOR AND PROGRAMMED PCM [redacted] GRIFFIN-)

(RO) Cause:

NA

(RO) Correction:

[redacted]

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION SLIPPING AND WILL HARDLY PULL OFF

(Claim) Cause:

K1 SNAP RING DISLODGED

(Claim) Correction:

REPLACED K1 CLUTCH ASSEMBLY

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

Expense

Labor	[redacted]	**Sublet**	$114.93	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	3777 GERSTNER MEMORIAL DRIVE , LAKE CHARLES, LA 70607				

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)	CERN[redacted]2AA	SENSOR	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

Recall Customer Satisfaction Notification 1 [redacted] 67L DIESEL PM SENSOR (Recall Customer Satisfaction Notificat ion 1)

(RO) Cause:

RECALL [redacted] DIESEL PARTICULATE MATTER SENSOR.

(RO) Correction:

INSTALLED PARTICULATE MATTER SENSOR ACCORDING TO RECALL. NO FURTHER ACTION REQUIRED.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Recall Customer Satisfaction Notification [redacted] DIESEL PM SENS

(Claim) Cause:

RECALL [redacted] DIESEL PARTICULATE MATTER SENSOR.

(Claim) Correction:

INSTALLED PARTICULATE MATTER SENSOR ACCORDING TO RECALL. NO FURTHER ACTION REQ

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

Expense

Labor	[redacted]	**Sublet**	$108.44	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] 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)	CERN[redacted]2AA	SENSOR	1	X	102.86	[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		3.72	[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)	CERN[redacted]3AA	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted]- [redacted]culate Matter Sensor **]

(RO) Cause:

Recall

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) MOPAR EXPRESS LANE INSPECTION - - - [redacted] Recall Recall [redacted], Diesel PM Sensor.Removed plug in exhaust and installedparticulate matter sensor. Flashed PCM from52421232AG to [redacted]. Cleared DTCs andtest drove. No issues. Emissions Recall [redacted]- [redacted]culate Matter Sensor- Replace Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only) (1 - Semi-Skilled) [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***	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	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***	BERMONT MOTORS INC	[redacted]	[redacted]
Address	1502 EAST PHILADELPHIA AVENUE , GILBERTSVILLE, PA 19525				

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:

General Concern #1 [PROGRAM KEY, DO NOT NEED INSERT] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] Intake Air Grid Heater Relay **]

(RO) Cause:

NA

(RO) Correction:

PROGRAMMED KEY, VERIFED KEY IS OPERATIONAL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	[redacted]	***Plant***	[redacted] ASSEMBLY PLANT	***Coverage***	[redacted]

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	***Name***	FREMONT MOTOR CASPER, INC	***Zone***	[redacted]
Address	[redacted]				

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only				TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only				[redacted]				
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	[redacted]				
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]				[redacted]
A	[redacted]6	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]6	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]				

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES AFTER [redacted] VEHICLE WILL NOT MOVE. REPLACE TRANSMISSION PER START 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] R&R TRANSMISSION FOR NO FORWARDGEARS CONTACTED STAR AND ORDERED AND REPLACEDTRANS TOPPED OFF QUICKLEARNED ALL OK NOISSUES OR [redacted]S DIAGNOSIS OF CUSTOMER CONCERN Free Multi Point CourtesyInspection BY PROVIDING YOUR CONTACTINFORMATION YOU AUTHORIZE [redacted] MOTOR COMPANY TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATES AND SPECIAL CUSTOMER OFFERS.YOU CAN OPT-OUT BY CALLING [redacted] OR TEXTING STOP OR BY TELLING YOUR SERVICE ADVISOR. BY PROVIDING YOUR CONTACTINFORMATION YOU AUTHORIZE [redacted] MOTOR COMPANY TO CONTACT YOU BY TEXT MESSAGING WITH SERVICE UPDATES AND SPECIAL CUSTOMER OFFERS.YOU CAN OPT-OUT BY CALLING [redacted] OR TEXTING STOP OR BY TELLINGYOUR SERVICE ADVISOR.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE HAS NO FORWARD GEARS

(Claim) Cause:

[redacted] [redacted]

(Claim) Correction:

RECALL 71 A HAS BEEN PERFORMED [redacted] WITH NO SUCESS. STAR ADVISED TO REPLACE TRANSMISSION. TECH REPLACED TRANSMISSION, TOPPED OFF FLUID, QUICK LEARNED A ND TEST DROVE TO VERIFY REPAIR

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

Dealer Information

[redacted]	[redacted]	**Name**	AIRPORT [redacted]	**Zone**	[redacted]
Address	5751 EAGLE VAIL DR , [redacted], FL 32822				

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, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1449.58	$33.98
[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]		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	1449.58	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE [redacted]	[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly		[redacted]	[redacted]	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

COMPLIMENTARY [redacted] MAINTENANCE INSPECTION CUSTOMER STATES VEHICLE WOULD NOT SHIFT, WOULD NOT GO [redacted] CHECK AND ADVISE RECALL 71A AISIN TRANSMISSION GEAR RECALL [redacted] PARTICULATE MATTER SENSOR

(RO) Cause:

PERFORM RECALL PER FCA INSTRUCTION PERFORM RECALL PER FCA INSTRUCTION

(RO) Correction:

COMPLIMENTARY [redacted] MAINTENANCE INSPECTION [redacted] VEHICLE WOULD NOT GO INTO GEAR [redacted] 690CONFIRMED VEHICLE WOULD NOT GO INTO GEARFOUN [redacted] REMOVED TRANSMISSION ANDREPLACED FRONT INPUT HUB REINSTALLEDTRANSMISSION RECHECKED AOK GENERAL REPAIR CONCERN, AND OR CHECK GUEST COMPLAINT, OR ISSUE. LABOR TIME FOR CHECKING AND DIAG. [redacted] 71A [redacted] 10 PERFORMED RECALL RECALL 1 PERFORMED [redacted] PERFORMEDRECALL [redacted] RECALL 1 PERFORMED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WOULD NOT SHIFT, WOULD NOT GO [redacted] CHECK AND ADV ISE

(Claim) Cause:

VEHICLE WOULD NOT GO INTO GEAR

(Claim) Correction:

CONFIRMED VEHICLE WOULD NOT GO INTO GEAR FOUN [redacted] REMOVED TRANSMIS SION AND REPLACED FRONT INPUT HUB REINSTALLED TRANSMISSION RECHECKED AOK

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**	$274.03	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	70 [redacted]
Address	4101 S [redacted] WAY , [redacted] , WA 98409				

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] RING	1	X	[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	O-RING	1		37.93	$127.65
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		46.33	$127.65
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		10.05	$127.65
[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]	[redacted] RING	1		8.50	$127.65
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	[redacted]			
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted] RING	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted] RING	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	O-RING	1		37.93	$255.30
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition [redacted] 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]	[redacted] RING	1		[redacted]	

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68269568AB	SNAP RING	1	X	[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		10.05	$63.83
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			68019782AA	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	4		[redacted]	
A	21000A62	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			68269568AB	SNAP RING	1	X	13.27	$42.55
A	21000A62	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	O-RING	1		37.93	$42.55
A	21000A62	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	GASKET	1		46.33	$42.55
A	21000A62	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	
A	21000A62	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
A	21000A62	Transmission, Remove and install for recondition -			[redacted]	BOLT	4		[redacted]	

		[redacted]; Two piece propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	[redacted] RING	1		8.50	$42.55
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]	[redacted] RING	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]	SNAP RING	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]	O-RING	1		37.93	$936.10
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]	WASHER	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]	BOLT	4		34.41	$936.10
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	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]	[redacted] 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]	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]	[redacted] RING	4		59.28	$936.10

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
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 Code***	[redacted]

Claim Information

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

Expense

Labor	[redacted]	***Sublet***	$191.95	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition 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]	[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		120.33	[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	[redacted]			[redacted]
[redacted]		Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	RELAY	1	X	[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***	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***	$0.00	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted] RAM	***Zone***	7[redacted]
Address	4101 S TACOMA WAY , TACOMA, WA 98409				

Condition Information

Condition Code	[redacted]	[redacted] ***Desc***	***Failure Code***	***Failure Desc***	[redacted]					
[redacted]		Transmission Mechanical, Trouble Not Found ; Transmission Other	OD							[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] BUYBACK - TRANSMISSION FAILURE

(Claim) Cause:

COULD NOT VERIFY ANY TRANSMSSION CONCERNS. TEST DROVE AND NO ISSUES. EVERY [redacted] R WORKED AS DESIGNED. REVERSE WORKING AS DESIGNED. NO DTCS.

(Claim) Correction:

NO PROBLEM FOUND.

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***	$191.76	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

[redacted]		***Name***	[redacted]			***Zone***	[redacted]
Address	5751 EAGLE VAIL DR , [redacted], FL 32822						

Condition Information

Condition	[redacted]	***Desc***	***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL RING	4	X	[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	1		[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)	CERN[redacted]2AA	SENSOR	1	X	[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)	CERN[redacted]3AB	[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]	[redacted]			[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

COMPLIMENTARY [redacted] MAINTENANCE INSPECTION CUSTOMER STATES VEHICLE WOULD NOT SHIFT, WOULD NOT GO [redacted] CHECK AND ADVISE RECALL [redacted] AISIN TRANSMISSION GEAR RECALL [redacted] PARTICULATE MATTER SENSOR

(RO) Cause:

PERFORM RECALL PER FCA INSTRUCTION PERFORM RECALL PER FCA INSTRUCTION

(RO) Correction:

COMPLIMENTARY [redacted] MAINTENANCE INSPECTION [redacted] VEHICLE WOULD NOT GO INTO GEAR [redacted] 690CONFIRMED VEHICLE WOULD NOT GO INTO GEARFOUN [redacted] REMOVED TRANSMISSION ANDREPLACED FRONT INPUT HUB REINSTALLEDTRANSMISSION RECHECKED AOK GENERAL REPAIR CONCERN, AND OR CHECK GUEST COMPLAINT, OR ISSUE. LABOR TIME FOR CHECKING AND DIAG. [redacted] RECALL [redacted] 10 PERFORMED RECALL RECALL 1 PERFORMED [redacted] RECALL [redacted] 25-Y4-31-83 60 PERFORMEDRECALL [redacted] RECALL 1 PERFORMED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WOULD NOT SHIFT, WOULD NOT GO [redacted] CHECK AND ADV ISE

(Claim) Cause:

VEHICLE WOULD NOT GO INTO GEAR

(Claim) Correction:

CONFIRMED VEHICLE WOULD NOT GO INTO GEAR FOUN [redacted] REMOVED TRANSMIS SION AND REPLACED FRONT INPUT HUB REINSTALLED TRANSMISSION RECHECKED AOK

Warranty Claim Report

Vehicle Information

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

Expense

Labor	[redacted]	**Sublet**	$483.30	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]		[redacted]		**Name**	[redacted]	[redacted]		[redacted]	[redacted]
Address	525 ENFIELD ST , ENFIELD, CT 06082								

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure	Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted] RING	1		10.38	$84.40
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	4		46.41	$84.40
[redacted]		Transmission : [redacted] equipped pick-up only			68269569AA	[redacted] RING	4		50.63	$84.40
[redacted]	[redacted]9	Transmission ; [redacted] equipped 2500-3500 [redacted] pick-up only			[redacted]	[redacted]	1		6.65	$84.40
[redacted]	[redacted]9	Transmission : [redacted] equipped pick-up only			[redacted]	O-RING	1		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	GASKET	1	X	[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	[redacted] WASHER	1		7.87	$84.40
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	D-RING	1		23.37	$84.40
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT [redacted]	[redacted]		255.56	$84.40
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	D-RING	1		16.47	$84.40
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted] RING	1		[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted] RING	4		[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted] RING	4		[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted] RING	1		[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-RING	1		[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1	X	[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]	[redacted]0	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	D-RING	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	14		[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] ; Skid plate equipped			[redacted]	SNAP [redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	O-[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	GASKET	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	D-[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	FLUID AFT	14		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	D-[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	SNAP [redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	D-[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	14		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	[redacted] RING	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] RING	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] RING	1		6.65	$647.08
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	O-RING	1		29.69	$647.08
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	GASKET	1	X	36.27	$647.08
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	14		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	D-RING	1		[redacted]	

RO Narratives

(RO) Customer Concern:

TRANSMISSION DIAGNOSE-CUSTOMER STATES: died in the road we did a service [redacted]

(RO) Cause:

[redacted] SNAP RING FAILE (DISLOGED)

(RO) Correction:

REMOVED TRANS AND TRANSFER CASE TOOK TRANS APART REPLACED K1 SNAP RING INNER AND OUTTER D RING [redacted]S (PERFORMED BULLETIN [redacted]) REINSTALLED TRANS FILLED WITH FLUID AND QUICK LEARNED TRANS OPERATING AS DESIGNED AT THIS TIME (NOTE) DID NOT REPLACED [redacted] CLUTCH ASSEMBLY AS SUGGESTED IN SERVICE BULLETIN. (DUE TO NOT AVAILIBLE). CUSTOMER WAS INFORMED OF THIS (CUSTOMER WANTED VEHICLE BACK DID NOT WANT TO WAIT FOR

BACK ORDERED PARTS) IF SNAP RING FAILED AGAIN, K1 CLUTCH WILL NEED REPLACEMENT OR TRANSMISSION WILL NEED REPLACEMENT (WOULD NEED DIGITAL APPROVAL FROM [redacted] MVP EXTENDED WARRANTY). TRANSMISSION ALSO ON MAJOR BACK ORDER.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION DIAGNOSE-CUSTOMER STATES: DIED IN THE ROAD WE DID A SERVICE [redacted].

(Claim) Cause:

[redacted] SNAP RING FAILE (DISLOGED)

(Claim) Correction:

REMOVED TRANS AND TRANSFER CASE TOOK TRANS APART REPLACED K1 SNAP RING INNER AND OUTTER D RING SEALS (PERFORMED BULLETIN [redacted]) REINSTALLED TRANS F ILLED WITH FLUID AND QUICK LEARNED TRANS OPERATING AS DESIGNED AT THIS TIME (NOTE) DID NOT REPLACED K1 CLUTCH ASSEMBLY AS SUGGESTED IN SERVICE BULLETIN. (DUE TO NOT AVAILIBLE). CUSTOMER WAS INFORMED OF THIS (CUSTOMER WANTED VEHI CLE BACK DID NOT WANT TO WAIT FOR BACK ORDERED PARTS) IF SNAP RING FAILED A GAIN, [redacted] CLUTCH WILL NEED REPLACEMENT OR TRANSMISSION WILL NEED REPLACEMENT (WOULD NEED DIGITAL APPROVAL FROM [redacted] MVP EXTENDED WARRANTY). TRANSMISS ION ALSO ON MAJOR BACK ORDER.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	[redacted]	***Failure***	***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)	[redacted]	SENSOR	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

RECALL 1 MISC. DESCRIPTION MINOR CERTIFIED TECH MULTI-POINT INSPECTION INFO OP CODE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANS DOES NOT GO INTO REVERSE

(Claim) Cause:

INCORRECT RATIO K1 SNAP RING

(Claim) Correction:

REPLACED SNAP RING .

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,674.54	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition			Failure	Failure		Part Name	Part Quantity	Part Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		146.25	$76.09
[redacted]		Transmission [redacted] equipped pick-up only			[redacted]	FLUID AFT	4		65.00	$76.09
[redacted]		Transmission [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	1435.76	$76.09
[redacted]		Transmission [redacted] equipped pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] equipped			[redacted]	FLUID AFT	9		146.25	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] equipped			[redacted]	FLUID AFT	4		65.00	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] equipped			[redacted]	[redacted]	1	X	1435.76	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		146.25	$25.36
[redacted]		Transmission, Remove and install for recondition - [redacted] propeller shaft equipped			[redacted]	FLUID AFT	4		65.00	$25.36
[redacted]		Transmission, Remove and install for recondition - [redacted] propeller shaft equipped			[redacted]	[redacted]	1	X	1435.76	$25.36
[redacted]		Transmission, Remove and install for recondition - [redacted] propeller shaft equipped			[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]	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	4		65.00	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1435.76	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

RECALL [redacted]. DESCRIPTION MINOR CERTIFIED TECH MULTI-POINT INSPECTION INFO OP CODE

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANS DOES NOT GO INTO REVERSE

(Claim) Cause:

INCORRECT RATIO [redacted] SNAP RING

(Claim) Correction:

REPLACED SNAP RING .

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P81 - RAM 3500 LARAMIE [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure [redacted]		Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Damper	[redacted]		[redacted]	DAMPER	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] - CUSTOMER STATES DEATH WOBBLE

(Claim) Cause:

INSPECTED VEHICLE, TEST DROVE VERIFIED CUSTOMERS CONCERN, RAISED VEHICLE INSPE CTED SUSPENSION FOR ABNORMALITIES ALL GOOD, USED CHASIS [redacted] PIN POINT VI BRATION COMING FROM STEERING DAMPNER

(Claim) Correction:

REMOVD [redacted] FROM STEERING DAMPENER AND REMOVED DAMPENER. REVERSED PROCEDU RE WITH NEW STEERING DAMPENER.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	***Sublet***	[redacted]	***Part***	[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***	[redacted] ***Expense***
A	[redacted]	Customer Satisfaction Notification [redacted] - [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:

Recall / Customer Satisfaction Notification 1 [Customer Satisfaction Notification [redacted] - [redacted] Transmission **] Multi-point inspection (according to maintenance interval) CUSTOMER STATES VEHICLE HAS EXTENDED CRANK IF VEHICLE SITS FOR EXTENDED PERIOD OF TIME LUBE OIL AND FILTER CHANGE - DIESELOIL SYNTHETIC REMOVE AND REPLACE [redacted] FUEL FILTERS [redacted]

(RO) Cause:

RECALL SOFTWARE UPDATE MAINTENANCE

(RO) Correction:

[redacted] CUSTOMER REQUESTEDCAMPAIGN [redacted] [redacted] BE PERFORMED. PERFORMED ACOMPLETE VEHICLE IDENTIFICATION [redacted] STATUSINQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN.THIS VEHICLE WAS MANUFACTURED WITH ADEFECTIVE [redacted] CLUTCH DRUM SNAP RING. REPAIRSALREADY MADE DUE TO FAILURE AS PER [redacted]. NO PART REPLACEMENT OR REPAIRSWERE MADE AT THIS TIME. DOCUMENTED THE LABOROPERATION [redacted] R AS 21-7[redacted]. CLOSE CSN [redacted] PERFORMED MULTI-POINT VEHICLEINSPECTION PERFORM MULTI-POINT VEHICLE INSPECTION - SEE ATTACHED COPY FOR DETAILS [redacted] VERIFIED CUSTOMER'S CONCERN OFEXTENDED CRANK AT TIMES. FOUND INTERMITTENT3-4 [redacted], SCANNED VEHICLE ANDFOUND NO DTC'S. FOUND NO [redacted] SERVICE BULLETINS/[redacted]'S, [redacted] THREAD STATING THAT STAR TECHNICALASSISTANCE/TECHNICAL ADVISORS/ENGINEERINGSTATES THIS IS NORMAL FOR THESE TRUCKS, MAYCOME OUT WITH FLASH UPDATE FOR PCM TO REPAIRTHIS ISSUE DUE TO A CALIBRATION/SOFTWAREANOMALY POST Y78 RECALL SOFTWARE CALIBRATION(NEW SOFTWARE FOR ALL TRUCKS THAT HAD Y78RECALL AND ALL TRUCKS AFTER THAT, RECALLPERFORMED OR NOT). MODULE,POWERTRAIN CONTROL(PCM)-REPROGRAM [redacted] PERFORMED ENGINE OIL AND FILTERCHANGE USING GENUINE MOPAR SPECIFIED PARTS.RESET OIL LIFE REMINDER. CHECKED FLUIDLEVELS,BELTS AND HOSES. LUBE OIL AND FILTER CHANGE - DIESEL OIL [redacted] REPLACE [redacted] FUEL FILTERS AND O RINGS REMOVE AND REPLACE [redacted] FUEL FILTERS [redacted] [redacted] PLAN [redacted] ESSENTIAL [redacted] ESSENTIAL [redacted] MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE HAS EXTENDED CRANK IF VEHICLE SITS FOR EXTENDED PERIO D OF TIME

(Claim) Cause:

SOFTWARE UPDATE

(Claim) Correction:

VERIFIED THE CUSTOMER'S CONCERN OF VEHICLE HAS EXTENDED CRANK AT TIMES. CHECK ED SERVICE LIBRARY FOR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONS E TRANSMITTALS, RAPID SERVICE UPDATES AND RECALLS AND FOUND APPLICABLE TS [redacted] WHICH IS RELATED TO THE VEHICLE'S CONCERN. CHECKED FOR ANY SOFTWARE U PDATES TO FIND A POWERTRAIN CONTROL MODULE SOFTWARE UPDATE IS DUE WHICH IS RE LATED TO THE VEHICLE'S CONCERN. FURTHER EXAMINATION FOUND THE POWERTRAIN CONT ROL MODULE REQUIRES A SOFTWARE UPDATE. VERIFIED THE SOFTWARE PART NUMBER AS [redacted] ACCESSED THE DIAGNOSTIC PORT AND REPROGRAMMED THE SYSTEM POWERTRAI N CONTROL MODULE WITH A FINAL SOFTWARE UPDATED PART NUMBER OF [redacted] [redacted] RRING TO [redacted]. CLEARED ALL DIAGNOSTIC TROUBLE CODES AND VERIFIED CODES D ID NOT RETURN. PERFORMED A FINAL DIAGNOSTIC SCAN TO CONFIRM REPAIRS. THE SYST EM IS NOW OPERATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

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

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Customer Satisfaction Notification [redacted]- Aisin Transmission **] Multi-point inspection (according to maintenance interval) CUSTOMER STATES VEHICLE HAS EXTENDED CRANK IF VEHICLE SITS FOR EXTENDED PERIOD OF TIME LUBE OIL AND FILTER CHANGE - DIESELOIL SYNTHETIC REMOVE AND REPLACE [redacted] FUEL FILTERS [redacted] ESSENTIAL [redacted] 3 SRVCS

(RO) Cause:

RECALL SOFTWARE UPDATE MAINTENANCE

(RO) Correction:

[redacted] CUSTOMER REQUESTEDCAMPAIGN NUMBER [redacted] BE PERFORMED. PERFORMED ACOMPLETE VEHICLE IDENTIFICATION NUMBER STATUSINQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN.THIS VEHICLE WAS MANUFACTURED WITH ADEFECTIVE [redacted] CLUTCH DRUM SNAP RING. REPAIRSALREADY MADE DUE TO FAILURE AS PER [redacted]. NO PART REPLACEMENT OR REPAIRSWERE MADE AT THIS TIME. DOCUMENTED THE LABOROPERATION NUMBER AS 21-7[redacted]. CLOSE CSN [redacted] PERFORMED MULTI-POINT VEHICLEINSPECTION PERFORM MULTI-POINT VEHICLE INSPECTION - SEE ATTACHED COPY FOR DETAILS [redacted] VERIFIED CUSTOMER'S CONCERN OFEXTENDED CRANK AT TIMES. FOUND INTERMITTENT3-4 [redacted]. SCANNED VEHICLE ANDFOUND NO DTC'S. FOUND NO STARPUBLICATIONS/SERVICE BULLETINS/[redacted]S, FOUNDTECH2TECH THREAD STATING THAT STAR TECHNICALASSISTANCE/TECHNICAL ADVISORS/ENGINEERINGSTATES THIS IS NORMAL FOR THESE TRUCKS, MAYCOME OUT WITH FLASH UPDATE FOR PCM TO REPAIRTHIS ISSUE DUE TO A CALIBRATION/SOFTWAREANOMALY POST [redacted] RECALL SOFTWARE CALIBRATION(NEW SOFTWARE FOR ALL TRUCKS THAT HAD [redacted] RECALL AND ALL TRUCKS AFTER THAT, RECALLPERFORMED OR NOT). MODULE,POWERTRAIN CONTROL(PCM)-REPROGRAM [redacted] PERFORMED ENGINE OIL AND FILTERCHANGE USING GENUINE MOPAR SPECIFIED PARTS.RESET OIL LIFE REMINDER. CHECKED FLUIDLEVELS,BELTS AND HOSES. LUBE OIL AND FILTER CHANGE - DIESEL OIL [redacted] REPLACE [redacted] FUEL FILTERS AND O RINGS REMOVE AND REPLACE [redacted] FUEL FILTERS [redacted] [redacted] [redacted] ESSENTIAL [redacted] ESSENTIAL [redacted] MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE HAS EXTENDED CRANK IF VEHICLE SITS FOR EXTENDED PERIO D OF TIME

(Claim) Cause:

SOFTWARE UPDATE

(Claim) Correction:

VERIFIED THE CUSTOMER'S CONCERN OF VEHICLE HAS EXTENDED CRANK AT TIMES. CHECK ED SERVICE LIBRARY FOR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONS E TRANSMITTALS, RAPID SERVICE UPDATES AND RECALLS AND FOUND APPLICABLE TS [redacted] WHICH IS RELATED TO THE VEHICLE'S CONCERN. CHECKED FOR ANY SOFTWARE U PDATES TO FIND A POWERTRAIN CONTROL MODULE SOFTWARE UPDATE IS DUE WHICH IS RE LATED TO THE VEHICLE'S CONCERN. FURTHER EXAMINATION FOUND THE POWERTRAIN CONT ROL MODULE REQUIRES A SOFTWARE UPDATE. VERIFIED THE SOFTWARE PART NUMBER AS [redacted] ACCESSED THE DIAGNOSTIC PORT AND REPROGRAMMED THE SYSTEM POWERTRAI N CONTROL MODULE WITH A FINAL SOFTWARE UPDATED PART NUMBER OF [redacted] [redacted] RRING TO [redacted]. CLEARED ALL DIAGNOSTIC TROUBLE CODES AND VERIFIED CODES D ID NOT RETURN. PERFORMED A FINAL DIAGNOSTIC SCAN TO CONFIRM REPAIRS. THE SYST EM IS NOW OPERATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

[redacted]		**Year**	[redacted]	**Body**	DP0L64 - RAM 5500 REG CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY [redacted]	**Coverage**	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]		**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:

Recall / Customer Satisfaction Notification 1 [Customer Satisfaction Notification [redacted] - [redacted] Transmission **] Multi-point inspection (according to maintenance interval) CUSTOMER STATES VEHICLE HAS EXTENDED CRANK IF VEHICLE SITS FOR EXTENDED PERIOD OF TIME LUBE OIL AND FILTER CHANGE - DIESELOIL SYNTHETIC REMOVE AND REPLACE [redacted] FUEL FILTERS [redacted]

(RO) Cause:

RECALL SOFTWARE UPDATE MAINTENANCE

(RO) Correction:

[redacted] CUSTOMER REQUESTEDCAMPAIGN NUMBER [redacted] BE PERFORMED. PERFORMED ACOMPLETE VEHICLE IDENTIFICATION NUMBER STATUSINQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN.THIS VEHICLE WAS MANUFACTURED WITH ADEFECTIVE K1 CLUTCH DRUM SNAP RING. REPAIRSALREADY MADE DUE TO FAILURE AS PER [redacted] NO PART REPLACEMENT OR REPAIRSWERE MADE AT THIS TIME. DOCUMENTED THE LABOROPERATION NUMBER AS 21-7[redacted]. CLOSE CSN [redacted] PERFORMED MULTI-POINT VEHICLEINSPECTION PERFORM MULTI-POINT VEHICLE INSPECTION - SEE ATTACHED COPY FOR DETAILS [redacted] VERIFIED CUSTOMER'S CONCERN OFEXTENDED CRANK AT TIMES. FOUND INTERMITTENT3-4 [redacted] K TIME, SCANNED VEHICLE ANDFOUND NO DTC'S. FOUND NO STARPUBLICATIONS/SERVICE BULLETINS/[redacted]S, [redacted] THREAD STATING THAT STAR TECHNICALASSISTANCE/TECHNICAL ADVISORS/ENGINEERINGSTATES THIS IS NORMAL FOR THESE TRUCKS, MAYCOME OUT WITH FLASH UPDATE FOR PCM TO REPAIRTHIS ISSUE DUE TO A CALIBRATION/SOFTWAREANOMALY POST Y78 RECALL SOFTWARE CALIBRATION(NEW SOFTWARE FOR ALL TRUCKS THAT HAD Y78RECALL AND ALL TRUCKS AFTER THAT, RECALLPERFORMED OR NOT). MODULE,POWERTRAIN CONTROL(PCM)-REPROGRAM [redacted] PERFORMED ENGINE OIL AND FILTERCHANGE USING GENUINE MOPAR SPECIFIED PARTS.RESET OIL LIFE REMINDER. CHECKED FLUIDLEVELS,BELTS AND HOSES. LUBE OIL AND FILTER CHANGE - DIESEL OIL [redacted] REPLACE [redacted] FUEL FILTERS AND O RINGS REMOVE AND REPLACE [redacted] FUEL FILTERS [redacted] SRVCS [redacted] [redacted] [redacted] [redacted] ESSENTIAL [redacted] MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE HAS EXTENDED CRANK IF VEHICLE SITS FOR EXTENDED PERIO D OF TIME

(Claim) Cause:

SOFTWARE UPDATE

(Claim) Correction:

VERIFIED THE CUSTOMER'S CONCERN OF VEHICLE HAS EXTENDED CRANK AT TIMES. CHECK ED SERVICE LIBRARY FOR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONS E TRANSMITTALS, RAPID SERVICE UPDATES AND RECALLS AND FOUND APPLICABLE TS [redacted] WHICH IS RELATED TO THE VEHICLE'S CONCERN. CHECKED FOR ANY SOFTWARE U PDATES TO FIND A POWERTRAIN CONTROL MODULE SOFTWARE UPDATE IS DUE WHICH IS RE LATED TO THE VEHICLE'S CONCERN. FURTHER EXAMINATION FOUND THE POWERTRAIN CONT ROL MODULE REQUIRES A SOFTWARE UPDATE. VERIFIED THE SOFTWARE PART NUMBER AS [redacted] ACCESSED THE DIAGNOSTIC PORT AND REPROGRAMMED THE SYSTEM POWERTRAI N CONTROL MODULE WITH A FINAL SOFTWARE UPDATED PART NUMBER OF [redacted] [redacted] RRING TO [redacted]. CLEARED ALL DIAGNOSTIC TROUBLE CODES AND VERIFIED CODES D ID NOT RETURN. PERFORMED A FINAL DIAGNOSTIC SCAN TO CONFIRM REPAIRS. THE SYST EM IS NOW OPERATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$184.29	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	39639 BALENTINE DR , NEWARK, CA 94560				

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)	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 ([redacted] REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	[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 ([redacted] REQUIRED)	CERN[redacted]3AB	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REQUESTS TO PERFORM FACTORY RECALL Y43 CUSTOMER REQUESTS TO PERFORM FACTORY RECALL 13A

(Claim) Cause:

.

(Claim) Correction:

INSTALL PARTICULATE SENSOR AND FLASH THE PCM=[redacted] TO [redacted] REPLACE GRID HEATER PER RECALL

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$8,071.73	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	F[redacted] RAM
Zone	[redacted]		
Address	39639 BALENTINE DR , NEWARK, CA 94560		

Condition Information

Condition Code	[redacted] Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Axle / Differential, assembly, Rear ; 267mm/10.5, 292mm/11.5, or [redacted] axles	[redacted]	DRIVE GEAR AND [redacted] DEFECT	[redacted]	AXLE	1	X	8071.73	$715.90
A	03300163	Axle / Differential, assembly, Rear ; Air Suspension Equipped			[redacted]	AXLE	1	X	[redacted]	
[redacted]		Axle / Differential, assembly, Rear ; Dual rear wheels equipped			[redacted]	AXLE	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THERE'S A NOISE COMING FROM THE REAR OF VEHICLE WHILE DRI[redacted]G

(Claim) Cause:

FOUND REAR DIFF FULL OF METAL

(Claim) Correction:

ROAD TEST VERIFY NOISE COMING FROM THE REAR END RACK TRUCK AND PULL THE COVER AND FULL OF METAL IN CASE THE PINION IS WORN OUT ALONG WITH THE RING GEAR THE PINION RACK HAVE A EGG SHAPE NEED TO REPLACE THE COMPLETE REAR DIFF. REPLACED COMPLETE REAR DIFFERENTIAL ASSEMBLY AND ROAD TEST ROAD TEST. OPERATING AS DESI GNED.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	2406 CRAIN HWY , BOWIE, MD 20716				

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, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	5		124.45	$779.84
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	COOLER	1		378.34	$779.84
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted] shaft equipped			[redacted]	FLUID AFT	5		124.45	$39.99
[redacted]		Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	COOLER	1		378.34	$39.99
[redacted]		Transmission, Replace - automatic ; [redacted] shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]		Oil cooler, external / auxiliary ; Cooler ([redacted])				FLUID AFT	[redacted]			
[redacted]		Oil cooler, external / auxiliary ; Cooler ([redacted])				GASKET	1		[redacted]	
[redacted]		Oil cooler, external / auxiliary ; Cooler ([redacted])				COOLER	1		378.34	$359.93
[redacted]		Oil cooler, external / auxiliary ; Cooler ([redacted])				TRANSMISS	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION HAS FAILED, WILL ONLY MOVE IN REVERSE Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) CUSTOMER REQUESTS MULTIPOINT VEHICLE INSPECTION

(RO) Cause:

PERFORMED DIAGNOSTIC TESTING PER CONCERN, VERIFED CONCERN FOUND VEHICLE IN LIMP MODE. FURTHER DIAGNOSIS FOUND EXCESSIV METAL IN FLUID OF TRANSMISSION, WILL NEED TO REPLACE TRANSMISSION VEHICLE HAS OPEN RECALL

(RO) Correction:

REPLACED TRANSMISSION, POST TETING VERIFIED REPAIR. PARTS ARE ON RESTRICTED QUANITY ORDER. ORDERED, WILL CONTACT CUSTOMER UPON ARRIVAL OF BACK ORDER PART IF TIRES ARE RECOMMENDED SEE TIRE CARD ATTACHED. BUY [redacted] GET [redacted] FOR [redacted] PROMOTION RUNS [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION HAS FAILED, WILL ONLY MOVE IN REVERSE CUSTOMER STATES TRANSMISSION HAS FAILED, WILL ONLY MOVE IN REVERSE CUSTOMER STATES TRANSMISSION HAS FAILED, WILL ONLY MOVE IN REVERSE

(Claim) Cause:

PERFORMED DIAGNOSTIC TESTING PER CONCERN, VERIFED CONCERN FOUND VEHICLE IN LIM PERFORMED DIAGNOSTIC TESTING PER CONCERN, VERIFED CONCERN FOUND VEHICLE IN LIM PERFORMED DIAGNOSTIC TESTING PER CONCERN, VERIFED CONCERN FOUND VEHICLE IN LIM

(Claim) Correction:

REPLACED TRANSMISSION, POST TETING VERIFIED REPAIR. REPLACED TRANSMISSION, POST TETING VERIFIED REPAIR. REPLACED TRANSMISSION, POST TETING VERIFIED REPAIR.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	JEEP DODGE, INC.	[redacted]	[redacted]	[redacted]
[redacted]	85 W KEMPER RD , CINCINNATI, OH 45246						

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	DEF Fluid Top Off ; Vehicle Delivery Fill - Cab Chassis Models Only - See LOP note for vehicle specific allowances.	[redacted]	FLUID [redacted] OR LOW	[redacted]	FLUID	1	X	[redacted]

RO Narratives

(RO) Customer Concern:

Perform DTC Inspection Multi-point inspection (according to maintenance interval) FILL DIESEL EXHAUST FLUID - ([redacted] FILL COVERED BY MANUFACTURER)

(RO) Cause:

.

(RO) Correction:

Perform DTC Inspection Mopar Express Lane Inspection 20 FILL DEF FLUID Fluid Top Off Vehicle Delivery Fill - Cab Chassis Models Fluid Top Off Vehicle Delivery Fill - Cab ChassisModels

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

FILL DIESEL EXHAUST FLUID - ([redacted] FILL COVERED BY MANUFACTURER)

(Claim) Cause:

DEF SYSTEM FILL FOR DELIVERY

(Claim) Correction:

FILL DEF FLUID TO PROPER LEVEL FOR NEW VEHICLE DELIVERY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted] CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$110.79	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] S DODGE CITY	**Zone**	51 [redacted]
Address	1801 WEST PIONEER PARKWAY , PEORIA, IL 61615				

Condition Information

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

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction No tification 1 ** [redacted] DIESEL PM SENSOR-SOP HERE]

(Claim) Cause:

recall [redacted]

(Claim) Correction:

recall [redacted] [redacted]

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**	SOUTHLAND DODGE CHRYSLER JEEP, LLC [redacted]
Address	6161 WEST PARK AVENUE , HOUMA, LA 70364		

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]	Seal, extension housing output shaft ; All Automatic Transmissions	[redacted]	OIL LEAK	[redacted]	[redacted]	1	X	[redacted]	
A	[redacted]	Seal, extension housing output shaft ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

CHECK FOR OIL LEAK Emissions Recall [redacted] - [redacted] culate Matter Sensor (Recall Customer Satisfaction Notification 1)

(RO) Cause:

REAR TRANSMISSION [redacted] LEAKING RECALL

(RO) Correction:

REMOVED TRANSFER CASE, [redacted] DRIVE SHAFT AND DEF TANK. REPLACED REAR TRANSMISSION [redacted] Emissions Recall [redacted] - [redacted] culate Matter Sensor - Replace Inspect and Install [redacted] culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only) (1 - Semi-Skilled)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK FOR OIL LEAK CHECK FOR OIL LEAK

(Claim) Cause:

REAR TRANSMISSION [redacted] LEAKING REAR TRANSMISSION [redacted] LEAKING

(Claim) Correction:

REMOVED TRANSFER CASE, [redacted] SHAFT AND DEF TANK. REPLACED REAR TRANSMIS REMOVED TRANSFER CASE, [redacted] SHAFT AND DEF TANK. REPLACED REAR TRANSMIS

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

Expense

Labor	[redacted]	***Sublet***	$98.92	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	SOUTHLAND DODGE CHRYSLER JEEP, LLC	***Zone***	[redacted]
Address	6161 WEST PARK AVENUE , HOUMA, LA 70364				

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]	[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		3.34	[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

GCS Narratives

(Claim) Customer Concern:

Emissions Recall [redacted] - Particulate Matter Sensor (Recall Customer Satisfaction

(Claim) Cause:

RECALL

(Claim) Correction:

Emissions Recall [redacted] - Particulate Matter Sensor - Replace Inspect and Install

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	SOUTHLAND DODGE CHRYSLER JEEP, LLC [redacted]
Address	6161 WEST PARK AVENUE , HOUMA, LA 70364		

Condition Information

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

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28M91 - 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***		***Zone***	71 [redacted]
[redacted]					

Condition Information

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

RO Narratives

(RO) Customer Concern:

PERFORM CERTIFIED MULTI-[redacted] VEHICLE INSPECTION INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS. CUSTOMER STATES VEHICLE HAD TO BE TOWED IN , VEHICLE WILL NOT GO FORWARD ONLY REVERSE RENTAL VEHICLE [redacted] . NO PETS / NO SMOKING. RETURN VEHICLE WITH SAME OUT FUEL UPON RETURNING. [redacted] REFUELING FEE WILL BE APPLIED IF NOT RETURN WITH EQUAL OUT FUEL LEVEL MAY NOT LEAVE STATE WITH RENTAL. CUSTOMER STATES DRIVER SIDE RAM BOX ENGAGES BUT DOES NOT LOCK [redacted] Ram Heavy [redacted] Grid [redacted] DIESEL PM SENSOR

(RO) Cause:

INTERNAL TRANSMISSION FAILURE, K1 CLUTCH ASSEMBLY

(RO) Correction:

PERFORMED CERTIFIED MULTI [redacted] VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS. CHECKED AND ADJUSTED VEHICLE TIRE PRESSURE AS REQUIRED. VERIFIED CUSTOMERS CONCERN NO FOWARD GEARS CAN HEAR INTERNAL TRANSMISSION MAKING NOISE POSSIBLE K1 CLUTCH DRUM CAME APART HAS TSB FOR UPDATED K1 SANP RING CLUTCH KIT , WILL NEED TO TEAR DOWN TRANSMISSION , VERIFIED K1 CLUTCH ASSEMBLY SNAP RING CAME APART AND DAMAGED PISTON SEALS NO OTHER INTERNAL DAMAGE WAS FOUND , INSTALLED NEW UPDATED K1 CLUTCH COMPLETE ASSEMBLY RESEAL FRONT PUMP SECTION & REINSTALL TRANSMISSION ASSEMBLY UPDATED TCM SOFTWARE AND TOPPED OFF WITH AISIN FLUID AND PERFORM QUICKLEARN & PASSED , ROAD TEST VERIFIED ALL GEARS SHIFT SMOOTH NO ACTIVE DTC AT THIS TIME verified customer concern, driver side ram box open and closes, however does not lock with remote. recommend replacement locking mechanism. replace then recheck and advise.|PARTS WILL BE ORDERED AND WILL BE NOTIFIED WHEN IT ARRIVES Replace Relay, Intake Air Heater. op code [redacted] time [redacted] parts are on order customer will be notified when they arrive

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE HAD TO BE TOWED IN , VEHICLE WILL NOT GO FORWARD ONLY REVERSE

(Claim) Cause:

INTERNAL TRANSMISSION FAILURE, K1 CLUTCH ASSEMBLY

(Claim) Correction:

VERIFIED CUSTOMERS CONCERN NO FOWARD [redacted] HEAR INTERNAL TRANSMISSION MAKI NG NOISE POSSIBLE K1 CLUTCH DRUM CAME APART HAS TSB FOR UPDATED K1 SANP RING CLUTCH KIT , WILL NEED TO TEAR DOWN TRANSMISSION , VERIFIED K1 CLUTCH ASSEM BLY SNAP RING CAME APART AND DAMAGED PISTON SEALS NO OTHER INTERNAL DAMAGE W AS FOUND , INSTALLED NEW UPDATED K1 CLUTCH COMPLETE ASSEMBLY RESEAL FRONT P UMP SECTION & REINSTALL TRANSMISSION ASSEMBLY UPDATED TCM SOFTWARE AND TOPPE D OFF WITH AISIN FLUID AND PERFORM QUICKLEARN & PASSED , ROAD TEST VERIFIED ALL [redacted] SHIFT SMOOTH NO ACTIVE DTC AT THIS TIME

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	***LOP***	***LOP Desc***	***Failure Code***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***LOP Expense***
B	[redacted]	[redacted] Interval ; [redacted] Diesel Equipped	3N	SCHEDULED MAINTENANCE						[redacted]
[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:

Recall1 [redacted] DIESEL PM SENSOR (Recall1) (Car Wash) (Multi-point inspection) (Check Tire Pressure) CUSTOMER REQUESTS DIESEL OIL CHANGE CUSTOMER REQUESTS REPLACE DIESEL FUEL FILTER

(RO) Cause:

NA

(RO) Correction:

Install PM sensor and reprogram [redacted] Install Authorized Modifications Label([redacted] Transmission Equipped) .60HRS PERFORMED CAR WASH MULTIPOINT INSPECTION COMPLETED TIRES INFLATED TO MANUFACTURER RECOMMENDED PRESSURE PERFORMED DIESEL OIL CHANGE PERFORMED REPLACE DIESEL FUEL FILTER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P92 - RAM 3500 LARAMIE CREW [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$113.37	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[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	[redacted]			[redacted]
A	[redacted]	Emissions Recall [redacted] - [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]3AB	[redacted]	1		1.95	[redacted]
A	[redacted]	Emissions Recall [redacted] - [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:

Recall1 [redacted] DIESEL PM SENSOR (Recall1) (Car Wash) (Multi-point inspection) (Check Tire Pressure) CUSTOMER REQUESTS DIESEL OIL CHANGE CUSTOMER REQUESTS REPLACE DIESEL FUEL FILTER

(RO) Cause:

NA

(RO) Correction:

Install PM sensor and reprogram [redacted] Install Authorized Modifications Label([redacted] Transmission Equipped) .60HRS PERFORMED CAR WASH MULTIPOINT INSPECTION COMPLETED TIRES INFLATED TO MANUFACTURER RECOMMENDED PRESSURE PERFORMED DIESEL OIL CHANGE PERFORMED REPLACE DIESEL FUEL FILTER

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[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]	Shaft, steering column intermediate ; Shaft, Upper Steering Column Intermediate Shaft - Inspect	ZZ	SERVICE ACTION						[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WHEN TOWING, DRIVERINFORMATION CENTER WILL HAVE ABS LIGHT, TRACTION CONTROL LIGHT AND TRAILER BRAKE LIGHT ON WITH MESSAGES IN THE DRIVER INFORMATION CENTER SAYING [redacted] NOT AVAILABLE ANDCRUISE CONTROL NOT AVAILABLE. CHECKAND ADVISE. REFERENCE [redacted] MOPAR EXPRESS LANE INSPECTION CUSTOMER STATES PERFORM RECALL 13A HEAVY DUTY GRID HEATER. CUSTOMER STATES PERFORM RECALL Y43 DIESEL PM SENSOR. CUSTOMER STATES PERFORM [redacted] STEERING COLUMN CLICKING NOISE.

(RO) Cause:

PERFORMED MOPAR [redacted] VEHICLE INSPECTION INSPECTION. AND SET TIRE PRESSURES TO FACTORY SPECIFICATION

(RO) Correction:

[redacted] [redacted] ABS LIGHT PER STAR CASE [redacted] THERE IS NOT A RESOLUTION FORTHIS ISSUE YET. NO REPAIRS AT THIS TIME Thisissue does not yet have a resolutionavailable from [redacted]. Report anyaffected vehicles and your dealership will benotified when a fix is available. SEEATTACHED Trim MOPAR EXPRESS LANE INSPECTION [redacted] ORDERED RECALL PARTS Trim [redacted] ORDERED RECALL PARTS Trim [redacted] .2) 20 Shaft,Upper Steering Column Intermediate Shaft - Inspect Trim

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES PERFOR [redacted] STEERING COLUMN CLICKING NOISE

(Claim) Cause:

[redacted]

(Claim) Correction:
SHAFT, UPPER STEERING COLUM INTERMEDIATE SHAFT-INSPECT

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	D28M91 - 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***		***Zone***	71 [redacted]
Address	, ,				

Condition Information

Condition [redacted]			***Failure***	***Failure*** [redacted]	***Number***	***Part Name***	***Part Quantity***	[redacted] ***Failed***	***Expense***	***Expense***
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	PLATE	1		153.80	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	FLUID AFT	9		164.44	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1219.70	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	LUBRICANT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS. CUSTOMER STATES VEHICLE HAD TO BE TOWED IN , VEHICLE WILL NOT GO FORWARD ONLY REVERSE RENTAL VEHICLE [redacted] PER [redacted] NO PETS / NO SMOKING. RETURN VEHICLE WITH SAME OUT FUEL UPON RETURNING. [redacted] REFUELING FEE WILL BE APPLIED IF NOT RETURN WITH EQUAL OUT FUEL LEVEL MAY NOT LEAVE STATE WITH RENTAL. CUSTOMER STATES DRIVER SIDE RAM BOX ENGAGES BUT DOES NOT LOCK [redacted] Ram [redacted] DIESEL PM SENSOR

(RO) Cause:

INTERNAL TRANSMISSION FAILURE, [redacted] CLUTCH ASSEMBLY

(RO) Correction:

PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS. CHECKED AND ADJUSTED VEHICLE TIRE PRESSURE AS REQUIRED. VERIFIED CUSTOMERS CONCERN NO FOWARD [redacted] CAN HEAR INTERNAL TRANSMISSION MAKING NOISE POSSIBLE [redacted] CLUTCH DRUM CAME APART HAS TSB FOR UPDATED K1 SANP RING CLUTCH KIT , WILL NEED TO TEAR DOWN TRANSMISSION , VERIFIED [redacted] CLUTCH ASSEMBLY SNAP RING CAME APART AND DAMAGED PISTON SEALS NO OTHER INTERNAL DAMAGE WAS FOUND , INSTALLED NEW UPDATED K1 CLUTCH COMPLETE ASSEMBLY RESEAL FRONT PUMP SECTION & REINSTALL TRANSMISSION ASSEMBLY UPDATED TCM SOFTWARE AND TOPPED OFF WITH AISIN FLUID AND PERFORM QUICKLEARN & PASSED , ROAD TEST VERIFIED ALL [redacted] SHIFT SMOOTH NO ACTIVE DTC AT THIS TIME verified customer concern, driver side ram box open and closes, however does not lock with remote. recommend replacement locking mechanism. replace then recheck and advise.|PARTS WILL BE ORDERED AND WILL BE NOTIFIED WHEN IT ARRIVES Replace Relay, Intake Air Heater. op code [redacted]. time [redacted]. parts are on order customer will be notified when they arrive

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE HAD TO BE TOWED IN , VEHICLE WILL NOT GO FORWARD ONLY REVERSE

(Claim) Cause:

INTERNAL TRANSMISSION FAILURE, [redacted] CLUTCH ASSEMBLY

(Claim) Correction:

VERIFIED CUSTOMERS CONCERN NO FOWARD [redacted] HEAR INTERNAL TRANSMISSION MAKI NG NOISE POSSIBLE [redacted] CLUTCH DRUM CAME APART HAS TSB FOR UPDATED K1 SANP RING CLUTCH KIT , WILL NEED TO TEAR DOWN TRANSMISSION , VERIFIED K1 CLUTCH ASSEM BLY SNAP RING CAME APART AND DAMAGED PISTON SEALS NO OTHER INTERNAL DAMAGE W AS FOUND , INSTALLED NEW UPDATED [redacted] CLUTCH COMPLETE ASSEMBLY RESEAL FRONT P UMP SECTION & REINSTALL TRANSMISSION ASSEMBLY UPDATED TCM SOFTWARE AND TOPPE D OFF WITH AISIN FLUID AND PERFORM QUICKLEARN & PASSED , ROAD TEST VERIFIED ALL [redacted] SHIFT SMOOTH NO ACTIVE DTC AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28M81 - RAM 3500 LIMITED [redacted]
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage Code***	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	51 [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]1	Sensor, mass airflow ; All other engines	ML	CHECK [redacted] SERVICE SO	[redacted]	COVER	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Recall Customer Satisfaction Notification [redacted] DIESEL PM SENSOR (Recall Customer Satisfaction Notificat ion 1)
CUSTOMER STATES CHECK [redacted]E LIGHT IS ON [redacted] Diesel Par ticulate Filter Regeneration Frequency- (General Concern 1)

(RO) Cause:

FOUND MULTIPLE [redacted] LEADING TO THE MASS AIR FLOW SENSOR.

(RO) Correction:

still waiting for recall parts NEEDS TO BE DRIVEN DUE TO THE FREQUENCY OF THE CODE.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK [redacted]E LIGHT IS ON [redacted] Diesel Par ticulate Filter R

(Claim) Cause:

FOUND MULTIPLE [redacted] LEADING TO THE MASS AIR FLOW SENSOR.

(Claim) Correction:

NEEDS TO BE DRIVEN DUE TO THE FREQUENCY OF THE CODE.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	1710 S 1ST STREET , YAKIMA, WA 98901				

Condition Information

Condition Code			Failure	Failure	Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	DRUM	1	X	[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SNAP RING	1		8.96	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	WASHER	1		6.79	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			68172556AA	GASKET	1		24.64	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RING	1		10.01	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RING	1		5.74	[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]	
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		20.16	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted] AFT	1		15.75	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		28.42	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BEARING	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BEARING	1		29.96	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		37.87	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			06506497AA	BOLT	8		46.48	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		20.16	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		123.90	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		14.21	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	PLATE	1		132.58	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	DRUM	1	X	963.20	$407.48
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SNAP RING	1		8.96	$407.48
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	WASHER	1		6.79	$407.48
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]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	O[redacted]	1		25.62	$407.48
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]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	RACE	1		28.42	$407.48
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BEARING	1		30.52	$407.48
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	RACE	1		37.87	$407.48
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BOLT	8		46.48	$407.48
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	D[redacted]	1		20.16	$407.48
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	PISTON	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	D[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	PLATE	1		[redacted]	
A	21000A50	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	DRUM	1	X	963.20	[redacted]
A	21000A50	Transmission, Remove and install for recondition - [redacted]C ;	ES		[redacted]	SNAP RING	1		8.96	[redacted]

		Complete Reconditioning of Transmission (3 - Highly Skilled)								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		68253813AB	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	BEARING	1		30.52	$716.18
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	ES		[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ;	ES		[redacted]	PISTON	1		[redacted]	

		Complete Reconditioning of Transmission (3 - Highly Skilled)								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]			[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]		[redacted]B	PLATE	1		132.58	[redacted]
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; equipped	[redacted]			DRUM	1	X	963.20	[redacted]
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted] RING	1		8.96	[redacted]
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68085955AA	WASHER	1		6.79	[redacted]
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68172556AA	GASKET	[redacted]			
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253940AA	[redacted] RING	1		10.01	[redacted]
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	[redacted] RING	1		5.74	[redacted]
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244579AA	O-RING	1		25.62	[redacted]
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244638AA	GASKET	1		[redacted]	
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06511777AA	BOLT	6		[redacted]	
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			05189966AE	FLUID AFT	1		[redacted]	
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68456960AA	[redacted]				[redacted]
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253770AA	BEARING	1		[redacted]	
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68254056AB	HUB	1		[redacted]	[redacted]
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253772AA	BEARING	1		[redacted]	
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253815AA	RACE	1		[redacted]	
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	8		[redacted]	
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269638AA	[redacted]			[redacted]	[redacted]
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019768AA	[redacted]				

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	DRUM	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	WASHER	1		6.79	[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]	BOLT	4		[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]	[redacted] RING	1		5.74	[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]	GASKET	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]	[redacted]				
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	HUB	1		145.60	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	HUB	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	RACE	1		37.87	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	[redacted]	1		123.90	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

CUST STATES THAT VEH WONT MOVE WHENIN [redacted] HAS TO CHANGE TO [redacted] TO DRIVE PLEASE CHECK AND ADVISE PERFORM RECALL-[redacted] [redacted] Transmission Gear~ [redacted] Ram Heavy Duty Grid Heater Relay

(RO) Cause:

[redacted] [redacted] SNAP RING DISLODGED CLEAR RECALL RECALL 13A

(RO) Correction:

[redacted] REMOVED TRANS-RECONDITION DAMAGEDCOMPONENTS AND CLEANED COMPLETE [redacted] [redacted] INPUT SHAFT ASSY.REPLACE [redacted] PROP SHAFT EQUIPPED DEF EQUIPPED [redacted] EQUIPPED REMOVE TRANS FOR REPAIRS K1 [redacted] INPUT SHAFT ASSY.REPLACE [redacted] PROP SHAFT EQUIPPED ADD FOR DEF FLUID [redacted] EQUIPPED REMOVE TRANS FOR REPAIRS PERFORM RECALL [redacted] REPLACED GRID RELAY Replace Relay, Intake AirHeater

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE WILL NOT MOVE IN [redacted] HAS TO CHANGE TO [redacted]D TO DRIVE

(Claim) Cause:

VERIFIED CONCERN, INTERNAL TRANSMISSION ISSUE. DISASSEMBLED TRANS FOUND [redacted] [redacted] PISTON SEALS TORN,SCORED [redacted] [redacted] DRUM,PLATE,AND PISTON.

(Claim) Correction:

.REPLACED ALL APPLICABLE COMPONENTS AND THRUST WASHERS AND BEARINGS.CLEANED DE BRIS FROM TRANS ANS REASSESMBLED.

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	M - Mopar	***Repair Date***	[redacted]
Claim Status	Paid	***Mileage (Miles)***	[redacted]

Expense

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

Dealer Information

[redacted]	[redacted]	***Name***	FREMONT MOTOR CASPER, INC	***Zone***	7[redacted]
Address	[redacted]				

Condition Information

Condition [redacted]	[redacted]	***Desc***	***Failure*** [redacted]	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Pump, Unit ; 6.7L Diesel - Cab Chassis Only	DE	I/M TEST FAILURE	[redacted]	MODULE	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

OVER THE COUNTER PART WARRANTY DEF PUMP

(RO) Cause:

PUMP SQUEALING UPON START UP AND INSTALL

(RO) Correction:

[redacted] REPLACED DEF PUMP OTC MOPAR DEF PUMP REPAIR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

OVER THE COUNTER PART WARRANTY DEF PUMP

(Claim) Cause:

PUMP SQUEALING UPON START UP AND INSTALL

(Claim) Correction:

REPLACED DEF PUMP

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	YAKIMA CHRYSLER [redacted] E JEEP RAM	**Zone**	7[redacted]
Address	1710 S 1ST STREET , YAKIMA, WA 98901				

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)	[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	***In Service Date***	[redacted]
Claim Type	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***	YAKIMA CHRYSLER DODGE JEEP RAM	***Zone***	7[redacted]
Address	1710 S 1ST STREET , YAKIMA, WA 98901				

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:
NA

(RO) Cause:
NA

(RO) Correction:
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]
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**	$539.38	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	PLANET JEEP OF [redacted]	**Zone**	70 [redacted]
Address	2608 N WEST ST , [redacted] , AZ 86004				

Condition Information

Condition Code	LOP	LOP [redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SNAP RING	1	X	11.17	$91.85
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RING	1		12.48	$91.85
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RING	1		7.16	$91.85
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only				O-RING	1		31.94	$91.85
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			68244638AA	GASKET	1		39.01	$91.85
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			68085955AA	[redacted]R	[redacted]			
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			06511777AA	[redacted]	6		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only				[redacted]	4		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only				[redacted]	4		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 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 ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL RING	1		12.48	[redacted]

A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	68019782AA	SEAL RING	1		7.16	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	O-RING	1		31.94	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		39.01	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	WASHER	1		8.46	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		25.13	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	HUB	1		181.51	[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	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

1 TECHNICIAN HOUR [CUSTOMER STATES DROVE OVER CATTLE GUARD , THEN VEH DISPLAYED 4X4 INOP CEL IS NOW ON VEH. NOW SLAMS BETWEEN PARK NEUT AND DRIVE DOES NOT CURRENTLY DRIVE] Recall / Customer Satisfaction Notification 2 [Customer Satisfaction Notification [redacted] - Aisin Transmission ** IF PARTS AVAIL.] Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted] -Intake Air Grid Heater Relay ** IF PARTS AVAIL] MOPAR EXPRESS LANE INSPECTION [AFTER DIAG VEH DUE FOR FUEL FILTERS AND OIL CHG] 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. Recall / Customer Satisfaction Notification 3 [Emissions Recall [redacted] - Particulate Matter Sensor **IF PARTS AVAIL] TECHNICIAN PERFORMED DIESEL LUBE, OIL AND FILTER SERVICE. CHECKED ALL FLUIDLEVELS AND TOPPED OFF AS NEEDED. DRAINED FUEL FILTER AND WHEN APPLICABLE LUBRICATED FRONT U-JOINT. REPLACED FUEL FILTER / /

(RO) Cause:

WARRANTY RECALL RECALL MAINT

(RO) Correction:

[redacted] related to [redacted] TRANSMISSION REPAIRS OUTSIDE RECALL FREIGHT CHARGE ON UPS FREIGHT PER VIRGIL TRANSMISSION REPAIRS OUTSIDE RECALL FREIGHT CHARGE MISC. SHOP CHARGE[redacted] removedtransmission and trans oil pump. found k1snap ring out of k1 hub. ordered recallrepair parts. NOTE: recall repair parts donot include damaged k1 hub. also found k1clutch piston and seals damaged and sealparts coming out of piston. r+r inputshaft/k1 clutch hub, k1 clutches/plates.reassembled and reinstalled trans. added atf,cleared dtcs. performed quicklearn.roadtested vehicle. RECALL [redacted] Transmission [redacted] equipped [redacted] pick-up only [redacted] r+r heater grid relay Safety Recall [redacted] - Intake Air Grid Heater Relay - Replace Safety Recall [redacted] -

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28P92 - RAM 3500 [redacted] 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]	**Zone**	70 [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
A	[redacted]	Transmission	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]	Transmission	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]	Transmission	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BALANCER	1		165.28	[redacted]
A	[redacted]	Transmission	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	PLATE	7	X	[redacted]	
A	[redacted]	Transmission	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SNAP [redacted]	1		11.17	[redacted]
A	[redacted]	Transmission	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted]	[redacted]	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted]	[redacted]	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted]	BALANCER	1		165.28	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Remove and install for recondition			[redacted] B	PLATE	7	X	[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	[redacted]	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SNAP RING	1		11.17	$0.00
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	D-RING	1		17.71	$0.00

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
MORE PARTS NEEDED ADDITIONAL PARTS NEEDED WITH RECALL

GCS Narratives

(Claim) Customer Concern:
AFTER COMPLETION OF [redacted] RECALL

(Claim) Cause:
TECH FOUND K1 SNAP RING OUT OF HUB. RECALL REPAIR PARTS DO NOT INCLUDE K1 HUB. ALSO FOUND K1 PISTOIN AND SEALS DAMAGED ANS SEAL PARTS COMING OUT OF [redacted]

(Claim) Correction:
REPLACED INPUT SHAFT/K1 CLUTCH HUB, K1 CLUTCHES/PLATES. REASSEMBLED AND REINST ALLED TRANSMISSION.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted] - [redacted] engine	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] - [redacted] engine	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] - [redacted] engine	ML	CHECK [redacted] SERVICE SO	[redacted]	FLUID [redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] - [redacted] engine	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] - [redacted] engine	ML	CHECK [redacted] SERVICE SO	[redacted]	COOLER	1		98.01	$1,071.37
A	[redacted]	Transmission, Replace - automatic ; [redacted] - [redacted] engine	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	T[redacted]	1		282.60	$45.59
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	TRANS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]					
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	COOLER	1		98.01	$45.59
A	[redacted]	Transmission, Replace - automatic ; Two piece propeller shaft equipped			[redacted]	[redacted]			14.94	$45.59
A	[redacted]0	Lines, transmission and torque converter oil cooler ; [redacted] or			[redacted]	[redacted]			[redacted]	

		[redacted] - Semi-Skilled)								
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TRANS	1	X	[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	BOLT	2		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	FLUID AFT	8		[redacted]	$410.31
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	4		29.88	$410.31
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BOLT	2		[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]	TRANS	1	X	[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	8		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	4		29.88	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	COOLER	1		98.01	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction			[redacted]	BOLT	2		[redacted]	[redacted]

		with appropriate repair Labor Operation.								
A	[redacted]	Digital Imaging ; Process time			[redacted]	TUBE	1		282.60	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANS	1	X	[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		98.01	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	2		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES TRANSMISSION FAILED, GEARS STUCK AND CAN NOT SHIFT PLEASE DIAG AND ADVICE PERFORM MULTIPOINT INSPECTION WHICH MAY INCLUDE SOME OF THE FOLLOWING [redacted], UNDER HOOD FLUIDS, BELTS, HOSES, SUSPENSION AND STEERING COMPONENTS. THE CUSTOMER SHALL RECEIVE A COPY OF THE MULTIPOINT INSPECTION ONCE IT IS COMPLETED SHOWING ALL [redacted] INSPECTED AND/OR RECOMMENDED. SET TIRE PRESSURE TO SPECIFICATIONS LF : RF : LR : RR : RECALL [redacted]

(RO) Cause:

CONFIRMED CUSTOMERS CONCERN, FOUND TRANS LEAKING FROM TORQUE CONVERTER, LOW FLUID CAUSE PUMP TO FAIL AND SETTING CODE[redacted], [redacted] AND [redacted], REMOVED TRANS PAN, FOUND LARGE METAL DEBRIS IN PAN CAUSING EXCESSIVE INTERNAL DAMAGE. RECOMMEND REPLACING TRANS, TRANS COOLER AND TRANS COOLER LINES

(RO) Correction:

REMOVED EXHAUST TO REMOVED AND REPLACED TRANS, RE INSTALLED EXHAUST. REMOVED GRILLE AND FRONT FASCIA TO ACCESS TRANS COOLER REMOVED AND REPLACED TRANS COOLER, REINSTALLED GRILLE AND FRONT FASCIA. REMOVED AND REPLACED COOLER LINES, FLASHED [redacted], [redacted] [redacted] New Part Number:[redacted], PERFORMED QUICKLEARN AND ROAD TESTED VEHICLE PERFORMED MULTIPOINT INSPECTION. SET TIRE PRESSURE FACTORY SPEC. FAXED STAR, VEHICLE HAS NEW TRANS WITH UPDATED PART, RECALL DOES NOT NEED TO BE PREFORMED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S THAT THE TRANS HAS FAILED. VEHICLE GETS STUCK IN GEARS & WILL NOT SHIFT

(Claim) Cause:

[redacted], [redacted], [redacted] - TORQUE CONVERTER LEAKING, TRANS PUMP LOW ON FLUID

(Claim) Correction:

REPLACED THE TRANS ASSEMBLY, OIL COOLER, & LINES

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

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

RO Narratives

(RO) Customer Concern:

Visual Multipoint Inspection [Visual Multipoint Inspection] Replace Diesel Ram [redacted] [Replace Diesel Ram [redacted] Differntial Service [Bg Differntial Service] - REAR SCREEN COMES UP WITH A SATELITE HARDWARE ERROR. SIRIUS NEVER WORKS. OTHER TIMES IT JUMPS FROM SCREEN TO SCREEN, INTERMITTENT. IT DOESN'T WORK AT ALL, EVER. PLEASE CHECK AND ADVISE Synthetic Diesel Truck Oil Change CORROSION AROUND P/S REAR VALVE STEM, PLEASE HAVE GREG LOOK AT THIS CALL [redacted] ADDITIONAL OIL

(RO) Cause:

Seperator Filter Performed Differential Service TRYING TO USE SATELLITE RADIO submitted for prior approval

(RO) Correction:

REPLACED [redacted] FUEL FILTERS DONE DONE approved through DI and is ord

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DP0L94 - RAM 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**	$7,976.81	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	**Name**	KING CITY CHRYSLER CENTER INC	**Zone**	[redacted]
Address	1603 BROADWAY , MT VERNON, IL 62864		

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
A	[redacted]	Transmission ; Adaptation Procedure (2 - Skilled)			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission ; Adaptation Procedure (2 - Skilled)			[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission ; Adaptation Procedure (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission ; Adaptation Procedure (2 - Skilled)			[redacted]	BOLT	[redacted]			
A	[redacted]	Transmission ; Adaptation Procedure (2 - Skilled)			[redacted]	LINESASSY	1		148.01	[redacted]
A	[redacted]	Transmission ; Adaptation Procedure (2 - Skilled)			[redacted]	TOC ASSY	[redacted]			
A	[redacted]	Transmission, Replace - [redacted] Speed Automatic ; [redacted] liter		CHECK ENGINE/SERVICE [redacted] SO	[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - [redacted] Speed Automatic ; [redacted] liter		CHECK ENGINE/SERVICE [redacted] SO	[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - [redacted] Speed Automatic ; [redacted] liter		CHECK ENGINE/SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - [redacted] Speed Automatic ; [redacted] liter		CHECK ENGINE/SERVICE [redacted] SO	[redacted]	BOLT	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - [redacted] Speed Automatic ; [redacted] liter		CHECK ENGINE/SERVICE [redacted] SO	[redacted]	LINESASSY	1		148.01	[redacted]
A	[redacted]	Transmission, Replace -	[redacted]	CHECK ENGINE/SERVICE	[redacted]	TOC ASSY	[redacted]			[redacted]

		[redacted]8 Speed Automatic ; 3.6 liter		[redacted]SO						
A	[redacted]	Transmission, Replace - [redacted]E 8 Speed Automatic ; [redacted] Equipped			[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - [redacted]E 8 Speed Automatic ; [redacted] Equipped			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Transmission, Replace - [redacted]E 8 Speed Automatic ; [redacted] Equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - [redacted]E 8 Speed Automatic ; [redacted] Equipped			[redacted]	BOLT	6		21.74	$56.56
A	[redacted]	Transmission, Replace - [redacted]E 8 Speed Automatic ; [redacted] Equipped			[redacted]	LINESASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - [redacted]E 8 Speed Automatic ; [redacted] Equipped			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		253.60	$65.98
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	LINESASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler/condenser ; Cooler (2 - Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler/condenser ; Cooler (2 - Skilled)			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Oil cooler/condenser ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Oil cooler/condenser ; Cooler (2 - Skilled)			[redacted]	BOLT	6		21.74	$75.41
A	[redacted]	Oil cooler/condenser ; Cooler (2 - Skilled)			[redacted]	LINESASSY	1		[redacted]	

A	[redacted]	Oil cooler/condenser ; Cooler (2 - Skilled)			[redacted]	[redacted]	1		167.55	$75.41
A	851[redacted]	State Labor Allowance			[redacted]	COOLER	[redacted]			
A	851[redacted]	State Labor Allowance			[redacted]	TUBE	1		[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	TRANSMISS	1	X	[redacted]	
A	851[redacted]	State Labor Allowance			[redacted]	BOLT	6		[redacted]	
A	[redacted]	State Labor Allowance			[redacted]	[redacted]	1		148.01	[redacted]
A	[redacted]	State Labor Allowance			[redacted]	[redacted]	1		167.55	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE WAS TOWED TO US. CUSTOMER [redacted]S THERE IS A PROBLEM WITH THE TRANSMISS ION. IT HAS BEEN WORKED ON [redacted] BEFORE.

(Claim) Cause:

RAN ELECT DIAG. PULLED INSIDE CHECKED DTCS ACTIVE CODE FOR LOW PRESSURE AND GE AR RATIO ERROR IN [redacted]. REALLY LOW ON ATF FLUID, FOUND LEAKING FROM FRONT OF TRANSMISSION. FLUID SMELLS BURNT AND VERY DARK. CONTACTED [redacted]. PERFORMED A UTOMATIC TRANMISSION DIAG WORK SHEET. ATTACHED. P0868[redacted], [redacted] ATTACHED ALL DTC PAGES. PERFORMED REPAIR/REPLACE WORKSHEET. REPLACEMENT WAS THE PATH TAKEN. SUBMITTED TO CHRYSLER FOR APPROVAL THRU [redacted] POWERTRAIN. ORDERED TR ANMISSION ASSY AND WAS INSTRUCTED BY [redacted] AND POWE TRAIN CENTER TO REPLACE T HE COOLER. COOLER WAS ON MAJOR BACK ORDER.

(Claim) Correction:

REMOVED AND REPLACED THE TRANMSISSION ASSEMBLY. REPLACED THE TRANSMISSION COOL ER AND ALL COOLER LINES, REPLACED TRANSMISSION C OOLER BYPASS ASSEMBLY PERFO RMED QUICKLEARN. CLEARED ALL [redacted], PERFORMED TEST DRIVE ALL PASSED. EPRFORM ED [redacted] DROVE RE CHECKED FLUID, PASSED.

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

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] / Input Shaft Assembly - Verify No Failures Have Occurred or Symptoms are Present	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE VEHICLE HAS NO FORWARD MOVING GEARS. BELIEVES IT MAY BE APART OF THE [redacted] RECALL. HAD TOWED TO [redacted] DEALERSHIP. THEY INSPECTED VEHICLE AND VERIFIED SNAP RING RECALL CAUSING ISSUE. PARTS WERE ORDERED AND VEHICLE SAT FOR [redacted] WAITING FOR THE REPAIR TO BE COMPLETED. CUSTOMER PULLED VEHICLE FROM [redacted] AND HAD TOWED HERE HOPING FOR A QUICKER TURN AROUND. PERFORM CERTIFIED MULTI-[redacted] VEHICLE INSPECTION CUSTOMER STATES THE BATTERY IS DEAD. HAD THE VEHICLE AT ANOTHER DEALERHSIP FOR [redacted] POSSIBLY DEAD FROM SITTING. INSPECT AND ADVISE. PERFORM RECALL #

(RO) Cause:

low battery MANUFACTURER RECALL

(RO) Correction:

Refer too job [redacted] D CERTIFIED MULTI [redacted] VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS. Remove [redacted] s. Load tested and charged [redacted] s. [redacted] s tested good after charge. It took [redacted] to charge [redacted] s. See attached print outs. Verified alternator output is [redacted] while running.[redacted] = 4.0 Removed trans and found snap ring separated from sub assembly ([redacted]). Reference recall [redacted] and tsb [redacted] for repair info. Replaced sub assembly and related seals and gaskets per recall/tsb. Corrected fluid level and performed quick learn. Test drove [redacted] and verified correct operation.[redacted] = .1 [redacted] = 4.6 [redacted] = .2 [redacted] = .3 [redacted] = 1.2

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

REMOVED TRANS AND FOUND SNAP RING SEPARATED FROM SUB ASSEMBLY[redacted]). REFERE NCE RECALL [redacted] FOR REPAIR INFO. REPLACED SUB ASSEMBLY AND RELATED SEALS AND GASKETS PER RECALL/TSB. CORRECTED FLUID LEVEL AND PERFORME D QUICK LEARN. TEST DROVE [redacted] AND VERIFIED CORRECT OPERATION.

(Claim) Cause:

REMOVED TRANS AND FOUND SNAP RING SEPARATED FROM SUB ASSEMBLY[redacted]). REFERE NCE RECALL [redacted] FOR REPAIR INFO. REPLACED SUB ASSEMBLY AND RELATED SEALS AND GASKETS PER RECALL/TSB. CORRECTED FLUID LEVEL AND PERFORME D QUICK LEARN. TEST DROVE [redacted] AND VERIFIED CORRECT OPERATION.

(Claim) Correction:

REMOVED TRANS AND FOUND SNAP RING SEPARATED FROM SUB ASSEMBLY[redacted]). REFERE NCE RECALL [redacted] FOR REPAIR INFO. REPLACED SUB ASSEMBLY AND RELATED SEALS AND GASKETS PER RECALL/TSB. CORRECTED FLUID LEVEL AND PERFORME D QUICK LEARN. TEST DROVE [redacted] AND VERIFIED CORRECT OPERATION.

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**	[redacted] 536

Claim Information

Claim #	A27164	**In Service Date**	[redacted]
Claim Type	W - Warranty	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	[redacted]

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]			**Failure** [redacted]	**Failure Desc**	[redacted] **Number**	**Name**	**Quantity**	**Failed**	**Expense**	**Expense**
A	[redacted]	Charging, Starting and Wiring Systems, Trouble Not Found ; [redacted] Starting/Charging Systems								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE BATTERY IS DEAD. HAD THE VEHICLE AT ANOTHER DEALERHSIP FOR [redacted]. POSSIBLY DEAD FROM SITTING. INSPECT AND ADVISE.

(Claim) Cause:

REMOVE[redacted] BATTERY'S. LOAD TESTED AND CHARGED [redacted]H BATTERY'S. [redacted] BATTERY'S TESTED GOOD AFTER CHARGE. IT TOOK ABOUT [redacted] TO CHARG[redacted] BATTERY'S. S EE ATTACHED PRINT OUTS. VERIFIED ALTERNATOR OUTPUT IS [redacted] WHILE RUNNING .

(Claim) Correction:

REMOVE [redacted]S. LOAD TESTED AND CHARGED [redacted]'S. [redacted]S TESTED GOOD AFTER CHARGE. IT TOOK ABOUT [redacted] TO CHARG[redacted]Y'S. S EE ATTACHED PRINT OUTS. VERIFIED ALTERNATOR OUTPUT IS [redacted] WHILE RUNNING .

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**	$308.49	**Part**	[redacted]	**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	[redacted] Expense
A	[redacted]	Filter/regulator assembly, fuel ; [redacted], Fuel Filter - [redacted] diesel engine			[redacted]	FILTER	[redacted]			
A	[redacted]	Filter/regulator assembly, fuel ; [redacted], Fuel Filter - [redacted] diesel engine			[redacted]	FILTER	1	X	147.47	$121.80
A	[redacted]4	Filter/regulator assembly, fuel ; [redacted], Fuel Filter - [redacted] diesel engine			[redacted]	FILTER KI	1		[redacted]	
A	[redacted]	Filter/regulator assembly, fuel ; [redacted], Fuel Filter - [redacted] diesel engine - Chassis mounted			[redacted]	FILTER	1		70.43	[redacted]
A	[redacted]	Filter/regulator assembly, fuel ; [redacted], Fuel Filter - [redacted] diesel engine - Chassis mounted			[redacted]	FILTER	1	X	147.47	[redacted]
A	[redacted]	Filter/regulator assembly, fuel ; [redacted], Fuel Filter - [redacted] diesel engine - Chassis mounted			[redacted]	FILTER KI	1		90.59	[redacted]
A	[redacted]	Maintenance Interval - Schedule B ; To be used [redacted]	MC	MAINTENANCE CARE	[redacted]	FILTER	1		[redacted]	
A	[redacted]	Maintenance Interval - Schedule B ; To be used [redacted]	MC	MAINTENANCE CARE	68157291AA	FILTER	1	X	147.47	$0.00
A	[redacted]	Maintenance Interval - Schedule B ; To be used [redacted]	MC	MAINTENANCE CARE	68436631AA	FILTER KI	1		90.59	$0.00
A	[redacted]1	Maintenance Allowance ; Fixed Cost Maintenance			[redacted]	FILTER	1		70.43	[redacted]
A	[redacted]	Maintenance Allowance ; Fixed Cost Maintenance			[redacted]	FILTER	1	X	[redacted]	
A	[redacted]	Maintenance Allowance ; Fixed Cost Maintenance			[redacted]	FILTER KI	1		90.59	[redacted]

RO Narratives

(RO) Customer Concern:

Change diesel engine oil and filter(synthetic oil may be required based on geographic location) [ ] Replace both fuel filters Multi-point inspection (according to maintenance interval) CLIENT WAS TOLD BY CORPORATE PERSONTHERE WAS A MECHANICAL CONTRACT ANDMAINTENANCE CONTRACT ON HIS TRUCK, HOWEVER THE VIP OR SEARCHING FOR CONTRACT IN DEALER CONNECT SHOWS NOTHING ON VIP. {CLIENT IS GOING TOPAY FOR SERVICES AND THEN SETTLE UPWITH HIS CONTACT @ STELLANTIS} Replace Cabin Air Filter. Replace Engine Air Filter

(RO) Cause:

Replace engine air filter and clean debris from air box.

(RO) Correction:

DIESEL 60 PERFORMED A DIESEL AND RESET MINDER Change diesel engine oil and filter (synthetic oilmay be required based on geographic location) [WARRANTY OIL CHANGE DISCOUNT Diesel Lube Oil and Filter MISC. SHOP CHARGE FUEL FILTERS REPLACED FUELFILTERS AND RESET FILTER MINDER Replace both fuel filters Replace Diesel Fuel Filters. 20 PERFORMED MULTI INSPECTION Multi-point inspection (according to maintenanceinterval) EXPRESS LANE INSPECTION CLIENT GOT A HOLD OF FCA AND THEYDIDN'T KEY THE CONTACT UNTIL ADVISORREPRINTED NEW DEALER CONNECT WITH MAINTENANCECONTRACT COVERAGES. OIL CHANGES, AIR FILTER,AND FUEL FILTERS ARE COVERED NOW. -- CLIENTGIVEN A COPY OF THIS AS WELL FOR WHEN HETRAVELS THE { CONTRACTS ARE NOT UNDERBUSINESS NAME!! UNDER CLIENT'S NAME -- CABIN FILTER 30 REPLACED CABIN FILTER Replace Cabin Air Filter. AIR FILTER 10 REPLACED ENGINE AIRFILTER Replace Engine Air 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**	D28H91 - RAM 3500 BIG [redacted] 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$9,003.54	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] OF SANTA FE	**Zone**	[redacted]
[redacted]	4470 CERRILLOS RD. , SANTA FE, NM 87507				

Condition Information

Condition	[redacted]	Desc	Failure	Failure Desc	Part Number	Part Name	Quantity	Failed	Expense	Expense
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	[redacted]	1		199.30	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] Equipped			[redacted]B	TRANSMISS	1	X	[redacted]	
A	[redacted]0	Lines, transmission and torque converter oil cooler ; [redacted] Equipped			[redacted]	FLUID AFT	2		40.40	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] Equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] Equipped			[redacted]	COOLER	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM COMPREHENSIVE MULTI POINT INSPECTION VEHICLE IS SHIFTING HARD AND SKIPPING GEARS NEEDS NEW TRANSMISSION AUTO.LIVE REPAIR ORDER

(RO) Cause:

[redacted]

(RO) Correction:

PERFORM COMPREHENSIVE MULTI POINT INSPECTION [redacted] TRANSMISSION INTERNAL [redacted], Remove and install for repair - [redacted] Transmission, Remove andinstall for repair - [redacted] -4x4equipped [redacted] R UNDER THE 5/100 POWERTRAINWARRANT [redacted] P 21002862 Transmission, Removeand install for repair - [redacted] propeller shaft equipped 0.2 [redacted] Lines, transmission and torqueconverter oil cooler-4X4/AWD SCANNEDVEHICLE NO CODES, ROAD TESTED , TRANS SHIFTSVERY HARD 2 TO [redacted], SLIPPING IN [redacted] PAN FOUND METAL AND CLUTCH MATERIAL.NEEDS TRANSMISSION. PERFORMED DIGITAL IMAGING, TRANSMISSION APPROVED FOR REPLACEMENT.REMOED DRIVE LINES, DEF TANK, AND TRANSFERCASE. REMOVED TRANSMISSION, INSTALLED NEWTRANSMISSION, INSTALLED DEF TANK , TRANSFERCASE AND DRIVE LINES, TOPPED OFF ATF, RANQUICK LEARN. ROAD TESTED AND VERIFIED REPAIR VEHICLE IS SHIFTING HARD AND SKIPPING [redacted] NEEDS NEW TRANSMISSION ADJUSTMENTS / PERFORM VEHICLE ADJUSTMENTS AUTO.LIVE REPAIR ORDER

(RO) Technical Notes:

VEHICLE IS SKIPPING [redacted] HARD SHIFT

GCS Narratives

(Claim) Customer Concern:

VEHICLE IS SHIFTING HARD AND SKIPPING [redacted]

(Claim) Cause:

SCANNED VEHICLE NO CODES, ROAD TESTED , TRANS SHIFTS VERY HARD 2 TO [redacted], SLIPPING IN [redacted]. REMOVED PAN FOUND METAL AND CLUTCH MATERIAL.

(Claim) Correction:

PERFORMED DIGITAL IMAGING , TRANSMISSION APPROVED FOR REPLACEMENT. REMOED DRIV E LINES, DEF TANK, AND TRANSFER CASE. REMOVED TRANSMISSION, INSTALLED NEW T RANSMISSION, INSTALLED DEF TANK , TRANSFER CASE AND DRIVE LINES, TOPPED OFF A TF, RAN QUICK LEARN. ROAD TESTED AND VERIFIED REPAIR

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**	[redacted]
Address	, ,		

Condition Information

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

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) [redacted] LUBE, OIL AND FILTER SERVICE DIESEL, RESET OIL LIFE. [redacted] TIRE TIRE ROTATION

(RO) Cause:

PERFORM MULTI POINT VEHICLE INSPECTION CHANGE OIL AND FILTER AS PER MAINTENANCE PLAN PERFORMED TIRE ROTATION.. TIRES ROTATED AS PER MAINTENANCE PLAN

(RO) Correction:

PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS. CHANGED OIL AND FILTER AS PER CHRYSLER SERVICE CONTRACT 26860303 [redacted] AD [redacted], AC [redacted] PERFORMED TIRE ROTATION, RETORQUED WHEELS TO SPECS AND TEST DROVE. TIRES ROTATED AS PER CHRYSLER SERVICE CONTRACT- [redacted] AD [redacted], [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

[redacted]

(Claim) Correction:

[redacted]

Warranty Claim Report

Vehicle Information

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

Expense

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

Dealer Information

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

Condition Information

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

CUSTOMER REQUEST DIESEL OIL & FILTER CHANGE COURTESY MULTI-POINT INSPECTION

(RO) Cause:

NA

(RO) Correction:

[redacted] - Maintenance [redacted] - ,000 Intervals

(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**	DP9L93 - RAM 4500 CREW CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	Tube/Hose, DEF Heater ; Line, heater	ML	CHECK ENGINE/SERVICE ENGINE SO	5[redacted]	TUBE	1	X	[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:

CUSTOMER STATES PERFORM RECALL CHECK ENGINE LIGHT

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

*CHECK ENGINE LIGHT CONCERN

(Claim) Cause:

TESTED AND FOUND THAT THE CHECK ENGINE LIGHT IS ON DUE TO A [redacted] SUCTION LINE HEATER CIRCUIT. TEST ED WIRING TO THE LINE FOUND TO TEST WITHIN SPEC. SUGGEST REPLACEMENT OF THE SUCTION LINE.

(Claim) Correction:

AFTER APPROVAL REMOVED LINE AND INSTALLED NEW LI NE. TESTED AND FOUND THAT EVERYTHING IS WORKING AS D ESIGNED RETURNED VEHICLE TO CUSTOMER .

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28H81 - RAM 3500 BIG HORN MEGA 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**	$695.60	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

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)	[redacted]	RELAY	1	X	[redacted]	
B	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[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]	RING	1		[redacted]	
B	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	WASHER	1		8.26	$90.26
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	O-RING	1		31.15	$90.26
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		[redacted]	
B	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1	X	[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	RING	1		12.17	$90.26
B	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	RING	[redacted]			
B	[redacted]	Transmission - [redacted] equipped pick-up only			68269568AB	RING	1		10.89	$90.26
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	5		95.75	$90.26
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]	[redacted]			[redacted]	
B	[redacted]	Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition -			[redacted]	[redacted]			[redacted]	

		[redacted]C ; 4X4 equipped								
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	WASHER	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	1		31.15	$180.52
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244638AA	GASKET	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244638AA	GASKET	1	X	[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253940AA	SEAL RING	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253940AA	SEAL RING	4		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SNAP RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	5		[redacted]	[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	9		[redacted]	[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	4		[redacted]	
B	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	4		[redacted]	
B	[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]
B	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL RING	1		6.98	[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly -	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	WASHER	1		[redacted]	[redacted]

		Inspect and Replace Snap Ring								
B	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	O-RING	1		31.15	[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		38.04	[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	[redacted]			[redacted]
B	[redacted]2	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL RING	1			[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] [redacted] ; K1 Clutch / [redacted]ssembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL RING	4		48.68	[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SNAP RING	1			[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] [redacted] ; K1 Clutch / [redacted]ssembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AE	FLUID AFT	[redacted]			[redacted]
C	[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 (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	98.81	[redacted]

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) Recall Customer Satisfaction Notification 1 [redacted] Ram Heavy Duty Grid Heater Relay (Recall Customer Satisfacti on Notification 1) Recall Customer Satisfaction Notification [redacted] AISIN Transmission Gears 1-4 Inop (Recall Customer Sati sfaction Notification 2) Recall Customer Satisfaction Notification [redacted] DIESEL PM SENSOR (Recall Customer Satisfaction Notificat ion 3) CUSTOMER REQUESTS A WHEEL BALANCE AND A TIRE ROTATION

(RO) Cause:

PERFORM MULTIPOINT INSPECTION OPEN RECALL OPEN RECALL OPEN RECALL BALANCED AND ROTATED TIRES.

(RO) Correction:

COMPLETED COMPLETED COMPLETED COMPLETED

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

Recall Customer Satisfaction Notification 1 [redacted] Ram Heavy Duty Gri Recall Customer Satisfaction Notification 2 [redacted] 23MY DD [redacted] AISIN Transm Recall Customer Satisfaction Notification [redacted] DIESEL PM SENS Recall Customer Satisfaction Notification [redacted] DD [redacted] AISIN Transm Recall Customer Satisfaction Notification [redacted] DD [redacted] AISIN Transm

(Claim) Cause:

OPEN RECALL OPEN RECALL OPEN RECALL OPEN RECALL

(Claim) Correction:

COMPLETED COMPLETED COMPLETED COMPLETED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	DP0L94 - 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	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***	KING CITY CHRYSLER CENTER INC [redacted]
Address	1603 BROADWAY , MT VERNON, IL 62864		

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]	

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

NA

(RO) Correction:

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

(RO) Technical 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]	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

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 ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SNAP RING	1	X	11.92	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	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]	O-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]	GASKET	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]	WASHER	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]	BOLT	6		[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	2		[redacted]	
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch /	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	1		[redacted]	

		Input Shaft Assembly - Inspect and Replace Snap Ring								
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	5		[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]	SEAL [redacted]				[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	6		[redacted]	

RO Narratives

(RO) Customer Concern:

* Recall / Customer Satisfaction Notification 1 Customer Satisfaction Notification [redacted] - Aisin Transmission ** * Recall / Customer Satisfaction Notification 2 Customer Satisfaction Notification [redacted] - Telematics Box Module Software Update ** * Engine Performance Concern (Diesel) cs etc light is on. check and advise Multi-point inspection (according to maintenance interval) extra labor for remove and replace add on PTO

(RO) Cause:

recall recall etc lamp is on Installed snap ring, and seals additional labor for pto added

(RO) Correction:

Inspect and Replace Snap Ring [redacted] and Replace Snap Ring [redacted] no repair needed done over air flashed pcm per concern and checked operation [redacted] PLEASE TAKE A [redacted] FILL OUT THE SURVEY YOU WILL BE RECEIVING VIA EMAIL, WE VALUE YOUR BUSINESS! removed needed components for pto to remove trans for recall

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ETC LIGHT IS ON.

(Claim) Cause:

VERIFIED CONCERN AND FOUND ETC LAMP IS ON

(Claim) Correction:

FLASHED PCM PER CONCERN AND CHECKED OPERATION. VERIFIED REPAIR

Warranty Claim Report

Vehicle Information

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	**Zone**	63 [redacted]
Address	[redacted]				

Condition Information

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

RO Narratives

(RO) Customer Concern:

* Recall / Customer Satisfaction Notification 1 Customer Satisfaction Notification [redacted] - Aisin Transmission ** * Recall / Customer Satisfaction Notification 2 Customer Satisfaction Notification [redacted] - Telematics Box Module Software Update ** * Engine Performance Concern (Diesel) cs etc light is on. check and advise Multi-point inspection (according to maintenance interval) extra labor for remove and replace add on PTO

(RO) Cause:

recall recall etc lamp is on Installed snap ring, and seals additional labor for pto added

(RO) Correction:

Inspect and Replace Snap Ring [redacted] and Replace Snap Ring [redacted] no repair needed done over air flashed pcm per concern and checked operation [redacted] PLEASE TAKE A [redacted] FILL OUT THE SURVEY YOU WILL BE RECEIVING VIA EMAIL, WE VALUE YOUR BUSINESS! removed needed components for pto to remove trans for recall

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ETC LIGHT IS ON.

(Claim) Cause:

VERIFIED CONCERN AND FOUND ETC LAMP IS ON

(Claim) Correction:

FLASHED PCM PER CONCERN AND CHECKED OPERATION. VERIFIED REPAIR

Warranty Claim Report

Vehicle Information

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

Condition Information

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

RO Narratives

(RO) Customer Concern:

PERFORM MULTI POINT INSPECTION MVP OIL CHANGE EXPRESS LANE TIRE ROTATION CUSTOMER ACKNOWLEDGES THE RETURN OF THEIR WHEEL LO CK KEY _____ MVP

(RO) Cause:

OIL CHANGE Tire rotation due by mileage.

(RO) Correction:

MVP Completed tire rotation.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	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**	$1,459.22	[redacted]	$0.00	**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	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	3		35.70	$74.09
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		5.74	$74.09
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		6.79	$74.09
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		46.69	$74.09
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	HUB	1		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		107.10	$74.09
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	3		35.70	$148.18
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		5.74	$148.18
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	1051.40	$148.18
[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]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		6.79	$148.18
[redacted]		Transmission, Remove and install for recondition -			[redacted]	GASKET	1		46.69	$148.18

		[redacted]C ; [redacted] equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	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		35.70	[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]	SEAL RING	1		5.74	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	SEAL RING	4		40.04	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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		46.69	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		145.60	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

WHEN SHIFTING FROM PARK TO DRIVE DELAY AND HARD SHIFT PLEASE CHECK AND ADVISE

(RO) Cause:

[redacted] CLUTCH FAILURE FOUND WITH AIR TEST.

(RO) Correction:

[redacted] REPLACED [redacted] CLUTCH ASSY WITH ALLAPPLICABLE SEALS. TEST DROVE OK AT THIS TIME. [redacted] CLUTCH INPUT SHAFT ASSY.REPLACE ADD FOR DEF FLUID [redacted] EQUIPPED

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
SLAMS INTO DRIVE AFTER [redacted] DELAY AND HARSH DOWNSHIFT

(Claim) Cause:
STARTED STAR CASE [redacted]. SAID TEST K1 CLUTCH, AND [redacted] CLUTCH FAILED AIR TES T. STAR SAID TO REPLACE K1 CLUTCH ASSY UNDER [redacted]

(Claim) Correction:
REPLACED K1 CLUTCH ASSY AND ALL APLLICABLE SEALS. TEST DROVE ALL OK AT THIS IT ME.

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	[redacted]		Failure	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	[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]	FLUID AFT	2		173.13	$715.18
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	[redacted]			
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			

RO Narratives

(RO) Customer Concern:

Y43 PARTICULATE MATTER SENSOR RECALL CUSTOMER STATES TRANSMISSION SNAP RING REPAIR JUST PERFORMED. TRANSMISSION SHIFTING HARD AND JERKS ON ACCELERATION. CHECK AND ADVISE

(RO) Cause:

.

(RO) Correction:

[redacted] not available PARTS NOT AV [redacted] Harsh shift [redacted] [redacted] [redacted]0 test drove vehicle andfound transmission to be shifting harshlyafter previous repair. replaced transmissionafter approval from mopar powertrain servicecenter. operates as intended. Transmission, Replace - automatic - Replace AS68RC/AS69RC (3 - HighlySkilled) Transmission DEF equipped2500-3500 4x4 pick-up only Transmission, Replace - automatic 4x4/AWD equipped Transmission, Replace - automatic Skid plate equipped Transmission, Replace - automatic [redacted] propeller shaft equipped TRANSMISSION DEF EQUIPPED2500-3500 4X4 PICKUP ONLY

(RO) Technical Notes:

HARSH SHIFT AND JERKING ON ACCELERATION

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION SNAP RING REPAIR JUST PERFORMED. TRANSMISSION SHI FTING HARD AND JERKS ON ACCELERATION. CHECK AND ADVISE

(Claim) Cause:

TEST DROVE VEHICLE AND FOUND TRANSMISSION TO BE SHIFTING HARSHLY AFTER PREVIOU S REPAIR.

(Claim) Correction:

REPLACED TRANSMISSION AFTER APPROVAL FROM MOPAR POWERTRAIN SERVICE CENTER. OPE RATES AS INTENDED.

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***	$3,242.02	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	[redacted] JEEP [redacted] DODGE OF [redacted]	***Zone***	[redacted]
Address	[redacted]				

Condition Information

Condition Code		Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transfer Case ; [redacted] diesel	[redacted]	INTERNAL DEFECT	[redacted]	[redacted]	2		[redacted]	
[redacted]		Transfer Case ; [redacted] diesel	[redacted]	[redacted]	[redacted]	TRANSFER	1	X	[redacted]	
A	[redacted]	Transfer Case ; [redacted] Plate Equipped			[redacted]	[redacted]	[redacted]			
A	[redacted]	Transfer Case ; [redacted] Plate Equipped			[redacted]	TRANSFER	1	X	[redacted]	
A	21020163	Transfer Case ; [redacted] Piece Propeller Shaft			[redacted]	[redacted]	2		52.24	[redacted]
A	[redacted]	Transfer Case ; [redacted] Propeller Shaft			[redacted]	TRANSFER	1	X	2424.88	[redacted]
B	16300103	Propeller shaft, with universal joints ; Transfer case to front axle	[redacted]	VIBRATION OR CHATTER	[redacted]	SHAFT	1	X	[redacted]	
B	16300161	Propeller shaft, with universal joints ; [redacted] 5500 equipped (front shaft only)			[redacted]	SHAFT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

DRIVABILITY CONCERN MULTI POINT INSPECTION. COMPLETED 27 PT INSPECTION LUBE OIL AND FILTER FOR DIESEL ENGINE. TOP OFF FL GROOVE [redacted] E TIRE ROTATION. BY ROUTINELY RECALL MISC MISC

(RO) Cause:

NA

(RO) Correction:

sny oil/filter change completed 4 tire rotation completed, wheels torqued to

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CLUNKING COMING FROM FRONT DRIVE SHAFT PLEASE CHECK AND ADVISE CUSTOMER STATES VEHICLE PRODUCES CLICKING ONLY IN [redacted] FROM FRONT END PLEAS . E CHECK AND ADVISE.

(Claim) Cause:

CUSTOMER STATES THERE IS A LOUD CLICKING IN [redacted]. VEHICLE'S TRANSFER CASE H EXPERIENCED NOISES AND BINDING COMING FROM FRONT DRIVESHAFT WHILE IN [redacted]. FOUN AS SUFFERED CATASTROPHIC FAILURE CAUSING METAL TO STREW ALL THROUGH THE LUB[redacted] ADDRESSING THIS ISSUE. ICANT. THIS HAS CAUSED A LOUD CLICKING IN [redacted].

(Claim) Correction:

REMOVED AND REPLACED FRONT DRIVESHAFT PER TSB. TESTED FUNCTION AND ALL IS NOW OPERATING AS DESIGNED. R&RED THE T-CASE, CHECKED FLUID LEVEL, RE-TESTED/TEST DROVE, NO MORE CLICKING IS PRESENT EVERYTHING IS OPERATING AS DESIGNED.

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

Expense

Labor	[redacted]	**Sublet**	$760.11	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	1775 E MERRITT CAUSEWAY , MERRITT ISLAND, FL 32952		

Condition Information

Condition [redacted]			Failure [redacted]	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	08080111	Battery ; batteries [redacted]	[redacted]	BATTERY FAILED TEST	[redacted]	BATTERY	2	X	760.11	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE VEHICLE WILL NOT CRANK (Electrical Concern)

(RO) Cause:

NA

(RO) Correction:

TESTED [redacted] BATTERIES WITH GR8, [redacted] BATTERIES FAILED TO CHARGE/HOLD LOAD. REPLACED [redacted]H BATTERIES.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE VEHICLE WILL NOT CRANK (ELECTRICAL CONCERN)

(Claim) Cause:

TESTED [redacted]H BATTERIES WITH GR8, [redacted] BATTERIES FAILED TO CHARGE/HOLD LOAD. REP

(Claim) Correction:

TESTED [redacted]H BATTERIES WITH GR8, [redacted] BATTERIES FAILED TO CHARGE/HOLD LOAD. REP

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	DD8L93 - [redacted] CAB CHASSIS [redacted]
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

C[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 Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	55.44	$31.65 [redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] VERIFIED TRANS WONT GO INTO DRIVE. HOOKED UP WI-TECH. [redacted] REPLACED STARTER NUT AS PER RRT. [redacted] REPLACED HEATER GRID RELAY AS PER RECALL.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE NOT SHIFTING

(Claim) Cause:

VERIFIED TRANS WON'T GO INTO DRIVE. HOOKED UP WI-TECH. [redacted]-TRANSMISSION FLUID PRESSURE LOW[redacted]-[redacted]1 SHIFT INCORRECT RATIO, [redacted] SH IFT INCORRECT RATIO. REMOVED TRANS AND PERFORMED REPAIR PROCEDURE AS OUTLINED IN [redacted] B. INSTALLED TRANS FILLED WITH FLUID AND PERFORMED QUI CK LEARN. ROAD TESTED AND VERIFIED PROPER OPERATION AFTER REPAIR.

(Claim) Correction:

[redacted] TESTED HAD DELAYED ENGAGEMENT INTO DRIVE AND HAS HARSH SHIFTS AND G OES INTO LIMP-IN. CONTACTED [redacted]. [redacted] INDICATED NO REPAIR PARTS FOR [redacted]. THIS REQUIRES A NEW TRANS. REMOVED TRANS AND INSTALLED REMAN TRANS. PERFORMED QUICK LEARN AND VERIFIED PROPER OPERATION AFTER REPAIR.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DD8L93 - RAM 3500 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]
Address	, ,		

Condition Information

Condition [redacted]	[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]	1		[redacted]	[redacted]
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		7.24	[redacted]
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		32.31	[redacted]
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	WASHER	1		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]				
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	1		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			06509166AA	BOLT	1		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	7		105.05	[redacted]
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	1		83.25	[redacted]
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	TRANSMISS	1	X	8510.19	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted]	1		[redacted]	$189.92
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]	1		7.24	$189.92
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		32.31	$189.92
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	WASHER	1		8.56	$189.92
[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]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	7		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1		11.30	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		7.24	[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		39.46	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	7		[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]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	SEAL RING	1		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		8.56	$31.65
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	8510.19	$31.65
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	SEAL RING	1		7.24	$696.39
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	O-RING	1		32.31	$696.39
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	GASKET	1		39.46	$696.39
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	TRANSMISS	1	X	8510.19	$696.39
A	[redacted]	Transmission, Replace - automatic ; [redacted]			[redacted]	SNAP RING	1		11.30	$617.25
A	[redacted]	Transmission, Replace - automatic ; [redacted]			[redacted]	SEAL RING	1		7.24	$617.25
A	[redacted]	Transmission, Replace - automatic ; [redacted]			[redacted]	O[redacted]	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]			[redacted]	GASKET	1		39.46	$617.25
A	[redacted]	Transmission, Replace - automatic ; [redacted]			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]			[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	SNAP RING	1		11.30	$63.31
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	SEAL RING	1		7.24	$63.31
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	O[redacted]	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	WASHER	1		8.56	$63.31
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	BOLT	6		25.42	$63.31
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	BOLT	1		7.33	$63.31
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	FLUID AFT	7		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	FLUID AFT	1		83.25	$63.31

A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	SNAP [redacted]	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]			68019782AA	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]	1		32.31	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	GASKET	1		39.46	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	WASHER	1		8.56	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	[redacted]			25.42	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	1		7.33	
A	[redacted]	Transmission, Replace - automatic ; [redacted]			[redacted]	BOLT	1		7.33	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	7		105.05	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			05189977AD	FLUID AFT	1		83.25	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	8510.19	
B	[redacted]	Starter ; Nut, Starter - Replace	ZZ	SERVICE ACTION	[redacted]	[redacted]	1	X	1.77	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

[redacted] VERIFIED TRANS WONT GO INTO DRIVE. HOOKED UP WI-TECH. [redacted] REPLACED [redacted] TER [redacted] AS PER [redacted] [redacted] REPLACED HEATER GRID RELAY AS PER RECALL.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE NOT SHIFTING

(Claim) Cause:

VERIFIED TRANS WON'T GO INTO DRIVE. HOOKED UP WI-TECH. [redacted] -TRANSMISSION FLUID PRESSURE LOW [redacted] - GEAR 1 SHIFT INCORRECT RATIO, [redacted])-GEAR 4 SH IFT INCORRECT RATIO. REMOVED TRANS AND PERFORMED REPAIR PROCEDURE AS OUTLINED IN [redacted] REV. B. INSTALLED TRANS FILLED WITH FLUID AND PERFORMED QUI CK LEARN. ROAD TESTED AND VERIFIED PROPER OPERATION AFTER REPAIR.

(Claim) Correction:

NEXT ROAD TESTED HAD DELAYED ENGAGEMENT INTO DRIVE AND HAS HARSH SHIFTS AND G OES INTO LIMP-IN. CONTACTED [redacted]. [redacted] INDICATED NO REPAIR PARTS FOR [redacted]. THIS REQUIRES A NEW TRANS. REMOVED TRANS AND INSTALLED REMAN TRANS. PERFORMED QUICK LEARN AND VERIFIED PROPER OPERATION AFTER REPAIR.

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**	$12,865.92	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	BODY ASSY	1		[redacted]	
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		200.31	$96.43
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	TRANSMISS	1	X	9535.89	$96.43
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	COOLER	1		107.72	$96.43
[redacted]		Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	[redacted]			
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BODY ASSY	1		[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	9		[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	1		107.72	$626.77
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	2		44.51	$626.77
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	BODY ASSY	1		2977.49	$64.28
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	FLUID AFT	[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		107.72	$64.28
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]			
A	21002766	Transmission, Replace - automatic ; [redacted] AWD equipped			[redacted]	BODY ASSY	1		[redacted]	

A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	9		200.31	$96.43
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	9535.89	$96.43
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		107.72	$96.43
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	FLUID AFT	9		[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]	FLUID AFT	2		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	FLUID AFT	2		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - Aisin [redacted] (3 - Highly Skilled)			[redacted]	FLUID AFT	2		[redacted]	

RO Narratives

(RO) Customer Concern:

RSU 1 [redacted] 22MY DJD2DDDP [redacted] CUMMINS NO START **] TOW IN. CUSTOMER STATES THERE IS HARD SHIFTWHEN SHIFTING TO DRIVE ONLY Moved to: [redacted] Line: A Moved to: [redacted] Line: B Moved to: [redacted] Line: C Moved to: [redacted] Line: D

(RO) Cause:

OPEN [redacted] CONNECT SCANNER AND FIND NO DTC. TRANSMISSION FLUID IS AT SPECIFICATIONS. INTERNAL FAILURE IN THE TRANSMISSION

(RO) Correction:

[redacted] REPLACE STARTER NU [redacted] Starter - Replace Nut, Starter - Replace (1 - Semi-Skilled) [redacted] TOW IN. TOW IN. [redacted] CONFIRM CONCERN. CONNECT SCANNER ANDFIND NO DTC. TRANSMISSION FLUID IS ATSPECIFICATIONS. OPEN STAR CASE ([redacted] WHERE AGENT RECOMMEND TO REPLACE VALVE BODY.REMOVE TRANSMISSION OIL PAN. REMOVE

VALVEBODY. REINSTALL COMPONENTS. FILL TRANSMISSIONTO SPECIFICATIONS. WHILE INSPECTING FLUID ONPAN NOTICE MEAL DEBRIS. START VEHICLE BUTCONCERN REMAINED. OPEN A NEW STAR CASE[redacted] WHERE AGENT [redacted]. RECOMMEND TOREPLACE TRANSMISSION DUE TO METAL DEBRISFOUND ON TRANSMISSION PAN. REPLACETRANSMISSION AND TRANSMISSION COOLER.REINSTALL COMPONENTS. PERFORM QUICKLEARN.DRIVE VEHICLE TO CONFIRM CONCERN HAS BEENSOLVED[redacted]//21550233/21950158 Moved to: [redacted] Line: A SUBLET REPAIRS Moved to: [redacted] Line: B SUBLET REPAIRS Moved to: [redacted] Line: C SUBLET REPAIRS Moved to: [redacted] Line: D SUBLET REPAIRS

(RO) Technical Notes:

METAL CONTAMINATION 91), REPAIR DID NOT FIXED CONCERN, OPEN NEW START CASE[redacted]) WHERE AGENT ADVISED REPLACE AUTO TRANSMISSION.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THERE IS HARD SHIFT WHEN SHIFTING TO DRIVE ONLY

(Claim) Cause:

CONFIRM CONCERN. CONNECT SCANNER AND FIND NO DTC. TRANSMISSION FLUID IS AT SP ECIFICATIONS. OPEN STAR CASE ([redacted]) WHERE AGENT RECOMMEND TO REPLACE VAL VE BODY. REMOVE TRANSMISSION OIL PAN. REMOVE VALVE BODY. REINSTALL COMPONENTS . FILL TRANSMISSION TO SPECIFICATIONS. WHILE INSPECTING FLUID ON PAN NOTICE MEAL DEBRIS. START VEHICLE BUT CONCERN REMAINED. OPEN A NEW STAR CAS[redacted] WHERE AGENT [redacted]. RECOMMEND TO REPLACE TRANSMISSION DUE TO METAL DEBR IS FOUND ON TRANSMISSION PAN.

(Claim) Correction:

REPLACE TRANSMISSION AND TRANSMISSION COOLER. REINSTALL COMPONENTS. PERFORM Q UICKLEARN. DRIVE VEHICLE TO CONFIRM CONCERN HAS BEEN SOLVED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500	[redacted]	CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage**	[redacted]	

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]		[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 ([redacted] REQUIRED)	[redacted]	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 ([redacted] REQUIRED)	[redacted]	NUT	1		1.76	[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:

Body/Systems Trim Concern [CUSTOMERREPORTS THAT THE DRIVERS SIDE EXTERIOR MIRROR, THE LARGE PORTION HAS LINES WITHIN THE GLASS THAT WILL NOT CLEAN UP OR GO AWAY, INSTALL SOPS MIRROR GLASS] Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] - Particulate Matter Sensor **]

(RO) Cause:

. .

(RO) Correction:

[redacted] mirror glass replaced. workcompleted Body/Systems Trim Concern BODY TRIM CONCERN[redacted] ECU is up-to-date. Successfullyflashed ECU from old part number [redacted] current part number [redacted]. Recall / Customer Satisfaction Notification1 PERFORM RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BODY/SYSTEMS TRIM CONCERN [CUSTOMER REPORTS THAT THE DRIVERS SIDE EXTERIOR MIR ROR, THE LARGE PORTION HAS LINES WITHIN THE GLASS THAT WILL NOT CLEAN UP O R GO AWAY, INSTALL SOPS MIRROR GLASS]

(Claim) Cause:

MIRROR GLASS REPLACED. WORK COMPLETED

(Claim) Correction:

MIRROR GLASS REPLACED. WORK COMPLETED

Warranty Claim Report

Vehicle Information

[redacted]		**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted]
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage Code** [redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]			Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Glass, outside rearview mirror ; Right or left	01	ADHESIVE BOND	68401393AA	GLASS	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

Body/Systems Trim Concern [CUSTOMERREPORTS THAT THE DRIVERS SIDE EXTERIOR MIRROR, THE LARGE PORTION HAS LINES WITHIN THE GLASS THAT WILL NOT CLEAN UP OR GO AWAY, INSTALL SOPS MIRROR GLASS] Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] - Particulate Matter Sensor **]

(RO) Cause:

. .

(RO) Correction:

[redacted] mirror glass replaced. workcompleted Body/Systems Trim Concern BODY TRIM CONCERN [redacted] ECU is up-to-date. Successfullyflashed ECU from old part number [redacted] current part number [redacted]. Recall / Customer Satisfaction Notification1 PERFORM RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

BODY/SYSTEMS TRIM CONCERN [CUSTOMER REPORTS THAT THE DRIVERS SIDE EXTERIOR MIR ROR. THE LARGE PORTION HAS LINES WITHIN THE GLASS THAT WILL NOT CLEAN UP O R GO AWAY, INSTALL SOPS MIRROR GLASS]

(Claim) Cause:

MIRROR GLASS REPLACED. WORK COMPLETED

(Claim) Correction:

MIRROR GLASS REPLACED. WORK COMPLETED

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**	$160.70	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] WORLD INC	**Zone**	[redacted]
Address	16655 WEST COLFAX AVE , GOLDEN, CO 80401				

Condition Information

Condition Code	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part 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 ([redacted] 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 ([redacted] REQUIRED)	[redacted]	LABEL	[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 ([redacted] REQUIRED)	[redacted]	[redacted]	1		1.82	[redacted]
[redacted]	Safety Recall [redacted] Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE ([redacted] REQUIRED)	CSTP13A1AA	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 TOW IN CUSTOMER STATES THE TRUCKS TRANSMISSION STARTED TO ACT FUNNY AND STOPPED PROVIDING POWER TO THE WHEELS. HE HAD TO PULL OVER AND HADTHE TRUCK TOWED. PLEASE CHECK AND ADVISE 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 ADDEDTO THE SALE AUTO.LIVE REPAIR ORDER -APPROVALS MADE BY THE CUSTOMER [redacted] AT [redacted]. ESTIMATE APPROVAL TOTALS [redacted] EXPIDITING, NORMAL ORDER WOULD BE LOOKING [redacted] OUT ANDNO COST. EXPIDITED ORDERING [redacted] DAYS ARE BUSINESS DAYS

(RO) Cause:

recall recall internally failed [redacted]

(RO) Correction:

FREE MAINTENANCE INSPECTIO[redacted]9 recall [redacted] pm sensor, flash ecm Recall [redacted] - Particulate Matter Sensor Recall [redacted] - Particulate atter Sensor [redacted] recall [redacted] grid relay RECALL CAMPAIGN [redacted] RAM HEAVY DUTY GRID HEATER RELAY COMPLETE OPEN RECAL[redacted]9 internally failed [redacted] [redacted] performtesting, found [redacted] stuck in 2wd low, willnot shift, perform testing and inspection,all appear in good condition, remove shiftmotor, attempt to shift manually, [redacted] willnot shift, reinstall shift motor, pull fluidsample, metallic fluid, p&a tcase, replace[redacted], [redacted] equipped, aisin equipped, deftank [redacted] pickup equipped, and skid plateequipped, retested [redacted] after replace,retested ok NOTE: req [redacted] diag time fortesting, inspection, removal and reinstall ofshift motor, and fluid sample TRANSFER CASE SPECIAL HANDLING Skid Plate Equipped [redacted] OPERATE/DIAGNOSTICS. FREIGHT POWER TAKE/OFF ASSEMBLY-REPLACE (B) [redacted] [redacted] Plate Equipped [redacted] OPERATE/DIAGNOSTICS. [redacted] CHARGES 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TOW IN CUSTOMER STATES THE TRUCKS TRANSMISSION STARTED TO ACT FUNNY AND STOPPE D PROVIDING POWER TO THE WHEELS. HE HAD TO PULL OVER AND HAD THE TRUCK TOWED . PLEASE CHECK AND ADVISE

(Claim) Cause:

INTERNALLY FAILED TCASE

(Claim) Correction:

PERFORM TESTING, FOUND TCASE STUCK IN [redacted] LOW, WILL NOT SHIFT, PERFORM TESTING AND INSPECTION, ALL APPEAR IN GOOD CONDITION, REMOVE SHIFT MOTOR, ATTEMPT T O SHIFT MANUALLY, TCASE WILL NOT SHIFT, REINSTALL SHIFT MOTOR, PULL FLUID SAMP LE, METALLIC FLUID, P&A TCASE, REPLACE TCASE[redacted] EQUIPPED, AISIN EQUIPPED, DEF TANK [redacted] PICKUP EQUIPPED, AND SKID PLATE EQUIPPED, RETESTED TCASE AFTE R REPLACE, RETESTED OK NOTE: REQ [redacted] DIAG TIME FOR TESTING, INSPECTION, REMOVA L AND REINSTALL OF SHIFT MOTOR, AND FLUID SAMPLE

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]	71	[redacted]
[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]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	RELAY	1	X	57.37	$36.94
[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	[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 ([redacted] REQUIRED)	[redacted]	LABEL	1		3.84	[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]	[redacted]	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

Tire Inflation Service Multi-Point Vehicle Inspection Malfunction Indicator Lamp Diagnosis & Testing customer states that enine light keeps going on and off advise had code [redacted] stored check and advise [redacted] Ram Heavy [redacted] DIESEL PM SENSOR

(RO) Cause:

Per [redacted] ([redacted]) requirements, check tire pressure on all tires affixed to the vehicle (does not include spare tire unless mounted on a driven wheel) and inflate to vehicle or tire manufacturer specifications. Perform courtesy multi-point vehicle (MPI) visual inspection, then relay technician findings and recommendations to customer. Inspection items include brake pad/shoe measurements, condition of tires, wipers, horn, exterior lamps, fluids, steering and suspension, battery, belts, air filter(s), driveline joints,

and exhaust. STORED [redacted] LEVEL SENSOR 1 PERFROMANCE. VEHICLE IS EQUIPPED WITH SALES CODE [redacted] 50 [redacted] TANK HOWEVER VEHICLE IS NOT CONFIGURED CORRECTLY. Follow instructions for [redacted] Recall. Follow instructions for [redacted] Recall.

(RO) Correction:

Checked and inflated front tires to _____ PSI and rear tires to _____ PSI. FOLLOWED STAR CASE [redacted] B. INSTRUCTIONS AND ENABLED [redacted] ROUTINE IN PCM. SCAN TOOL USED TO RECONFIGURED VEHICLE TO RELECT CHANGES. CLEARED [redacted] S AND TEST DROVE 12 [redacted] TO VERIFY REPAIRS. CUSTOMER REQUESTED CAMPAIGN NUMBER 13A 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 [redacted] INTAKE AIR GRID HEATER RELAY. ACCESSED, REMOVED AND INSTALLED A NEW INTAKE AIR HEATER RELAY AS PER SAFETY RECALL [redacted]. THE SYSTEM IS NOW OPERATING AS DESIGNED. CUSTOMER REQUESTED CAMPAIGN NUMBER Y43 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 INSTALLE

(RO) Technical Notes:

PER STAR CASE [redacted] REV B.- RECONFIG NEEDED.

GCS Narratives

(Claim) Customer Concern:

MALFUNCTION INDICATOR LAMP DIAGNOSIS & TESTING CUSTOMER STATES THAT ENINE LIGH T KEEPS GOING ON AND OFF ADVISE HAD CODE [redacted] STORED CHECK AND ADVISE

(Claim) Cause:

STORED [redacted] LEVEL SENSOR [redacted] IS EQUIPPED WITH SAL ES CODE [redacted] TANK HOWEVER VEHICLE IS NOT CONFIGURED CORRECTLY.

(Claim) Correction:

FOLLOWED STAR CASE [redacted] B. INSTRUCTIONS AND ENABLED [redacted] ROUTINE IN PCM. SCAN TOOL USED TO RECONFIGURED VEHICLE TO RELECT CHAN GES. CLEARED [redacted] S AND TEST DROVE 12 [redacted] TO VERIFY REPAIRS.

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***		***Zone***	71
[redacted]					

Condition Information

Condition Code	[redacted]									
[redacted]		Fuel, Trouble Not Found	OD							

RO Narratives

(RO) Customer Concern:

Tire Inflation Service Multi-Point Vehicle Inspection Malfunction Indicator Lamp Diagnosis & Testing customer states that enine light keeps going on and off advise had code [redacted] stored check and advise [redacted] Ram Heavy Duty Grid Heater [redacted] DIESEL PM SENSOR

(RO) Cause:

Per [redacted] ([redacted]) requirements, check tire pressure on all tires affixed to the vehicle (does not include spare tire unless mounted on a driven wheel) and inflate to vehicle or tire manufacturer specifications. Perform courtesy multi-point vehicle (MPI) visual inspection, then relay technician findings and recommendations to customer. Inspection items include brake pad/shoe measurements, condition of tires, wipers, horn, exterior lamps, fluids, steering and suspension, battery, belts, air filter(s), driveline joints, and exhaust. STORED [redacted] FUEL LEVEL SENSOR 1 PERFROMANCE. VEHICLE IS EQUIPPED WITH SALES CODE [redacted] TANK HOWEVER VEHICLE IS NOT CONFIGURED CORRECTLY. Follow instructions for [redacted] Recall. Follow instructions for [redacted] Recall.

(RO) Correction:

Checked and inflated front tires to _____ PSI and rear tires to _____ PSI. FOLLOWED STAR CASE [redacted] B. INSTRUCTIONS AND ENABLED 50 [redacted] FUEL [redacted] ROUTINE IN PCM. SCAN TOOL USED TO RECONFIGURED VEHICLE TO RELECT CHANGES. CLEARED [redacted] S AND TEST DROVE 12 [redacted] TO VERIFY REPAIRS. CUSTOMER REQUESTED CAMPAIGN NUMBER [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. ACCESSED, REMOVED AND INSTALLED A NEW INTAKE AIR HEATER RELAY AS PER SAFETY RECALL [redacted]. THE SYSTEM IS NOW OPERATING AS DESIGNED. CUSTOMER REQUESTED CAMPAIGN NUMBER [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 INSTALLE

(RO) Technical Notes:

PER STAR CASE [redacted] B.- RECONFIG NEEDED.

GCS Narratives

(Claim) Customer Concern:

MALFUNCTION INDICATOR LAMP DIAGNOSIS & TESTING CUSTOMER STATES THAT [redacted] LIGH T KEEPS GOING ON AND OFF ADVISE HAD [redacted] [redacted] STORED CHECK AND ADVISE

(Claim) Cause:

STORED DTC [redacted] FUEL LEVEL SENSOR [redacted] IS EQUIPPED WITH SAL ES [redacted] TANK HOWEVER VEHICLE IS NOT CONFIGURED CORRECTLY.

(Claim) Correction:

FOLLOWED STAR CASE [redacted] REV B. INSTRUCTIONS AND ENABLED [redacted] FUEL TANKL ROUTINE IN PCM. SCAN TOOL USED TO RECONFIGURED VEHICLE TO RELECT CHAN GES. CLEARED DTC'S AND TEST DROVE 12 [redacted] TO VERIFY REPAIRS.

Warranty Claim Report

Vehicle Information

[redacted]		**Year**	[redacted]	**Body**	D28M81 - RAM 3500 LIMITED [redacted]
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$2,[redacted]28	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	CHRISTOPHER'S DODGE WORLD INC	**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]	Transfer Case ; [redacted] diesel		INTERNAL DEFECT	[redacted]	TRANSFER	1	X	[redacted]	[redacted]
A	[redacted]	Transfer Case ; Skid Plate Equipped			[redacted]	TRANSFER	1	X	[redacted]	[redacted]
A	[redacted]	Transfer Case ; [redacted] Propeller Shaft			[redacted]	TRANSFER	1	X	[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSFER	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

FREE MAINTENANCE INSPECTION RECALL CAMPAIGN [redacted] DIESEL PM SENSOR RECALL CAMPAIG[redacted] [redacted] RAM HEAVY DUTY GRID HEATER RELAY TOW IN CUSTOMER STATES THE TRUCKS TRANSMISSION STARTED TO ACT FUNNY AND STOPPED PROVIDING POWER TO THE WHEELS. HE HAD TO PULL OVER AND HADTHE TRUCK TOWED. PLEASE CHECK AND ADVISE 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 ADDEDTO THE SALE AUTO.LIVE REPAIR ORDER -APPROVALS MADE BY THE CUSTOMER [redacted] AT [redacted]. ESTIMATE APPROVAL TOTALS [redacted] EXPIDITING, NORMAL ORDER WOULD BE LOOKING [redacted] OUT ANDNO COST. EXPIDITED ORDERING [redacted] ARE BUSINESS DAYS

(RO) Cause:

recall recall internally failed tcase

(RO) Correction:

FREE MAINTENANCE INSPECTIO[redacted]9 recall [redacted] pm sensor, flash ecm Recall [redacted] - Particulate Matter Sensor Recall [redacted] - Particulate atter Sensor [redacted] recall [redacted] heater grid relay RECALL CAMPAIGN [redacted] RAM HEAVY DUTY GRID HEATER RELAY COMPLETE OPEN RECAL[redacted]9 internally failed tcase [redacted] performtesting, found tcase stuck in 2wd low, willnot shift, perform testing and inspection,all appear in good condition, remove shiftmotor, attempt to shift manually, tcase willnot shift, reinstall shift motor, pull fluidsample, metallic fluid, p&a tcase, replacetcase, [redacted] equipped, aisin equipped, [redacted] pickup equipped, and skid plateequipped, retested tcase after replace,retested ok NOTE: req [redacted] diag time fortesting, inspection, removal and reinstall ofshift motor, and fluid sample TRANSFER CASE SPECIAL HANDLING Skid Plate Equipped [redacted] OPERATE/DIAGNOSTICS. FREIGHT POWER TAKE/OFF ASSEMBLY-REPLACE (B) [redacted] CHARGES Skid Plate Equipped [redacted] OPERATE/DIAGNOSTICS. [redacted] CHARGES 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

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

TOW IN CUSTOMER STATES THE TRUCKS TRANSMISSION STARTED TO ACT FUNNY AND STOPPE D PROVIDING POWER TO THE WHEELS. HE HAD TO PULL OVER AND HAD THE TRUCK TOWED . PLEASE CHECK AND ADVISE

(Claim) Cause:

INTERNALLY FAILED TCASE

(Claim) Correction:

PERFORM TESTING, FOUND TCASE STUCK IN [redacted] LOW, WILL NOT SHIFT, PERFORM TESTING AND INSPECTION, ALL APPEAR IN GOOD CONDITION, REMOVE SHIFT MOTOR, ATTEMPT T O SHIFT MANUALLY, TCASE WILL NOT SHIFT, REINSTALL SHIFT MOTOR, PULL FLUID SAMP LE, METALLIC FLUID, P&A TCASE, REPLACE TCASE [redacted] EQUIPPED, AISIN EQUIPPED, DEF TANK [redacted] PICKUP EQUIPPED, AND SKID PLATE EQUIPPED, RETESTED TCASE AFTE R REPLACE, RETESTED OK NOTE: REQ [redacted] DIAG TIME FOR TESTING, INSPECTION, REMOVA L AND REINSTALL OF SHIFT MOTOR, AND FLUID SAMPLE

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500	[redacted]	CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]	

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	Failure [redacted]	Failure [redacted]	Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68244638AA	GASKET	1		36.39	$80.16
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68456960AA	HUB	1		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68254056AB	HUB	1		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68253815AA	RACE	1		44.05	$80.16
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			05019061AB	GREASE	1		78.81	$80.16
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	CONVERTER	1		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68244633AB	OIL PUMP	[redacted]			
[redacted]	Transmission, Remove and install for recondition - [redacted]C/AS69RC ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	1222.93	$160.32
[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]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CONVERTER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244633AB	OIL PUMP	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] 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]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted]			[redacted]	RACE	1		[redacted]	

		[redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two [redacted] propeller shaft equipped			[redacted]	GREASE	1		78.81	$26.72
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] shaft equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] shaft equipped			[redacted]	CONVERTER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two [redacted] propeller shaft equipped			[redacted]	OIL PUMP	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]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[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]	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	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]	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		18.32	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CONVERTER	1		3769.75	[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]	OIL PUMP	1		2939.26	[redacted]
A	[redacted]	[redacted]			[redacted]	CLUTCHKIT	[redacted]			[redacted]
A	[redacted]	[redacted]			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	[redacted]			[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
A	[redacted]	[redacted]			[redacted]	BOLT	[redacted]		[redacted]	[redacted]
A	[redacted]	[redacted]			[redacted]	[redacted]	[redacted]		[redacted]69.35	[redacted]
A	[redacted]	[redacted]			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	[redacted]			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	[redacted]			[redacted]	GREASE	1		[redacted]	[redacted]
A	[redacted]	[redacted]			[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	[redacted]			[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	[redacted]			[redacted]	CONVERTER	1		3769.75	[redacted]
A	[redacted]	[redacted]			[redacted]	OIL PUMP	[redacted]		[redacted]	[redacted]
A	[redacted]	[redacted] ; High [redacted] Vehicles			[redacted]	CLUTCHKIT	1	X	1222.93	[redacted]
A	[redacted]	[redacted] ; High [redacted] Vehicles			[redacted]	O-RING	1		29.80	[redacted]
A	[redacted]	[redacted]			[redacted]	GASKET	1		36.39	[redacted]
A	[redacted]	[redacted] ; High [redacted] Vehicles			[redacted]	BOLT	[redacted]		[redacted]	[redacted]
A	[redacted]	[redacted] ; High [redacted] Vehicles			[redacted]	[redacted]	[redacted]		[redacted]69.35	[redacted]
A	[redacted]	[redacted] ; High [redacted] Vehicles			[redacted]B	HUB	1		[redacted]	[redacted]
A	[redacted]	[redacted] ; High [redacted] Vehicles			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Loane[redacted] High Line Vehicl[redacted]			[redacted]	GREASE	1		78.81	[redacted]
A	[redacted]	Loane[redacted] High Line Vehicl[redacted]			[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]
A	[redacted]	[redacted]			[redacted]	FLUID AFT	1		18.32	[redacted]
A	[redacted]	[redacted]			[redacted]	CONVERTER	1		3769.75	[redacted]
A	[redacted]	[redacted]			[redacted]	OIL PUMP	1		2939.26	[redacted]

RO Narratives

(RO) Customer Concern:

TRANSMISSION RECALL RECALL [redacted] INSPECTION

(RO) Cause:

Verified vehicle will not engage in [redacted]. Customers vehicle came in with no motive power

(RO) Correction:

[redacted] - [redacted]; [redacted] - [redacted]; [redacted] - DEF EQUIPPED; [redacted] - [redacted]; [redacted] - [redacted]; [redacted] - [redacted]; [redacted] - [redacted] Completed

(RO) Technical Notes:

CSN/TSB PARTS DELAY & DAMAGED T-CONVERTER & PUMP BACKORDER ED [redacted] WE WOULD ORDER THE CLUTCH KIT AND OTHER PARTS. THEY WERE ON BACK ORDER AT THE TIME. THE [redacted] WAS WHEN WE HAD MADE ANOTHER ORDER. THE HEX HEAD BOLTS WERE ORDERED ON [redacted] JUST LIKE THE CLUTCH KIT. WE HAD TO OBTAIN THE OIL PUMP FROM ANOTHER DEALERSHIP (WE WERE ABLE TO PICK THAT UP. WE ORDERED THE TORQUE CONVERTER FROM ANOTHER DEALER AND HAD TO HAVE IT SHIPPED. I HAVE COMBINED THE CONDITIONS AS REQUESTED. I CANNOT PUT [redacted]S ON FOR THE TORQUE CONVERTER AND OIL PUMP AS THEY ARE RELATED [redacted]PS [redacted] & [redacted] FROM PRIMARY [redacted] [redacted] AND I CANNOT HAVE [redacted] ON A CONDITION .

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE VEHICLE HAS NO MOTIVE POWER IN [redacted].

(Claim) Cause:

VERIFIED VEHICLE WILL NOT ENGAGE IN [redacted]. FOUND [redacted] GEAR RATIO [redacted]. ERROR ACTIVE. PER [redacted] DISS. ASSM. AND FOUND K1 CLUTCH SNAP RING DISLODGED. DURING DISS. ASSM. FOUND SCORING ON TORQUE CONVERTER NOSE AND P UMP BUSHING SCORED. [redacted] THE TORQUE CONVERTER AND PUMP WILL [redacted] NEED TO BE R EPLACED AS CONSEQUENTIAL DAMAGE.

(Claim) Correction:

REPLACED K1 CLUTCH ASSM., K1 AND K2 DRUMS. REPLACED TORQUE CONVERTER AND PUMP ON [redacted] AS PER DM. ADJUSTED FLUID LEVEL AND TEST DROVE. DURING TE ST DRIVE VEHICLE SET NEW DTC FOR [redacted] ERROR AND WENT INTO LIMP MODE. WI LL NEED TO DIAGNOSE NEW CONCERN. AREA MANAGER AGREES TO COVER THE COST OF [redacted] RENTAL ONLY, CUSTOMER IS TO PAY ALL MILEAGE AND INSURANCE FEES FOR RENTAL VEHICLE. CUSTOMER IS IN NEED OF [redacted]N VEHICLE, FCA CASE MANAG ER WAS ONLY OFFERING CUSTOMER [redacted] COVERAGE. DELAY ON PARTS FOR CS N/TSB AND ADDITIONALLY DAMAGED TORQUE CONVERTER AND PUMP WERE ON BACK ORDE R. DEALER HAD TO HAVE SHIPPED IN FROM OTHER DEALERS. CUSTOMER WILL BE REIMBU RSED WHEN CLAIM IS PAID. OPENED NEW RO FOR SECONDARY TRANSMISSION CONCERN WH ERE RENTAL COVERAGE WILL BE CONTINUED. PER AREA MANAGER THIS PORTION OF TH E RENTAL WILL BE COVERED FOR [redacted] ON THIS RO

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

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	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 every [redacted] Intervals	MC	MAINTENANCE CARE						[redacted]
[redacted]	Maintenance Allowance ; Fixed Cost Maintenance								[redacted]
[redacted]	Maintenance Allowance ; TIRE ROTATION								[redacted]

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) CUSTOMER STATES NOISE FROM FRONT END - CONTROL ARM MISSING B OLT - SWAY BAR AND END LINKS BENT - PLEASE ADVISE (General C oncern 1) Customer Satisfaction Notification [redacted] - Aisin Transmission (Recall Customer Satisfaction Notification 1) Emissions Recall [redacted] - Particulate Matter Sensor (Recall Cus tomer Satisfaction Notification 2) CUSTOMER REQUEST TIRE ROTATION OIL CHANGE

(RO) Cause:

COURTESY INSPECTION [redacted] .8 total [redacted] inspected for noise in front end. found rear bolt on control arm missing and bolt stretched, control arm bushings torn, [redacted] sway bar links are very loose and making nosie. [redacted] .1 total [redacted] rrt already completed [redacted] .6 total [redacted] installed pm sensor and updated pcm SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE .

(RO) Correction:

PERFORMED MULTI POINT INSPECTION replaced passenger front control arm and the rear bolt and nut. replaced [redacted] sway bar links and test drove vehicle. no longer heard noises . PERFORMED TIRE ROTATION .

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES NOISE FROM FRONT END - CONTROL ARM MISSING B OLT - SWAY BAR A ND END LINKS BENT - PLEASE ADVISE (GENERAL C ONCERN 1)

(Claim) Cause:

INSPECTED FOR NOISE IN FRONT END. FOUND REAR BOLT ON CONTROL ARM MISSING AND BOLT STRETCHED, CONTROL ARM BUSHINGS TORN, [redacted] FRONT SWAY BAR LINKS ARE VERY LOOSE AND MAKING NOSIE.

(Claim) Correction:

REPLACED PASSENGER FRONT CONTROL ARM AND THE REAR BOLT AND NUT. REPLACED [redacted] FRONT SWAY BAR LINKS AND TEST DROVE VEHICLE. NO LONGER HEARD NOISES

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P92 - RAM 3500 [redacted]	CREW	[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**	$88.62	**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
B	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)		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]	1		1.57	[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:

(Multi-point inspection according to maintenance interval) CUSTOMER STATES NOISE FROM FRONT END - CONTROL ARM MISSING B OLT - SWAY BAR AND END LINKS BENT - PLEASE ADVISE (General C oncern 1) Customer Satisfaction Notification [redacted] - Aisin Transmission (Recall Customer Satisfaction Notification 1) Emissions Recall [redacted] - Particulate Matter Sensor (Recall Cus tomer Satisfaction Notification 2) CUSTOMER REQUEST TIRE ROTATION OIL CHANGE

(RO) Cause:

COURTESY INSPECTION [redacted] .8 total [redacted] inspected for noise in front end. found rear bolt on control arm missing and bolt stretched, control arm bushings torn, [redacted] bar links are very loose and making nosie. [redacted] .1 total [redacted] rrt already completed [redacted] .6 total [redacted] installed pm sensor and updated pcm SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE .

(RO) Correction:

PERFORMED MULTI POINT INSPECTION replaced passenger front control arm and the rear bolt and nut. replaced [redacted] bar links and test drove vehicle. no longer heard noises . PERFORMED TIRE ROTATION .

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES NOISE FROM FRONT END - CONTROL ARM MISSING B OLT - [redacted] BAR A ND END LINKS BENT - PLEASE ADVISE (GENERAL C ONCERN 1)

(Claim) Cause:

INSPECTED FOR NOISE IN FRONT END. FOUND REAR BOLT ON CONTROL ARM MISSING AND BOLT STRETCHED, CONTROL ARM BUSHINGS TORN, [redacted] FRONT [redacted] BAR LINKS ARE VERY LOOSE AND MAKING NOSIE.

(Claim) Correction:

REPLACED PASSENGER FRONT CONTROL ARM AND THE REAR BOLT AND NUT. REPLACED [redacted] FRONT [redacted] BAR LINKS AND TEST DROVE VEHICLE. NO LONGER HEARD NOISES

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P92 - RAM [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**	$725.92	[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	Failed	Expense	LOP Expense
A	[redacted]2	Arm, front suspension ; Right - [redacted] & [redacted] Pick-up only	[redacted]	EXCESSIVE WEAR	[redacted]	ARM	1	X	455.85	$93.84
A	[redacted]	Arm, front suspension ; Right - [redacted] & [redacted] Pick-up only	[redacted]	EXCESSIVE WEAR	[redacted]	NUT	1		13.50	$93.84
A	[redacted]	Arm, front suspension ; Right - [redacted] & [redacted] Pick-up only	[redacted]	EXCESSIVE WEAR	[redacted]	BOLT	1		13.65	$93.84
A	[redacted]	Arm, front suspension ; Right - [redacted] & [redacted] Pick-up only	[redacted]	EXCESSIVE WEAR	68205009AB	LINK KIT	2		242.92	$93.84
A	[redacted]	Link, [redacted] bar ; [redacted]			[redacted]	ARM	1	X	455.85	[redacted]
A	[redacted]	Link, [redacted] bar ; [redacted]			[redacted]	NUT	1		13.50	[redacted]
A	[redacted]	Link, [redacted] bar ; [redacted]			[redacted]	BOLT	1		13.65	[redacted]
A	[redacted]	Link, front stabilizer/sway bar ; Both			[redacted]	LINK KIT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) CUSTOMER STATES NOISE FROM FRONT END - CONTROL ARM MISSING B OLT - SWAY BAR AND END LINKS BENT - PLEASE ADVISE (General C oncern 1) Customer Satisfaction Notification [redacted] - Aisin Transmission (Recall Customer Satisfaction Notification 1) Emissions Recall [redacted] - [redacted] culate Matter Sensor (Recall Cus tomer Satisfaction Notification 2) CUSTOMER REQUEST TIRE ROTATION OIL CHANGE

(RO) Cause:

COURTESY INSPECTION [redacted] .8 total [redacted] inspected for noise in front end. found rear bolt on control arm missing and bolt stretched, control arm bushings torn, [redacted] sway bar links are very loose and making nosie. [redacted] .1 total [redacted] rrt already completed [redacted] .6 total [redacted] installed pm sensor and updated pcm SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE .

(RO) Correction:

PERFORMED MULTI POINT INSPECTION replaced passenger front control arm and the rear bolt and nut. replaced [redacted] sway bar links and test drove vehicle. no longer heard noises . PERFORMED TIRE ROTATION .

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES NOISE FROM FRONT END - CONTROL ARM MISSING B OLT - [redacted] BAR A ND END LINKS BENT - PLEASE ADVISE (GENERAL C ONCERN 1)

(Claim) Cause:

INSPECTED FOR NOISE IN FRONT END. FOUND REAR BOLT ON CONTROL ARM MISSING AND BOLT STRETCHED, CONTROL ARM BUSHINGS TORN, [redacted] FRONT [redacted] BAR LINKS ARE VERY LOOSE AND MAKING NOSIE.

(Claim) Correction:

REPLACED PASSENGER FRONT CONTROL ARM AND THE REAR BOLT AND NUT. REPLACED [redacted] FRONT [redacted] BAR LINKS AND TEST DROVE VEHICLE. NO LONGER HEARD NOISES

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

Dealer Information

Code	[redacted]	***Name***	CHRISTOPHER'S DODGE WORLD INC	***Zone***	[redacted]
Address	[redacted]				

Condition Information

Condition Code	[redacted]		***Failure***	***Failure*** [redacted]	***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	54.49	[redacted]

RO Narratives

(RO) Customer Concern:

FREE MAINTENANCE INSPECTION RECALL CAMPAIGN [redacted] PM SENSOR RECALL CAMPAIG[redacted] [redacted] RAM HEAVY DUTY GRID HEATER RELAY 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-REFUNDABL[redacted] CHARGE ADDEDTO THE SALE AUTO.LIVE REPAIR ORDER FRAME INSPECTION PERFORM [redacted] PRE-OWNED VEHICLE INSPECTION [redacted] FACTORY TRAINED TECHNICIAN WILL REPLAC[redacted]L OIL, FILTER AND PERFORM VISUAL VEHICLE INSPECTION. WASHER FLUID TOPPED OFF AS AVAILABLE PERFORM ALIGNMENT RECOMMEND REPLACING ENGINE AIR FILTER PLEASE COMPLETE TIRE ROTATION AND CORRECT TIRE PRESSURE AS RECOMMENDED FOR VEHICLE TYPE, COMPLETED ROTATION AND TORQUED WHEELS TO SPECIFIED AMOUNT. IF VEHICLE IS EQUIPPED WITH WHEEL LOCKS PLEASE PLACE KEY IN CONSOLE OR CUP HOLDER.

(RO) Cause:

. DURING ROAD TEST, VEHICLE PULLS TO RIGHTWHEN STEERING WHEELIS CENTERED. ENGINE AIR FILTER CONTAMINATED AND DUSTY

(RO) Correction:

FREE MAINTENANCE INSPECTION [redacted] Inspected vehicle, [redacted] recall hasalready been completed. NO SERVICE PERFORMED [redacted] Performed recall [redacted]. Replacedintake air grid heater relay. Vehicleoperating normally at this time. [redacted] FEDERAL RECALL [redacted], REPLACE RELAY, INTAKE AIRHEATER FEDERAL RECAL[redacted], REPLACE RELAY, INTAKE AIR HEATER 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 FRAME INSPECTION PERFORM [redacted] PRE-OWNED VEHICLE INSPECTION [redacted] [redacted] Performed diesel oil and filterchange. Installed new oil change intervalsticker and reset oil life. FACTORY TRAINED TECHNICIAN WILL REPLACE [redacted]L OIL, FILTER AND PERFORM VISUAL VEHICLE INSPECTION. WASHER FLUID TOPPED OFF AS AVAILABLE FACTORY TRAINED TECHNICIAN WILL REPLACE [redacted] OIL, OIL FILTER AND PERFORM VISUAL VEHICLE INSPECTION. WASHER FLUID TO BE TOPPED OFF AS AVAILABLE [redacted] Performed alignment and road tested.Ve

(RO) Technical Notes:

NA

[redacted]

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	**Year**	[redacted]	**Body**	D28M81 - RAM 3500 LIMITED [redacted]	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**	[redacted] S DODGE WORLD INC	[redacted]	[redacted]
Address	[redacted]				

Condition Information

Condition [redacted]	Desc	Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
[redacted]	Safety Recall [redacted] Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	-54.49	([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 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-REFUNDABL[redacted] CHARGE ADDEDTO THE SALE AUTO.LIVE REPAIR ORDER FRAME INSPECTION PERFORM [redacted] PRE-OWNED VEHICLE INSPECTION [redacted] FACTORY TRAINED TECHNICIAN WILL REPLACE DIESEL OIL, FILTER AND PERFORM VISUAL VEHICLE INSPECTION. WASHER FLUID TOPPED OFF AS AVAILABLE PERFORM ALIGNMENT RECOMMEND REPLACING ENGINE AIR FILTER PLEASE COMPLETE TIRE ROTATION AND CORRECT TIRE PRESSURE AS RECOMMENDED FOR VEHICLE TYPE, COMPLETED ROTATION AND TORQUED WHEELS TO SPECIFIED AMOUNT. IF VEHICLE IS EQUIPPED WITH WHEEL LOCKS PLEASE PLACE KEY IN CONSOLE OR CUP HOLDER.

(RO) Cause:

. DURING ROAD TEST, VEHICLE PULLS TO RIGHTWHEN STEERING WHEELIS CENTERED. ENGINE AIR FILTER CONTAMINATED AND DUSTY

(RO) Correction:

FREE MAINTENANCE INSPECTION [redacted] Inspected vehicle, [redacted] recall hasalready been completed. NO SERVICE PERFORMED [redacted] Performed recall [redacted]. Replacedintake air grid heater relay. Vehicleoperating normally at this time. [redacted] FEDERAL RECALL [redacted], REPLACE RELAY, INTAKE AIRHEATER FEDERAL RECAL[redacted], REPLACE RELAY, INTAKE AIR HEATER AS OF [redacted] [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 FRAME INSPECTION PERFORM [redacted] PRE-OWNED VEHICLE INSPECTION [redacted] [redacted] Performed diesel oil and filterchange. Installed new oil change intervalsticker and reset oil life. FACTORY TRAINED TECHNICIAN WILL REPLACE DIESEL OIL, FILTER AND PERFORM VISUAL VEHICLE INSPECTION. WASHER FLUID TOPPED OFF AS AVAILABLE FACTORY TRAINED TECHNICIAN WILL REPLACE DIESEL OIL, OIL FILTER AND PERFORM VISUAL VEHICLE INSPECTION. WASHER FLUID TO BE TOPPED OFF AS AVAILABLE [redacted] Performed alignment and road tested.Ve

(RO) Technical Notes:

NA

[redacted]

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	[redacted]	**Body**	D28P91 - RAM 3500	[redacted]
Build Date	[redacted]	**Plant**	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**	$520.63	[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]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted] RING	1	X	[redacted]	
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted] RING	1		14.16	$111.27
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted] RING	1		8.12	$111.27
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		44.27	$111.27
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		44.27	$111.27
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted] WASHER	1		9.61	$111.27
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	[redacted]			
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	8		[redacted]	
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted] RING	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted] RING	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted] RING	1		8.12	$222.54
[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] equipped			[redacted]	GASKET	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted] WASHER	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 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 ; Skid plate equipped			[redacted]	SNAP RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	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]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	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]	SNAP RING	1	X	12.68	$815.98
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly -	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL RING	1		[redacted]	

		Inspect and Replace Snap Ring								
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin [redacted] Clutch / [redacted]bly - Inspect and Replace Snap Ring	[redacted]	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		44.27	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission [redacted] K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		44.27	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission [redacted] K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	WASHER	1		9.61	[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	[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]	FLUID AFT	8		178.26	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission [redacted] 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 [redacted] K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	4		32.88	[redacted]
B	[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	[redacted]	

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Customer Satisfaction Notification [redacted] - Aisin Transmission **] Recall / Customer Satisfaction Notification 2 [Emissions Recall [redacted] - Particulate Matter Sensor **] *General Concern #1 [Customer States SERVICE UCONNECT BOX SEE DEALER MESSAGE ON RADIO HAS HAPPENED TWICE IN THE LAST [redacted] *General Concern #2 [Customer States UN SURE IF [redacted] NEEDS TO BE DONE AS TRANS WAS REPLACED RECENTLY]

(RO) Cause:

war WAR WAR WAR

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) MULTI-POINT INSPECTION (according to maintenanceinterval) [redacted] REMOVED DRAIN PLUG AND DRAINEDTRANSMISSION PAN. REMOVED TRANSMISSION.REMOVED PUMP AND [redacted] ASSEMBLY. REMOVED ANDREPLACED K1 SNAP RING PE[redacted]. REINSTALLEDCOMPONENTS AND REINSTALLED TRANSMISSION.FILLED WITH FLUID AND TEST DROVE, VEHICLESHIFTED GOOD. VEHICLE OPERATING AS DESIGNED. [redacted] ASIN TRANSMISSION RECAL[redacted] [redacted] Equipped [redacted] Skid

Plate Equipped Transmission DEF equipped2500-3500 4x4 pick-up only [redacted] 60 INSTALLED PM SENSOR ANDFLASHED PCM PER [redacted]. OLD[redacted] NEW[redacted] [redacted] RECALL Sensor, particulate matter (soot sensor) [redacted] RECALL Sensor, parti culate matter (soot sensor) [redacted] SOFTWARE [redacted] VERIFIEDCONCERN OF MESSAGE UCONNECT BOX SEE DEALERMESSAGE. FOUND NO CODES. FOUND [redacted] THIS ISSUE. FLASHED [redacted] PER TSB.OLD[redacted], NEW[redacted]. NOW OPERATINGAS DESIGNED. Module, Telematics Box ([redacted]) Backup NO WORK PREFORMED AT THISTIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

*GENERAL CONCERN #1 [CUSTOMER STATES SERVICE UCONNECT BOX SEE DEALER MESSAGE O N RADIO HAS HAPPENED [redacted] THE LAST [redacted]

(Claim) Cause:

[redacted] SOFTWARE

(Claim) Correction:

VERIFIED CONCERN OF MESSAGE UCONNECT BOX SEE DEALER MESSAGE. FOUND NO CODES. F OUN[redacted] THIS ISSUE. FLASHED [redacted] PER TSB. OLD[redacted], NEW[redacted]. NOW OPERATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

[redacted]	**Year**	[redacted]	**Body**	D28P91 - RAM 3500 [redacted]	[redacted]
Build Date [redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage** [redacted]	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

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

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Customer Satisfaction Notification [redacted]- Aisin Transmission **] Recall / Customer Satisfaction Notification 2 [Emissions Recall [redacted] - Particulate Matter [redacted] **] *General Concern #1 [Customer States SERVICE UCONNECT BOX SEE DEALER MESSAGE ON RADIO HAS HAPPENED TWICE IN THE LAST [redacted] *General Concern #2 [Customer States UN SURE IF [redacted] NEEDS TO BE DONE AS TRANS WAS REPLACED RECENTLY]

(RO) Cause:

war WAR WAR WAR

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) MULTI-POINT INSPECTION (according to maintenanceinterval) [redacted], [redacted], [redacted] REMOVED DRAIN PLUG AND DRAINEDTRANSMISSION PAN. REMOVED TRANSMISSION.REMOVED PUMP AND [redacted] ASSEMBLY. REMOVED ANDREPLACED K1 SNAP RING PE[redacted]. REINSTALLEDCOMPONENTS AND REINSTALLED TRANSMISSION.FILLED WITH FLUID AND TEST DROVE, VEHICLESHIFTED GOOD. VEHICLE OPERATING AS DESIGNED. [redacted] ASIN TRANSMISSION RECALL [redacted] 4x4 Equipped [redacted] Skid Plate Equipped Transmission DEF equipped2500-3500 4x4 pick-up only [redacted] [redacted] INSTALLED PM SENSOR ANDFLASHED PCM PE[redacted]. OLD[redacted] NEW#[redacted] [redacted] RECALL [redacted], particulate matter (soot sensor) [redacted] RECAL[redacted], parti culate matter (soot sensor) [redacted] [redacted] SOFTWARE [redacted] VERIFIEDCONCERN OF MESSAGE UCONNECT BOX SEE DEALERMESSAGE. FOUND NO CODES. FOUN[redacted] THIS ISSUE. FLASHED [redacted] PER TSB.OLD#68541934AB, NEW#[redacted]. NOW OPERATINGAS DESIGNED. Module, Telematics Box ([redacted]) Backup NO WORK PREFORMED AT THISTIME

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

*GENERAL CONCERN #1 [CUSTOMER STATES SERVICE UCONNECT BOX SEE DEALER MESSAGE O N RADIO HAS HAPPENED [redacted] THE LAST [redacted]

(Claim) Cause:

TBM SOFTWARE

(Claim) Correction:

VERIFIED CONCERN OF MESSAGE UCONNECT BOX SEE DEALER MESSAGE. FOUND NO CODES. F OUN[redacted] FOR THIS ISSUE. FLASHED TBM PER TSB. OLD[redacted], NEW[redacted]. NOW OPERATING AS DESIGNED.

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

Expense

Labor	[redacted]	**Sublet**	$275.17	[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]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	[redacted] RING	1	X	8.96	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RING	1		10.01	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RING	1		5.74	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	O-RING	1		25.62	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			68244638AA	GASKET	[redacted]			
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			68085955AA	WASHER	1		6.79	[redacted]
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			06511777AA	BOLT	6		[redacted]	
[redacted]		Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	5		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted] RING	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition [redacted] C ; equipped			[redacted]	[redacted] RING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition [redacted] C ; equipped			[redacted]	[redacted] RING	1		5.74	[redacted]
[redacted]		Transmission, Remove and install for recondition -			[redacted]	O-RING	1		25.62	[redacted]

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	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]	FLUID AFT	5		[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]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	SNAP RING	1	X	8.96	$18.65
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	9		107.10	$18.65
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	SEAL RING	1		10.01	$18.65
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two			[redacted]	SEAL RING	1		5.74	$18.65

		[redacted] propeller shaft equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two [redacted] propeller shaft equipped			[redacted]	O-RING	1		25.62	$18.65
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two [redacted] propeller shaft equipped			[redacted]	FLUID AFT	5		[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	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]	FLUID AFT	9		107.10	[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 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]	SEAL 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]	O-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]	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]	WASHER	1		[redacted]	
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly -	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		[redacted]	

		Inspect and Replace Snap Ring								
A	[redacted]2	Customer Satisfaction Notification [redacted]- Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]D	FLUID AFT	5		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - [redacted] 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**	$359.16	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] JEEP [redacted] OF	**Zone**	[redacted]
Address	15160 US HIGHWAY 301 SOUTH , STARKE, FL 32091				

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 ; [redacted] equipped [redacted] pick-up only			[redacted]	SNAP RING	1		11.89	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RING	4		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RING	1		7.62	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	O-RING	1		34.00	[redacted]
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			68244638AA	GASKET	1	X	[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			68085955AA	WASHER	[redacted]			
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		175.21	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two [redacted] shaft equipped			[redacted]	SNAP RING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two [redacted] shaft equipped			[redacted]	SEAL RING	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two [redacted] shaft equipped			[redacted]	SEAL RING	1		7.62	$33.03
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	O-RING	1		34.00	$33.03

A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	GASKET	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; 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	2		[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]	SNAP [redacted]	1		11.89	[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]	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]	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		[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]	GASKET	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]	WASHER	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]	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]	FLUID AFT	2		[redacted]	

RO Narratives

(RO) Customer Concern:

Change diesel engine oil and filter(synthetic oil may be required based on geographic location) [ ] Multi-point inspection (according to maintenance interval) -Recall / Customer Satisfaction Notification 1 [Customer Satisfaction Notification - Aisin Transmission **] -Recall / Customer Satisfaction Notification 2 [Emissions Recall - Particulate Matter Sensor **] [- DJ D2 STEERING COLUMN CLICKING NOISE **] 1 [RADIO USB SOFTWARE U **]

(RO) Cause:

. .

(RO) Correction:

REPLACED DIESEL OIL AND DIESEL OILFILTER Change diesel engine oil and filter (synthetic oilmay be required based on geographic location) [ ] CUSTOMER STATES PLEASE PERFORM LUBE, OIL, AND FILTER CHANGE DIESEL COMPLETED MULTI-POINT VEHICLEINSPECTION. Multi-point inspection (according to maintenanceinterval) PERFORM COMPLIMENTARY MULTI-POINT INSPECTION AND TEST BATTERY. PERFORMED RECALL REPLACED K1 SNAP-RING. EQUIPPED, DEFEQUIPPED, DRIVE SHAFT EQUIPPED. WHILEPERFORMING REPAIR PUMP BOLT STRETCHEDAND ABOUT TO BREAK, REPLACED PUMPBOLT. FILLED WITH FLUID AND PERFORMEDQUICKLEAR. Customer Satisfaction Notification - Aisin Transmission - Replace K1Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring (3 - Highly Skilled) MANUAL TRANSMISSION MANUAL TRANSMISSION PART ORDER 99-Recall / Customer Satisfaction Notification2 [Emissions Recall -Particulate Matter Sensor**] RECALLS PERFORM TESTPASSED INSPECTION ONLY [LOP] .2 Shaft, steering column intermediate - Inspect Shaft, Upper Steering Column Intermediate Shaft- Inspect (1 - Semi-Skilled) PERFORM UPDATE RADIO18-60 .6 1 [RADIO SOFTWARE U **] 1860F2AP RECALLS DRIVEABILITY

(RO) Technical Notes:

NEEDED A UPDATE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES NEEDS TO BE PREFORMED

(Claim) Cause:

RADIO NEEDED A UPDATE

(Claim) Correction:

TECH PREFORME EVERYTHING IS OPERATING AS DESIGNED AT THIS TIME.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	Desc	Failure Code	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
B	[redacted] P	FOTA Backup Flash - Radio ; Radio, Check Software Level and Perform Update	CC	SENDING UNITS/SENSORS						[redacted]
[redacted]		Shaft, steering column intermediate ; Shaft, Upper Steering Column Intermediate Shaft - Inspect	ZZ	SERVICE ACTION						[redacted]

RO Narratives

(RO) Customer Concern:

Change diesel engine oil and filter(synthetic oil may be required based on geographic location) [[redacted] [redacted]] Multi-point inspection (according to maintenance interval) [redacted]-Recall / Customer Satisfaction Notification 1 [Customer Satisfaction Notification [redacted] - Aisin Transmission **] [redacted]-Recall / Customer Satisfaction Notification 2 [Emissions Recall [redacted] - Particulate Matter Sensor **] [redacted] 2 [[redacted] 23-[redacted] [redacted] DJ D2 STEERING COLUMN CLICKING NOISE **] [redacted] [[redacted] [redacted] RADIO [redacted] USB SOFTWARE U **]

(RO) Cause:

. . [redacted] [redacted]

(RO) Correction:

[redacted] 60 REPLACED DIESEL OIL AND DIESEL OILFILTER Change diesel engine oil and filter (synthetic oilmay be required based on geographic location) [[redacted] [redacted]] CUSTOMER STATES PLEASE PERFORM LUBE, OIL, AND FILTER CHANGE DIESEL [redacted] COMPLETED MULTI-POINT VEHICLEINSPECTION. Multi-point inspection (according to maintenanceinterval) PERFORM COMPLIMENTARY MULTI-POINT INSPECTION AND TEST BATTERY. [redacted] PERFORMED RECALL [redacted] REPLACED [redacted] SNAP-RING. 4X4 EQUIPPED, DEFEQUIPPED [redacted] DRIVE SHAFT EQUIPPED. WHILEPERFORMING REPAIR ONE OIL PUMP BOLT STRETCHEDAND ABOUT TO BREAK, REPLACED ONE OIL PUMPBOLT. FILLED WITH FLUID AND PERFORMEDQUICKLEAR. Customer Satisfaction Notification [redacted] - Aisin Transmission - Replace K1Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring (3 - Highly Skilled) [redacted] MANUAL TRANSMISSION MANUAL TRANSMISSION [redacted] PART ORDER 99-Recall / Customer Satisfaction Notification2 [Emissions Recall [redacted] -Particulate Matter Sensor**] RECALLS [redacted] [redacted] [redacted] PERFORM [redacted] TESTPASSED INSPECTION ONLY [LOP] [redacted] .2 Shaft, steering column intermediate - Inspect Shaft, Upper Steering Column Intermediate Shaft- Inspect (1 - Semi-Skilled) [redacted] PERFORM [redacted] [redacted] UPDATE RADIO18-[redacted]AP .6 [redacted] [[redacted] [redacted] RADIO [redacted] USB SOFTWARE U **] [redacted] RECALLS DRIVEABILITY

(RO) Technical Notes:

[redacted] [redacted] NEEDED A UPDATE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES [redacted] NEEDS TO BE PREFORMED

(Claim) Cause:

[redacted] RADIO NEEDED A UPDATE

(Claim) Correction:

TECH PREFORME[redacted] EVERYTHING IS OPERATING AS DESIGNED AT THIS TIME.

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**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$2,556.59	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	SPARTANBURG CHRYSLER DODGE JEEP INC	[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]	Propeller shaft, with universal joints ; Transfer Case to Rear Axle			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Propeller shaft, with universal joints ; Transfer Case to Rear Axle			[redacted]	O RING	1		[redacted]	
A	[redacted]	Propeller shaft, with universal joints ; Transfer Case to Rear Axle			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Propeller shaft, with universal joints ; Transfer Case to Rear Axle			[redacted]	CUP	1		[redacted]	
A	[redacted]	Propeller shaft, with universal joints ; Transfer Case to Rear Axle			[redacted]	CUP	1		[redacted]	
A	[redacted]	Propeller shaft, with universal joints ; Transfer Case to Rear Axle			[redacted]	BEARING	1	X	[redacted]	
A	[redacted]	Propeller shaft, with universal joints ; Transfer Case to Rear Axle			[redacted]	SEAL	1		[redacted]	
A	[redacted]	Propeller shaft, with universal joints ; Transfer Case to Rear Axle			[redacted]	FLUID AFT	3		[redacted]	
A	[redacted]	Propeller shaft, with universal joints ; Transfer Case to Rear Axle			[redacted]	LUBRICANT	2		[redacted]	
A	[redacted]	Propeller shaft, with universal joints ; Transfer Case to Rear Axle			[redacted]	LUBRICANT	1		[redacted]	
A	[redacted]	Propeller shaft, with universal joints ; Transfer Case to Rear Axle			[redacted]	SHAFT	1		[redacted]	

A	[redacted]	Propeller shaft, with universal joints ; Two piece shaft equipped			[redacted]	HUB	1		573.12	$26.17
A	[redacted]	Propeller shaft, with universal joints ; [redacted] equipped			[redacted]	O RING	1		[redacted]	[redacted]
A	[redacted]	Propeller shaft, with universal joints ; Two piece shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Propeller shaft, with universal joints ; Two piece shaft equipped			[redacted]	CUP	1		[redacted]	
A	[redacted]	Propeller shaft, with universal joints ; Two piece shaft equipped			[redacted]	CUP	1		[redacted]	
A	[redacted]	Propeller shaft, with universal joints ; Two piece shaft equipped			[redacted]	BEARING	1	X	[redacted]	
A	[redacted]	Propeller shaft, with universal joints ; [redacted] equipped			[redacted]	SEAL	1		[redacted]	[redacted]
A	[redacted]	Propeller shaft, with universal joints ; [redacted] equipped			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Propeller shaft, with universal joints ; Two piece shaft equipped			[redacted]	LUBRICANT	2		[redacted]	
A	[redacted]	Propeller shaft, with universal joints ; Two piece shaft equipped			[redacted]	LUBRICANT	1		[redacted]	
A	[redacted]	Propeller shaft, with universal joints ; Two piece shaft equipped			[redacted]	SHAFT	1		[redacted]	
A	[redacted]	Bearing, rear wheel ; [redacted] - Left	[redacted]	INSUFFICIENT LUBRICATION	[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Bearing, rear wheel ; [redacted] - Left	[redacted]	INSUFFICIENT LUBRICATION	[redacted]	O RING	1		[redacted]	[redacted]
A	[redacted]	Bearing, rear wheel ; [redacted] - Left	[redacted]	INSUFFICIENT LUBRICATION	[redacted]	BEARING	1		[redacted]	
A	[redacted]	Bearing, rear wheel ; [redacted] - Left	[redacted]	INSUFFICIENT LUBRICATION	[redacted]	CUP	1		[redacted]	
A	[redacted]	Bearing, rear wheel ; [redacted] - Left	[redacted]	INSUFFICIENT LUBRICATION	[redacted]	CUP	1		[redacted]	
A	[redacted]	Bearing, rear wheel ; [redacted] - Left	[redacted]	INSUFFICIENT LUBRICATION	[redacted]	BEARING	1	X	[redacted]	[redacted]
A	[redacted]	Bearing, rear wheel ; [redacted] - Left	[redacted]	INSUFFICIENT LUBRICATION	[redacted]	SEAL	1		[redacted]	[redacted]
A	[redacted]	Bearing, rear wheel ; [redacted] - Left	[redacted]	INSUFFICIENT LUBRICATION	[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Bearing, rear wheel ; [redacted] - Left	[redacted]	INSUFFICIENT LUBRICATION	[redacted]	LUBRICANT	2		[redacted]	
A	[redacted]	Bearing, rear wheel ; [redacted] - Left	[redacted]	INSUFFICIENT LUBRICATION	[redacted]	LUBRICANT	1		[redacted]	
A	[redacted]	Bearing, rear wheel ; [redacted] - Left	[redacted]	INSUFFICIENT LUBRICATION	[redacted]	SHAFT	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Customer Satisfaction Notification [redacted] - [redacted] Transmission (Recall Customer Satisfaction Notification 1) Customer States vehicle has a vibration that you can feel in gas pedal and steering wheel between [redacted] (General Con cern 1)

(RO) Cause:

OPEN RECALL

(RO) Correction:

COMPLETED OPEN RECALL R&R DRIVESHAFT AND REAR HUB,TEST DROVE ALL OK

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES VEHICLE HAS A VIBRATION THAT YOU CAN FEEL IN GAS PEDAL AND STEERIN G WHEEL BETWEE[redacted]

(Claim) Cause:

VERIFIED CONCERN, UPON INSPECTION FOUND LEFT REAR HUB AND BEARING TO HVE EXCES SIVE PLAY DUE TO LOW LUBICATE. R&R LF HUB, BEARINGS AND SEALS. UPON TEST DRI VE FOUND VIBRATION HAS DECREASED. USING PICOSCOPE NVH HIT FOUND DRIVER SHAFT OUT OF BALANCE. ATTEMPTED TO BALANCE DRIVE SHAFT- FAILED

(Claim) Correction:

REPLACED DRIVE SHAFT, TEST DROVE OK AT THIS TIME

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP4L63 - RAM 4500 REG CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] 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**	$834.10	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	SPARTANBURG CHRYSLER DODGE JEEP INC	**Zone**	[redacted]
Address	1035 NORTH CHURCH ST EXT , SPARTANBURG, SC 29303				

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] ; Two piece propeller shaft equipped			[redacted]	SNAP RING	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
[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]	GASKET	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	WASHER	1		7.26	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
[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] ; [redacted] shaft equipped			[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BEARING	1		32.62	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	RACE	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]	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]	SEAL 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]	SEAL RING	1		6.14	[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-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]	GASKET	1		33.44	[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]	1		7.26	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin	UC	UNCODABLE (NARRATIVE	[redacted]	BOLT	6		[redacted]	[redacted]

		Transmission ; [redacted] / Input Shaft Assembly - Inspect and Replace Snap Ring		REQUIRED)						
A	[redacted]	Customer Satisfaction Notification [redacted] Transmission ; [redacted] / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	4		24.84	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] [redacted] / Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] Transmission ; [redacted] / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GREASE	1		72.43	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] Transmission ; [redacted] / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	HUB	1		155.63	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] [redacted] / Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		30.38	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] [redacted] / Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BEARING	1		32.62	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] Transmission ; [redacted] / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	HUB	1		306.76	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] [redacted] / Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]					[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] Transmission ; [redacted] / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		38.53	[redacted]

RO Narratives

(RO) Customer Concern:

Customer Satisfaction Notification [redacted] Transmission (Recall Customer Satisfaction Notification 1) Customer States vehicle has a vibration that you can feel in gas pedal and steering wheel between [redacted] (General Con cern 1)

(RO) Cause:

OPEN RECALL

(RO) Correction:

COMPLETED OPEN RECALL R&R DRIVESHAFT AND REAR HUB,TEST DROVE ALL OK

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES VEHICLE HAS A VIBRATION THAT YOU CAN FEEL IN GAS PEDAL AND STEERIN G WHEEL BETWEE[redacted]

(Claim) Cause:

VERIFIED CONCERN, UPON INSPECTION FOUND LEFT REAR HUB AND BEARING TO HVE EXCES SIVE PLAY DUE TO LOW LUBICATE. R&R LF HUB, BEARINGS AND SEALS. UPON TEST DRI VE FOUND VIBRATION HAS DECREASED. USING PICOSCOPE NVH HIT FOUND DRIVER SHAFT OUT OF BALANCE. ATTEMPTED TO BALANCE DRIVE SHAFT- FAILED

(Claim) Correction:

REPLACED DRIVE SHAFT, TEST DROVE OK AT THIS TIME

Warranty Claim Report

Vehicle Information

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

Dealer Information

Code	[redacted]	**Name**	[redacted] DODGE JEEP RAM OF	**Zone**	6[redacted]
Address	[redacted] 301 SOUTH , STARKE, FL 32091				

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]0	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped								[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	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**	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**	$1,627.82	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	GREASE	1		87.70	$157.42
[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]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; equipped			[redacted]	FLUID AFT	8		123.21	$157.42
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	GREASE	1		87.70	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; Skid plate equipped			[redacted]	[redacted]	4		[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	[redacted]	
[redacted]		Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			[redacted]	FLUID AFT	8		123.21	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; propeller shaft equipped			[redacted]	GREASE	1		87.70	$26.24

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

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE VEHICLE HAS NO FORWARD MOVING GEARS. BELIEVES IT MAY BE APART OF THE [redacted] RECALL. HAD TOWED TO [redacted] DEALERSHIP. THEY INSPECTED VEHICLE AND VERIFIED SNAP RING RECALL CAUSING ISSUE. PARTS WERE ORDERED AND VEHICLE SAT FOR [redacted] WAITING FOR THE REPAIR TO BE COMPLETED. CUSTOMER PULLED VEHICLE FROM [redacted] BROTHERS AND HAD TOWED HERE HOPING FOR A QUICKER TURN AROUND. PERFORM CERTIFIED MULTI-[redacted] VEHICLE INSPECTION CUSTOMER STATES THE BATTERY IS DEAD. HAD THE VEHICLE AT ANOTHER DEALERHSIP FOR [redacted]. POSSIBLY DEAD FROM SITTING. INSPECT AND ADVISE. PERFORM RECALL #

(RO) Cause:

low battery MANUFACTURER RECALL

(RO) Correction:

Refer too job [redacted]D CERTIFIED MULTI [redacted] VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS. Remove [redacted]s. Load tested and charged [redacted]s. [redacted]s tested good after charge. It took [redacted] to charge [redacted]s. See attached print outs. Verified alternator output is [redacted] while running.[redacted] = 4.0 Removed trans and found snap ring separated from sub assembly ([redacted]). Reference recall [redacted] and [redacted] for repair info. Replaced sub assembly and related seals and gaskets per recall[redacted]. Corrected fluid level and performed quick learn. Test drove [redacted] and verified correct operation.[redacted] = .1 [redacted] = 4.6 [redacted] = .2 [redacted] = .3 [redacted] = 1.2

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

REMOVED TRANS AND FOUND SNAP RING SEPARATED FROM SUB ASSEMBLY[redacted]). REFERE NCE RECALL [redacted] FOR REPAIR INFO. REPLACED SUB ASSEMBLY AND RELATED SEALS AND GASKETS PER RECALL/TSB. CORRECTED FLUID LEVEL AND PERFORME D QUICK LEARN. TEST DROVE [redacted] AND VERIFIED CORRECT OPERATION.

(Claim) Cause:

REMOVED TRANS AND FOUND SNAP RING SEPARATED FROM SUB ASSEMBLY[redacted]). REFERE NCE RECALL [redacted] FOR REPAIR INFO. REPLACED SUB ASSEMBLY AND RELATED SEALS AND GASKETS PER RECALL/TSB. CORRECTED FLUID LEVEL AND PERFORME D QUICK LEARN. TEST DROVE [redacted] AND VERIFIED CORRECT OPERATION.

(Claim) Correction:

REMOVED TRANS AND FOUND SNAP RING SEPARATED FROM SUB ASSEMBLY[redacted]). REFERE NCE RECALL [redacted] FOR REPAIR INFO. REPLACED SUB ASSEMBLY AND RELATED SEALS AND GASKETS PER RECALL/TSB. CORRECTED FLUID LEVEL AND PERFORME D QUICK LEARN. TEST DROVE [redacted] AND VERIFIED CORRECT OPERATION.

Warranty Claim Report

Vehicle Information

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
[redacted]		Battery ; [redacted] batteries	[redacted]	BATTERY FAILED TEST	[redacted]	BATTERY	2	X	[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS. Oil & Filter Change, Cummins customer gave [redacted] VEHICLE WOULD NOT START AND HAD TO BE JUMP STARTED, CHECK AND ADVISE

(RO) Cause:

PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION Inspection request Scheduled Maintenance INSPECT VEHICLE, HAD TO JUMP START VEHICLE, LOAD TEST [redacted] ON [redacted], [redacted] FAIELD LOAD TEST.

(RO) Correction:

Performed certified multi point vehicle inspection. Submitted inspection form with vehicle status. CHECKED AND ADJUSTED VEHICLE TIRE PRESSURE AS REQUIRED. Completed Oil & Filter Change, Cummins REMOVED AND REPLACED [redacted]. CLEAR DTCS.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE WOULD NOT START AND HAD TO BE JUMP STARTED, CHECK AND ADVISE

(Claim) Cause:

INSPECT VEHICLE, HAD TO JUMP START VEHICLE, LOAD TEST [redacted] ON [redacted], [redacted] FAIELD LOAD TEST.

(Claim) Correction:

REMOVED AND REPLACED BOTH BATTERIES. CLEAR DTCS.

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**	$108.50	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER CHRYSLER JEEP	**Zone**	70	[redacted]	
Address	8528 LOMAS BLVD NE , ALBUQUERQUE, NM 87110						

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	Part 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	1	X	[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		3.72	[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]

RO Narratives

(RO) Customer Concern:

VEHICLE ONLY GOES BACKWARDS NOT FORWARD Emissions Recall [redacted] - [redacted]culate Matter Sensor

(RO) Cause:

E

(RO) Correction:

[redacted] Transmission clutch K1 snap ringfailure Transmission would not move in1-4th gear at time of service. Scannedvehicle and found active code [redacted] Gearratio error in [redacted]. Determined thatthe [redacted] input clutch had failed. Performed TSB [redacted] removed the transmission,and replaced the K1 input clutch assembly.Reinstalled transmission, corrected fluidlevel, performed transmission quick learn androad tested vehicle. After repairs,transmission is operating as per design.Tech [redacted] TSB [redacted] TRANSMISSION TRANSMISSION Transmission TRANSMISSION [redacted] Recall Performed Y[redacted] recall,installed particulate matter sensor andupdated the PCM. Tech [redacted] Lop #25-Y4-31-83 xxxxxx0.60xxxxxxxx Emissions Recall [redacted] - [redacted]culate Matter Sensor RECALL[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE ONLY GOES BACKWARDS NOT FORWARD

(Claim) Cause:

TRANSMISSION CLUTCH K1 SNAP RING FAILURE

(Claim) Correction:

TRANSMISSION WOULD NOT MOVE IN [redacted] AT TIME OF SERVICE. SCANNED VEHICLE AND FOUND ACTIVE CODE [redacted] GEAR RATIO ERROR IN [redacted]. DETERMINED THAT THE K1 INPUT CLUTCH HAD FAILED. PERFORMED TS[redacted] [redacted], REMOVED TH E TRANSMISSION, AND REPLACED THE [redacted] INPUT CLUTCH ASSEMBLY. REINSTALLED TRANSMI SSION, CORRECTED FLUID LEVEL, PERFORMED TRANSMISSION QUICK LEARN AND ROAD TE STED VEHICLE. AFTER REPAIRS, TRANSMISSION IS OPERATING AS PER DESIGN. TECH [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28H92 - RAM 3500 BIG HORN CREW CA [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,370.45	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	LARRY H MILLER CHRYSLER JEEP	**Zone**	70 [redacted]
Address	8528 LOMAS BLVD NE , ALBUQUERQUE, NM 87110				

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]	1		[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	1		[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	$83.78
[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]	FLUID AFT	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		7.36	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C/AS69RC ; Skid plate equipped			[redacted]	[redacted]	1		[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]	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]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]					[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	1		4.26	[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	1		7.36	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		19.95	[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]					[redacted]
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:

VEHICLE ONLY GOES BACKWARDS NOT FORWARD Emissions Recall [redacted] - Particulate Matter Sensor

(RO) Cause:

E

(RO) Correction:

[redacted] Transmission clutch [redacted] snap ringfailure Transmission would not move in1-4th gear at time of service. Scannedvehicle and found active code [redacted] Gearratio error in [redacted]. Determined thatthe [redacted] input clutch had failed. Performed [redacted] removed the transmission,and replaced the [redacted] input clutch assembly.Reinstalled transmission, corrected fluidlevel, performed transmission quick learn androad tested vehicle. After repairs,transmission is operating as per design.Tech [redacted] [redacted] [redacted] TRANSMISSION TRANSMISSION Transmission TRANSMISSION [redacted] [redacted] Recall Performed [redacted] recall,installed particulate matter sensor andupdated the PCM. Tech [redacted] Lop [redacted] xxxxxx0.60xxxxxxxx Emissions Recall [redacted] - Particulate Matter Sensor RECALL[redacted]

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CUSTOMER STATES VEHICLE ONLY GOES BACKWARDS NOT FORWARD

(Claim) Cause:
TRANSMISSION CLUTCH K1 SNAP RING FAILURE

(Claim) Correction:
TRANSMISSION WOULD NOT MOVE IN [redacted] AT TIME OF SERVICE. SCANNED VEHICLE AND FOUND ACTIVE CODE [redacted] GEAR RATIO ERROR IN [redacted]. DETERMINED THAT THE K1 INPUT CLUTCH HAD FAILED. PERFORMED TS[redacted]- [redacted], REMOVED TH E TRANSMISSION, AND REPLACED THE K1 INPUT CLUTCH ASSEMBLY. REINSTALLED TRANSMI SSION, CORRECTED FLUID LEVEL, PERFORMED TRANSMISSION QUICK LEARN AND ROAD TE STED VEHICLE. AFTER REPAIRS, TRANSMISSION IS OPERATING AS PER DESIGN. TECH [redacted]

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**	$2,151.86	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]			**Zone**	66 [redacted]
Address	2133 CHEROKEE ROAD , ALEXANDER CITY, AL 35010						

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	1224.66	$80.33
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	BEARING	1		34.90	$80.33
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		41.99	$80.33
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		30.98	$80.33
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	HUB	1		334.29	$80.33
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		33.10	$80.33
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]69.59	$80.33
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	BEARING	1		35.55	$80.33
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	1		44.11	$80.33
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	6		23.48	$80.33
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		124.75	$80.33
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	2		27.72	$80.33
[redacted]		Transmission, Remove and install for recondi[redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondi[redacted] equipped			[redacted]	BEARING	1		34.90	$160.67
[redacted]		Transmission, Remove and install for recondi[redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondi[redacted] equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition -			[redacted]	HUB	1		[redacted]	

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253770AA	BEARING	1		35.55	$160.67
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68379574AA	GASKET	1		26.74	$160.67
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]	FLUID AFT	2		27.72	$160.67
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	1224.66	$40.17
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68253772AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	1		[redacted]	
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			68253770AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		44.11	$40.17
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]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		[redacted]	[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 ; Two piece propeller shaft equipped			68254056AB	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253813AB	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68253815AA	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		27.72	$26.78
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 -	ZZ	SERVICE ACTION	[redacted]	BEARING	1		[redacted]	

		[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	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]	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]	HUB	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BEARING	1		35.55	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	RACE	1		44.11	[redacted]
A	[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]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
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		27.72	[redacted]

RO Narratives

(RO) Customer Concern:

DIAGNOSTIC

(RO) Cause:

CONFIRMED CUSTOMER CONERN. RAN DIAGNOSTIC SCAN

(RO) Correction:

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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S HARD SHIFTING AND STARTED JERKING

(Claim) Cause:

CONFIRMED CUSTOMERS CONCERN. [redacted] DIAG FOUND DTC [redacted] FOUND TSB [redacted] REMOVED AND REPLACED SNAP RING [redacted] CLUTCH KIT PER TSB TO CORRECT ISSUES

(Claim) Correction:

CONFIRMED CUSTOMERS CONCERN. [redacted] DIAG FOUND DTC [redacted] FOUND TSB [redacted] REMOVED AND REPLACED SNAP RING [redacted] CLUTCH KIT PER TSB TO CORRECT ISSUES

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER CHRYSLER JEEP	**Zone**	7[redacted]
Address	8528 LOMAS BLVD NE , ALBUQUERQUE, NM 87110				

Condition Information

Condition [redacted]	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	5	X	21.28	[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]	BOLT	3		22.07	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	05189966AE	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	1		[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PARTS QUANTITY ERROR ON ORIGINAL CLAIM

(Claim) Cause:

PARTS QUANTITY ERROR ON ORIGINAL CLAIM

(Claim) Correction:

PARTS QUANTITY ERROR ON ORIGINAL CLAIM

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,453.93	**Part**	$0.00	**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 [redacted]		[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	[redacted]	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	[redacted]	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	[redacted]	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	FLUID AFT	2		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition -			[redacted]	[redacted]			[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] 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]	FLUID AFT	2		39.44	[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	4		29.10	[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	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]	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]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT GOFORWARD, ONLY HAS REVERSE, PLEASE CHECK AND ADVISE Recall / Customer Satisfaction Notification 1 [Customer Satisfaction Notification [redacted] - Aisin Transmission **] Multi-point inspection (according to maintenance interval)

(RO) Cause:

NA

(RO) Correction:

[redacted] CUST STATES - TOWED IN DOES NOT MOVESYSTEMS TEST CODE IN TCM FOR [redacted] Gear1 Shift Incorrect Ratio (This DTC will setduring a key cycle and shifting intoDrive)ORDERED PARTS AS PER TSB [redacted] FLASHEDTCM AS PER TS [redacted] - 23 Successfullyflashed ECU from old part number [redacted] current part number [redacted] SEE LINE B FOR REPAIRS DIAGNOSIS [redacted] PERFORMED [redacted] RECALL PERFORMED [redacted] RECALL INSPECTED AND REPLACED SNAP RING PERFORM OPEN RECALL [redacted] Multi-point inspection (according to maintenanceinterval) MULTI POINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted] - RAM [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**	$396.11	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER CHRYSLER JEEP DODGE	**Zone**	[redacted] PHOENIX
Address	10905 S AUTO MALL DRIVE , SANDY, UT 84070				

Condition Information

Condition [redacted]	[redacted] Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted] Pump, Unit ; Replace Urea Delivery Module	UC	UNCODABLE (NARRATIVE REQUIRED)	CCGN[redacted]1AA	MODULE	1	X	354.55	[redacted]
A	[redacted] Pump, Unit ; Replace Urea Delivery Module	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID	1		41.56	[redacted]
[redacted]	Module, Diesel Emission Fluid System ; Inspect and Reprogram DEF Control Unit (DCU)	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

TCA oil and filter change / rotate tires (Conventional Diesel) Multi-point inspection (according to maintenance interval) Replace [redacted] filters Recall / Customer Satisfaction Notification 5 [Customer Satisfaction Notification [redacted] - Diesel Fluid Fluid **] Recall / Customer Satisfaction Notification 3 [Customer Satisfaction Notification [redacted] - Diesel Exhaust Fluid **] RSU [redacted] DJD2DDD [redacted] CUMMINS NO START **] Recall / Customer Satisfaction Notification 4 [Safety Recall [redacted] Powertrain Control Module **] Diesel injection flush & induction system flush Driveline Service

(RO) Cause:

F F F

(RO) Correction:

[redacted] COMPLETED DIESEL LUBE, OIL ANDFILTER CHANGE. TCA oil and filter change/ rotate tires (Conventional Diesel) TCA [redacted] Oil Change TCA oil and filter change/ rotate tires (Conventional Diesel) MISC. SHOP CHARGES Multi-point inspection (according to maintenanceinterval) [redacted] Lane Inspection [redacted] REPLACE ENGINE AND CHASSIS MOUNTEDDIESEL FUEL FILTERS AND RESET REMINDER. Replac[redacted] filters REPLACE [redacted] FUEL FILTERS [redacted] [redacted] REPLACE DEF DELIVERY MODULE. [redacted] Pump, Unit - Replace Replace Urea Delivery Module (2 - Skilled) [redacted] INSPECT AND UPDATE DCU SOFTWARELEVEL. [redacted] Recall / Customer Satisfaction Notification3 FOUND OPEN RECALL ON VEHICLE [redacted] REPLACE STARTER NUT. [redacted] Starter - Replace Nut, Starter - Replace (1 - Semi-Skilled) [redacted] PART TO COMPLETE RECALL NOW ONORDER. Recall / Customer Satisfaction Notification4 FOUND OPEN RECALL ON VEHICLE [redacted] COMPLETED DIESEL FUEL INJECTION ANDINDUCTION SYSTEM SERVICES. Diesel injection flush & induction system flush [redacted] COMPLETED REAR DIFFERENTIAL, FRONTDIFFERENTIAL AND TRANSFER CASE SERVICES. Driveline Service

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK FOR UPDATES

(Claim) Cause:

FOUND REQUIRED UPDATED

(Claim) Correction:

PERFORMED REQUIRED UPDATES. VEHICLE NO LONGER HAS UPDATES

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - 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***	LARRY H MILLER CHRYSLER JEEP DODGE	***Zone***	[redacted]
Address	10905 S AUTO MALL DRIVE , SANDY, UT 84070				

Condition Information

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

RO Narratives

(RO) Customer Concern:

[redacted] and filter change / rotate tires (Conventional Diesel) Multi-point inspection (according to maintenance interval) Replace [redacted] fuel filters Recall / Customer Satisfaction Notification 5 [Customer Satisfaction Notification [redacted] - Diesel Fluid Fluid **] Recall / Customer Satisfaction Notification 3 [Customer Satisfaction Notification [redacted] - Diesel Exhaust Fluid **] RSU [redacted] CUMMINS NO START **] Recall / Customer Satisfaction Notification 4 [Safety Recall [redacted] -Powertrain Control Module **] Diesel injection flush & induction system flush Driveline Service

(RO) Cause:

F F F

(RO) Correction:

[redacted] COMPLETED DIESEL LUBE, OIL ANDFILTER CHANGE [redacted] and filter change/ rotate tires (Conventional Diesel) TCA [redacted] Oil Change TCA oil and filter change/ rotate tires (Conventional Diesel) [redacted] SHOP CHARGES Multi-point inspection (according to maintenanceinterval) Mopar Express Lane Inspection [redacted] REPLACE ENGINE AND CHASSIS MOUNTEDDIESEL FUEL FILTERS AND RESET REMINDER. Replac[redacted]h fuel filters REPLACE [redacted] FUEL FILTERS [redacted] [redacted] REPLACE DEF DELIVERY MODULE. [redacted] Pump, Unit - Replace Replace Urea Delivery Module (2 - Skilled) [redacted] INSPECT AND UPDATE DCU SOFTWARELEVEL. [redacted] Recall / Customer Satisfaction Notification3 FOUND OPEN RECALL ON VEHICLE [redacted] REPLACE STARTER NUT. [redacted] Starter - Replace Nut, Starter - Replace (1 - Semi-Skilled) [redacted] PART TO COMPLETE RECALL NOW ONORDER. Recall / Customer Satisfaction Notification4 FOUND OPEN RECALL ON VEHICLE [redacted] COMPLETED DIESEL FUEL INJECTION ANDINDUCTION SYSTEM SERVICES. Diesel injection flush & induction system flush [redacted] COMPLETED REAR DIFFERENTIAL, FRONTDIFFERENTIAL AND TRANSFER CASE SERVICES. Driveline Service

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK FOR UPDATES

(Claim) Cause:
FOUND REQUIRED UPDATED

(Claim) Correction:
PERFORMED REQUIRED UPDATES. VEHICLE NO LONGER HAS UPDATES

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

Expense

Labor	[redacted]	**Sublet**	$112.93	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	MARLOW MOTOR CO INC	[redacted]	35 [redacted]
Address	707 COMMERCE ST , FRONT ROYAL, VA 22630				

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]	[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	105.31	[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:

Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** [redacted] DIESEL PM SENSOR]

(RO) Cause:

PCM REPROGRAMN

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) PERFORM COMPLIMENTARY 23PT VEHICLE INSPECTION 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]

(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] 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	$241.66	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	32 NEW YORK
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]	Filter/regulator assembly, fuel ; Housing, Fuel Filter - [redacted] diesel engine		FUEL LEAK	[redacted]	[redacted]	1	X	[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Customer Satisfaction Notification [redacted] Transmission **] General Concern #1 [VEHICLE SMELLS OF DIESEL.. LOOKS LIKE ITS LEAKING.]

(RO) Cause:

F F

(RO) Correction:

perform recall inspect Recall / Customer Satisfaction Notification1 CUSTOMER REQUESTS WE PERFORM RECALL (SEE VIP FOR DETAILS) road test to verify leak inspect for leakfound fuel coming from frt fuel filterhousing remove lft frt wheel & inner fenderreplace fuel filter housing retest for leaksoperating properly cleanoff area of leakassemble vehicle FUEL FILTER CANISTER CUSTOMER REQUESTS DIAGNOSIS OF A FUEL SYSTEM CONCERN

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE SMELLS LIKE DIESEL, LOOKS IT/S LEAKING

(Claim) Cause:

ROAD TEST TO VERIFY LEAK INSPECT FOR LEAK FOUND FUEL COMING FROM FRT FUEL FILT ER HOUSING REMOVE LFT FRT WHEEL & INNER FENDER REPLACE FUEL FILTER HOUSING RETEST FOR LEAKS OPERATING PROPERLY CLEANOFF AREA OF LEAK ASSEMBLE VEHICLE

(Claim) Correction:

TECH VERIFIED REPAIR COMPLETE, SYSTEM NOW OPERATING AS DESIGNED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P81 - RAM 3500 LARAMIE [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**	CHAPMAN SCOTTSDALE AUTOPLEX INC	**Zone**	[redacted]
Address	6601 EAST MCDOWELL ROAD , SCOTTSDALE, AZ 85257				

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission Mechanical, Trouble Not Found ; Transmission Leaks	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AE	FLUID AFT	2	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Perform complete multipoint safety inspection [redacted] DIESEL PM SENSOR Customer states vehicles check engine light is on and transmission is shifting hard. Check and advise

(RO) Cause:

VISUAL INSPECTION low fluid level

(RO) Correction:

TECH COMPLETED ordered parts verified concern. found trans fluid was [redacted] low causing concern. topped off fluid level, test drove. code no longer sets after repair. [redacted].30

(RO) Technical Notes:

LOW FLUID LEVEL

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLES CHECK ENGINE LIGHT IS ON AND TRANSMISSION IS SHIFTING HARD. CHECK AND ADVISE

(Claim) Cause:

LOW FLUID LEVEL

(Claim) Correction:

VERIFIED CONCERN. FOUND TRANS FLUID WAS [redacted] LOW CAUSING CONCERN. TOPPED OFF FLUID LEVEL, TEST DROVE. CODE NO LONGER SETS AFTER REPAIR.

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	13165 N AUTOSHOW AVE , SURPRISE, AZ 85388				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted]					
A	[redacted]	Transmission Mechanical, Trouble Not Found ; Unusual Transmission Noise	OD							[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE VEHICLE IS NOT ABLE TO GO INTO REVERS[redacted]e Inspection

(RO) Cause:

F multi point inspection

(RO) Correction:

Transmission Mechanical, Trouble Not Found - No Repair/Trouble Not Found Unusual Transmission Noise ([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. [redacted] Inspection

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

WILL NOT GO INTO REVERSE

(Claim) Cause:

FCA CUSTOMER CARE VEHICLE USED SCANNER AND ROAD TEST CHECK FLUID

(Claim) Correction:

CAN NOT DUPLICATE THE CONCERN

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**	$171.14	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted] **Name** [redacted]
Address	4232 COLONEL GLENN HWY , DAYTON, OH 45431

Condition Information

Condition Code	[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)	[redacted]	RELAY	1	X	[redacted]	
[redacted]	Emissions Recall [redacted] - [redacted]culate Matter Sensor ; Inspect and Install [redacted]culate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	
[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		1.99	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE CEL IS ON AND IT'S IN SOME SORT OF LIMP MODE, CHECK AND ADVISE [redacted] DIESEL PM SENSOR CUSTOMER STATES THE REAR INPUT SEAL LOOKS LIKE IT IS LEAKING, CHECK AND ADVISE CUSTOMER STATES TO PERFORM [redacted] INSPECTION.

(RO) Cause:

SCANNED MODULES FOR DTC'S [redacted] GEAR SHIFT INCORRECT RATIO WARM TRANS UP CHECKED TRANS FLUID IS FULL WILL NOT MOVE CHECKED WIRING ALL WIRING IS GOOD FOUND INTERNAL FAILURE OF VALVE BODY AND VALVE BODY TRANS WIRING AND SPEED [redacted] DIESEL PM SENSOR REAR DIFF PINION SEAL IS LEAKING

(RO) Correction:

REMOVE TRANS PAN AND VALVE BODY AND VALVE BODY TRANS WIRING AND SPEED SENSOR INSTALLED NEW VALVE BODY AND VALVE BODY TRANS WIRING AND SPEED SENSOR FILLED TRANS WITH [redacted] TRANS UP AND PERFORM A QUICK LEARN ROAD TESTED AND [redacted] GEAR SHIFT INCORRECT RATIO CAME BACK NEED TO REPLACE TCM AND TRANSMISSION PER FLOW CHART REMOVE TRANSMISSION AND REPLACED WITH [redacted] S/N [redacted] INSTALLED TRANS AND REPLACED TCM FLASH TCM [redacted] WARM TRANS UP CHECKED TRANS FLUID IS FULL PERFORM A QUICK LEARN AND DRIVE LEARN ROAD TESTED AND TRANS IS OPERATING AS DESIGNED NOW [redacted] PER RECALL [redacted] DIESEL PM SENSOR PM sensor present, reprogram PCM [redacted] AG AND PERFORM A QUICK LEARN PER RECALL REMOVE AND REPLACED PINION SEAL TOP OFF

DIFF FLUID RECHECKED FOR LEAK OK NOW PERFORME [redacted] INSPECTION,CHECKED TIRES,FLUIDS, BELTS,HOSES,FILTERS,COOLING SYSTEM,WIPERS LAMPS,AND BATTERY.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE CEL IS ON AND IT'S IN SOME SORT OF LIMP MODE, CHECK AND A CUSTOMER STATES THE REAR INPUT SEAL LOOKS LIKE IT IS LEAKING, CHECK AND ADVIS DVISE E

(Claim) Cause:

REAR DIFF PINION SEAL IS LEAKING SCANNED MODULES FOR DTC'S [redacted] GEAR SHIFT INCORRECT RATIO WARM TRANS UP C HECKED TRANS FLUID IS FULL WILL NOT MOVE CHECKED WIRING ALL WIRING IS GOOD FO UND INTERNAL FAILURE OF VALVE BODY AND VALVE BODY TRANS WIRING AND SPEED SE NSOR

(Claim) Correction:

REMOVE AND REPLACED PINION SEAL TOP OFF DIFF FLUID RECHECKED FOR LEAK OK NOW REMOVE TRANS PAN AND VALVE BODY AND VALVE BODY TRANS WIRING AND SPEED SENSOR INSTALLED NEW VALVE BODY AND VALVE BODY TRANS WIRING AND SPEED SENSOR FILLED TRANS WITH ASRC ATF [redacted] TRANS UP AND PERFORM A QUICK LEARN ROAD TESTED AND [redacted] GEAR SHIFT INCORRECT RATIO CAME BACK NEED TO REPLACE TCM AND T RANSMISSION PER FLOW CHART REMOVE TRANSMISSION AND REPLACED WITH [redacted] S/N [redacted] INSTALLED TRANS AND REPLACED TCM FLASH TCM [redacted] WARM TRANS UP CHECKED TRANS FLUID IS FULL PERFORM A QUICK LE ARN AND DRIVE LEARN ROAD TESTED AND TRANS IS OPERATING AS DESIGNED NOW

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**	$7,826.14	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	1110 US HIGHWAY 31 S , ATHENS, AL 35611				

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 ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	21002760	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM MULTI POINT INSPECTION Customer states TRANSMISSION GOING OUT. FALLS OUT OF GEAR AND SLAMS INTO GEAR. VEHICLE WILL ONLY OPERATE IN REVERSE FUNCTION. PLEASE CHECK AND ADVISE Recall #: [redacted], Launch Date: [redacted] Ram Heavy Duty Grid Heater Rel Recall #: [redacted], Launch Date: [redacted] DIESEL PM SENSOR

(RO) Cause:

truck came in with no forward gears. as per star performed recall [redacted], still had no forward gears. made new RO contacted star

(RO) Correction:

PERFORM MULTI POINT INSPECTION case number [redacted] star had me to remove trans pan and valve body and perform air check test K!, K2 and k3 filed air test reported back to star advised to replace trans R and R trans and replaced , program and quicklearn and road test Recall #: [redacted], Launch Date: [redacted] Ram Heavy Duty Grid Heater Rel replaced relay [redacted] Recall #: [redacted], Launch Date: [redacted] DIESEL PM SENSOR installed PM sensor flashed PCM [redacted] to [redacted]

(RO) Technical Notes:

NO FORWARD GEARS, SLAMS INTO GEAR TO GEAR . VEHICLE WILL ONLY OPERATE IN REVERSE FUNCTION

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION GOING OUT. FALLS OUT OF GEAR AND SLAMS INTO GEAR. VEHICLE WILL ONLY OPERATE IN REVERSE FUNCTION

(Claim) Cause:

TRUCK CAME IN WITH NO FORWARD GEARS. AS PER STAR PERFORMED RECALL 71A, STILL H AD NO FORWARD GEARS. MADE NEW RO CONTACTED STAR

(Claim) Correction:

CASE NUMBER [redacted] STAR HAD ME TO REMOVE TRANS PAN AND VALVE BODY AND PERFORM AIR CHECK TEST K!, K2 AND K3 FILED AIR TEST REPORTED BACK TO STAR ADVISED TO REPLACE TRANS R AND R TRANS AND REPLACED , PROGRAM AND QUICKLEARN AND ROAD TEST

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]	***Zone***	[redacted]
Address	1110 US HIGHWAY 31 S , ATHENS, AL 35611				

Condition Information

Condition Code	[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)	[redacted]	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]3AB	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

PERFORM MULTI POINT INSPECTION Customer states TRANSMISSION GOING OUT. FALLS OUT OF GEAR AND SLAMS INTO GEAR. VEHICLE WILL ONLY OPERATE IN REVERSE FUNCTION. PLEASE CHECK AND ADVISE Recall #: [redacted], Launch Date: [redacted] Ram Heavy Duty Grid Heater Rel Recall #: [redacted], Launch Date: [redacted] DIESEL PM SENSOR

(RO) Cause:

truck came in with no forward gears. as per star performed recall [redacted], still had no forward gears. made new RO contacted star

(RO) Correction:

PERFORM MULTI POINT INSPECTION case number [redacted] star had me to remove trans pan and valve body and perform air check test K!, K2 and k3 filed air test reported back to star advised to replace trans R and R trans and replaced , program and quicklearn and road test Recall #: [redacted], Launch Date: [redacted] Ram Heavy Duty Grid Heater Rel replaced relay [redacted] Recall #: [redacted], Launch Date: [redacted] DIESEL PM SENSOR installed PM sensor flashed PCM [redacted] to [redacted]

(RO) Technical Notes:

NO FORWARD GEARS, SLAMS INTO GEAR TO GEAR . VEHICLE WILL ONLY OPERATE IN REVERSE FUNCTION

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION GOING OUT. FALLS OUT OF GEAR AND SLAMS INTO GEAR. VEHICLE WILL ONLY OPERATE IN REVERSE FUNCTION

(Claim) Cause:

TRUCK CAME IN WITH NO FORWARD GEARS. AS PER STAR PERFORMED RECALL 71A, STILL H AD NO FORWARD GEARS. MADE NEW RO CONTACTED STAR

(Claim) Correction:

CASE NUMBER [redacted] STAR HAD ME TO REMOVE TRANS PAN AND VALVE BODY AND PERFORM AIR CHECK TEST K!, [redacted] AND K3 FILED AIR TEST REPORTED BACK TO STAR ADVISED TO REPLACE TRANS R AND R TRANS AND REPLACED , PROGRAM AND QUICKLEARN AND ROAD TEST

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

Dealer Information

[redacted]	**Name**	[redacted] JEEP, DODGE	[redacted]
Address	4232 COLONEL GLENN HWY , DAYTON, OH 45431		

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BODY ASSY	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	WIRING	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	NUT	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			68498560AB	TRANSMISS	1	X	[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			68446166AA	MODULE	1		843.39	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			06511777AA	BOLT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	WIRING	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Replace - automatic ;	ML	CHECK ENGINE/SERVICE	[redacted]	GASKET	1		[redacted]	

		[redacted]		[redacted] SO						
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	MODULE	1		843.39	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	SENSOR	1		277.98	$84.73
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	NUT	1		50.40	$84.73
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	GASKET	1		63.06	$84.73
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	MODULE	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BOLT	6		27.23	$84.73
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	SENSOR	1		[redacted]	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	NUT	1		[redacted]	
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	MODULE	1		[redacted]	[redacted]
A	[redacted]	Filter, oil ; - main sump and / or cooler by-pass			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BODY ASSY	1		[redacted]	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	SENSOR	1		[redacted]	

A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	NUT	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	MODULE	1		[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; [redacted] Transmission			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	NUT	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	MODULE	1		[redacted]	
A	[redacted]	Valve Body ; Valve body - Replace - [redacted] (3 - Highly Skilled)			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	NUT	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body			[redacted]	GASKET	1		[redacted]	

		wiring harness - Replace (3 - Highly [redacted])								
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly [redacted])			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly [redacted])			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly [redacted])			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly [redacted])			[redacted]	MODULE	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly [redacted])			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Sensor ; Input Sensor - Aisin Transmission - Replace (3 - Highly [redacted])			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Sensor ; Input Sensor - Aisin Transmission - Replace (3 - Highly [redacted])			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Sensor ; Input Sensor - Aisin Transmission - Replace (3 - Highly [redacted])			[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Sensor ; Input Sensor - Aisin Transmission - Replace (3 - Highly [redacted])			[redacted]	NUT	1		[redacted]	
A	[redacted]	Sensor ; Input Sensor - Aisin Transmission - Replace (3 - Highly [redacted])			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Sensor ; Input Sensor - Aisin Transmission - Replace (3 - Highly [redacted])			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Sensor ; Input Sensor - Aisin Transmission - Replace (3 - Highly [redacted])			[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Sensor ; Input Sensor - Aisin Transmission - Replace (3 - Highly [redacted])			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Sensor ; Input Sensor - Aisin Transmission - Replace (3 - Highly [redacted])			[redacted]	MODULE	1		[redacted]	
A	[redacted]	Sensor ; Input Sensor - Aisin Transmission - Replace (3 - Highly [redacted])			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	BODY ASSY	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	NUT	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	GASKET	1		[redacted]	

A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	9		191.46	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	5		106.37	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]B	[redacted]SMISS	1	X	8906.61	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	MODULE	1		843.39	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	BOLT	[redacted]			[redacted]
B	[redacted]	Seal, drive pinion oil ; All Others	65	LEAKS	[redacted]	SEAL	1	X	68.83	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE CEL IS ON AND IT'S IN SOME SORT OF LIMP MODE, CHECK AND ADVISE [redacted] DIESEL PM SENSOR CUSTOMER STATES THE REAR INPUT SEAL LOOKS LIKE IT IS LEAKING, CHECK AND ADVISE CUSTOMER STATES TO PERFORM [redacted] INSPECTION.

(RO) Cause:

SCANNED MODULES FOR DTC'S [redacted] GEAR SHIFT INCORRECT RATIO WARM [redacted] UP CHECKED [redacted]S FLUID IS FULL WILL NOT MOVE CHECKED WIRING ALL WIRING IS GOOD FOUND INTERNAL FAILURE OF VALVE BODY AND VALVE BODY [redacted] WIRING AND SPEED [redacted] DIESEL PM SENSOR REAR DIFF PINION SEAL IS LEAKING

(RO) Correction:

REMOVE [redacted] PAN AND VALVE BODY AND VALVE BODY [redacted] WIRING AND SPEED SENSOR INSTALLED NEW VALVE BODY AND VALVE BODY [redacted] WIRING AND SPEED SENSOR FILLED [redacted] WITH [redacted] UP AND PERFORM A QUICK LEARN ROAD TESTED AND [redacted] GEAR SHIFT INCORRECT RATIO CAME BACK NEED TO REPLACE TCM AND [redacted]MISSION PER FLOW CHART REMOVE [redacted]MISSION AND REPLACED WITH [redacted] S/N [redacted] INSTALLED [redacted] AND REPLACED TCM FLASH TCM [redacted] WARM [redacted] UP CHECKED [redacted] FLUID IS FULL PERFORM A QUICK LEARN AND DRIVE LEARN ROAD TESTED AND [redacted]S IS OPERATING AS DESIGNED NOW [redacted] PER RECALL [redacted] DIESEL PM SENSOR PM sensor present, reprogram PCM [redacted]-AG AND PERFORM A QUICK LEARN PER RECALL REMOVE AND REPLACED PINION SEAL TOP OFF DIFF FLUID RECHECKED FOR LEAK OK NOW PERFORME[redacted] INSPECTION,CHECKED TIRES,FLUIDS, BELTS,HOSES,FILTERS,COOLING SYSTEM,WIPERS LAMPS,AND BATTERY.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE CEL IS ON AND IT'S IN SOME SORT OF LIMP MODE, CHECK AND A CUSTOMER STATES THE REAR INPUT SEAL LOOKS LIKE IT IS LEAKING, CHECK AND ADVIS DVISE E

(Claim) Cause:

REAR DIFF PINION SEAL IS LEAKING SCANNED MODULES FOR DTC'S [redacted] GEAR SHIFT INCORRECT RATIO WARM [redacted] UP C HECKED [redacted]S FLUID IS FULL WILL NOT MOVE CHECKED WIRING ALL WIRING IS GOOD FO UND INTERNAL FAILURE OF VALVE BODY AND VALVE BODY [redacted] WIRING AND SPEED SE NSOR

(Claim) Correction:

REMOVE AND REPLACED PINION SEAL TOP OFF DIFF FLUID RECHECKED FOR LEAK OK NOW REMOV[redacted] PAN AND VALVE BODY AND VALVE BODY [redacted] WIRING AND SPEED SENSOR INSTALLED NEW VALVE BODY AND VALVE BODY [redacted] WIRING AND SPEED SENSOR FILLED [redacted] WITH [redacted] UP AND PERFORM A QUICK LEARN ROAD TESTED AND [redacted] GEAR SHIFT INCORRECT RATIO CAME BACK NEED TO REPLACE TCM AND [redacted]MISSION PER FLOW CHART REMOVE [redacted]MISSION AND REPLACED WITH [redacted] S/N [redacted] INSTALLED [redacted] AND REPLACED TCM FLASH TCM [redacted] WARM [redacted] UP CHECKED [redacted]S FLUID IS FULL PERFORM A QUICK LE ARN AND DRIVE LEARN ROAD TESTED AND [redacted] IS OPERATING AS DESIGNED NOW

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**	$1,237.23	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]	[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
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	O-RING	[redacted]			
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	GASKET	1		39.02	$81.08
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	RING	1		12.48	$81.08
A	[redacted]	Transmission ; equipped [redacted] pick-up only			68269568AB	SNAP RING	1	X	[redacted]	
A	[redacted]	Transmission ; equipped [redacted] pick-up only			68253813AB	RACE	1		35.44	$81.08
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	RING	4		49.93	$81.08
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	
A	[redacted]	Transmission ; equipped [redacted] pick-up only			05189966AE	FLUID AFT	[redacted]			
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	RACE	1		44.96	$81.08
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	RACE	1		47.23	$81.08
A	[redacted]	Transmission ; equipped [redacted] pick-up only			[redacted]	RACE	[redacted]			
A	[redacted]	Transmission ; equipped [redacted] pick-up only			68322506AB	TUBE ASSY	1		321.25	$81.08
A	[redacted]	Transmission ; equipped [redacted] pick-up only			06511777AA	BOLT	6		[redacted]	
A	[redacted]	Transmission ; equipped [redacted] pick-up only			68085955AA	[redacted]R	1		8.47	$81.08
A	[redacted]	Transmission ; equipped [redacted]			[redacted]	[redacted] RING	1		[redacted]	

		pick-up only								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL [redacted]	4		[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	8		[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			68322506AB	TUBE ASSY	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL [redacted]	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	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]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	TUBE ASSY	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL 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]	O-RING	1		31.95	$594.62
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 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]	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]	RACE	1		35.44	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL RING	[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]	HUB	1		357.91	[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	8		[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]	RACE	1		44.96	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		47.23	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		33.17	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TUBE ASSY	1		321.25	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - 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]	WASHER	1		8.47	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL RING	1		7.16	[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	54.82	[redacted]

RO Narratives

(RO) Customer Concern:

I CONSENT TO THE RECEIPT OF SERVICE UPDATES [redacted] CHECK CHECK CHECK CHECK

(RO) Cause:

preformed [redacted] didn't fix issue contacted preformed [redacted]

(RO) Correction:

[redacted] - [redacted]; [redacted] - [redacted]; [redacted] - Transmission DEF equipped [redacted] pick-up only; [redacted] - [redacted] [redacted] - Safety Recall [redacted] Intake Air Grid Heater Relay Rep [redacted] 2 - lace Intake Air Grid Heater Relay [redacted] - Transmission, Replace automatic AS68RC/AS69RC; [redacted] - Transmission DEF equipped [redacted] pick-up only; [redacted] - Transmission, Replace automatic 4x4/AWD equipped; [redacted]; [redacted]; [redacted] - [redacted]

(RO) Technical Notes:

TRANSMISSION HAS METAL SHAVINGS INSIDE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES PREFORM [redacted] RECALL PERFORMED [redacted] AND WHILE INSIDE WE FOUND THE PARTS ON THIS CLAIM WERE DA TRUCK STILL WONT MOVE AFTER PERFORMING RECALL AND REPLACING PARTS THAT WERE FO MAGED. UND BAD INSIDE TRANSMISSION

(Claim) Cause:

PREFORME[redacted]L DIDN'T FIX ISSUE CONTACTED ST RECALL AR AND [redacted] TOLD ME TO REPLACE TRANS ASSEMBLY AND COOLER / LINES INTERNAL FAILURE INSIDE TRANSMISSION WE REPLACED THESE PARTS WHILE WE HAD THE TRANSMISSION APART FOR THE [redacted]

(Claim) Correction:

PERFORMED RECALL PERFORMED RECALL REPLACED TRANSMISSION PER [redacted] WHEN WE PUT THE TRANSMISSION BACK TOGETHER AND TRIED TO TEST DRIVE AND FOUND T HE TRUCK WOULDNT MOVE WE CONTACTE[redacted] AND THEY ADVISED US TO TEAR THE TRAN SMISSION APART AND WE FOUND METAL SHAVINGS AND THE PARTS INSIDE THAT WE HAD JUST REPLACED WERE DAMMAGED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted] CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	[redacted] Desc	Failure Code	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission Driveability, Trouble Not Found ; Transmission Shift Quality	OD							[redacted]

RO Narratives

(RO) Customer Concern:

[redacted] DLR - MULTI-[redacted] VEHICLE INSPECTION

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFO RM TRANSMISSION UPDATE. REBUILT TR ANSMISSION REPLA CED AT SHOP IN [redacted] VEHI CLE NOT SHIFTING PROPE RLY. [redacted] VEHICLE GOT STUCK IN [redacted]

(Claim) Cause:

WAS NOT ABLE TO REPRODUCE CONCERN NO TROUBLE CODE PR ESENT FOR TRANSMISSION TCM UP TO DATE WITH LATE ST SOFTWARE. AND TRANSMISSION IS FLUID IS FULL A ND GOOD CONDITION

(Claim) Correction:

PERFORMED QUICKLEARN

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP0L66 - 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	$1,305.22	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	LARRY H MILLER [redacted] CHRYSLER JEEP DODGE	**Zone**	[redacted]
Address	2929 SOUTH MAIN STREET , [redacted] UT 84010				

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]	INDICATOR	[redacted]			
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		169.06	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		149.34	[redacted]
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		255.88	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	INDICATOR	1		49.35	$591.90
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]	1		169.06	$591.90
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		149.34	$591.90
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	INDICATOR	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		169.06	$30.35
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		149.34	$30.35
A	[redacted]	Transmission, Replace - automatic ; [redacted]			[redacted]	COOLER	[redacted]			

		propeller shaft equipped								
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	INDICATOR	1		49.35	$91.06
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	LINESASSY	1		149.34	$91.06
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		255.88	$91.06
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	INDICATOR	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TRANSMISS	1	X	7341.34	$106.24
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	LINESASSY	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		255.88	$106.24
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	INDICATOR	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]	LINESASSY	1		149.34	$273.19
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		255.88	$273.19
A	[redacted]	Digital Imaging ; Process time			[redacted]	INDICATOR	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		169.06	$121.42
A	[redacted]	Digital Imaging ; Process time			[redacted]	LINESASSY	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	

RO Narratives

(RO) Customer Concern:

General Concern #1 [CUSTOMER STATESTRANS WILL NOT GO INTO REVERSE OR PARK AND BARELY MOVES IN DRIVE PLEASE CHECK AND ADVISE.] Multi-point inspection Check for Open Recalls & no open recalls at this time REPLACE TRANSFER CASE.

(RO) Cause:

E E E

(RO) Correction:

[redacted] VERIFIED CUSTOMER CONCERN, THETRANSMISSION WOULD NOT ENGAGE IN REVERSE ANDWOULD NOT ENGAGE PARK UNLESS THE ENGINE WASSHUT OFF. SCANNED VEHICLE, FOUND NO RELATEDDTCS. REMOVED TRANS PAN AND FOUND METALSHAVINGS/DEBRIS, INDICATING INTERNAL TRANSFAILURE. METAL DEBRIS WAS CIRCULATED ANDCONTAMINATED THE TRANS COOLER. DETERMINEDTRANS AND TRANS COOLER REPLACEMENT REQUIRED.REMOVED TRANSMISSION AND TRANS COOLER.INSTALLED NEW TRANSMISSION ASSEMBLY AND TRANSCOOLER. FILLED TRANS TO CORRECT LEVEL WITHNEW ASRC ATF. STARTED VEHICLE AND RAN ENGINEUNTIL TRANS WAS AT OPERATING TEMP. PERFORMEDQUICK LEARN PROCEDURE. TEST DROVE VEHICLE,TRANSMISSION SHIFTS CORRECTLY IN ALL GEARRANGES AND ENGAGES REVERSE AND PARK CORRECTLYAT THIS TIME Transmission, Replace - automatic - Replace AS68RC/AS69RC (3 - HighlySkilled) Transmission DEF equipped2500-3500 [redacted] pick-up only Transmission, Replace - automatic [redacted] 4WD equipped Transmission, Replace - automatic Skid plate equipped Transmission, Replace - automatic [redacted] shaft equipped Lines, transmission and torque converter oil cooler [redacted] or [redacted] (1 - Semi-Skilled) Oil cooler, external / auxiliary Cooler (2 - Skilled) ADMIN LOP FOR WARRANTY WORK FOUND OPEN RECALL ON VEHICLE Mopar Express Lane Inspection [redacted] Reviewed with the customer the factthat there are currently no open recalls REVIEWED WITH CUSTOMER NOOPEN RECALLS AT THIS TIME Misceleneous Maintenance Repair [redacted] AFTER REPLACING TRANSMISSION, NOTICEDA SEVERE VIBRATION WAS PRESENT WHILE DRIVINGDOWN THE ROAD. UPON INSPECTION, FOUND THEVIBRATION WAS COMING FROM THE TRANSFER CASE.REMOVED TRANSFER CASE AND FOUND A SECTION OFTHE CASE AROUND THE INPUT SEAL HAD SEPARATED,ALLOWING THE FRONT BEARING TO DISLODGE.DETERMINED THE CASE SEPARATION WAS CAUSEDWHEN THE TRANS

(RO) Technical Notes:

METAL SHAVINGS/DEBRIS

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES TRANS WILL NOT GO INTO REVERSE OR PARK AND BARELY MOVES IN DR IVE

(Claim) Cause:

VERIFIED CUSTOMER CONCERN, THE TRANSMISSION WOULD NOT ENGAGE IN REVERSE AND W OULD NOT ENGAGE PARK UNLESS THE ENGINE WAS SHUT OFF. SCANNED VEHICLE, FOUND N O RELATED DTCS. REMOVED TRANS PAN AND FOUND METAL SHAVINGS/DEBRIS, INDICATING INTERNAL TRANS FAILURE. METAL DEBRIS WAS CIRCULATED AND CONTAMINATED THE TRA NS COOLER. DETERMINED TRANS AND TRANS COOLER REPLACEMENT REQUIRED

(Claim) Correction:

REMOVED TRANSMISSION AND TRANS COOLER. INSTALLED NEW TRANSMISSION ASSEMBLY AN D TRANS COOLER. FILLED TRANS TO CORRECT LEVEL WITH NEW ASRC ATF. STARTED VEHI CLE AND RAN ENGINE UNTIL TRANS WAS AT OPERATING TEMP. PERFORMED QUICK LEARN PROCEDURE. TEST DROVE VEHICLE, TRANSMISSION SHIFTS CORRECTLY IN ALL GEAR RANG ES AND ENGAGES REVERSE AND PARK CORRECTLY AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[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]	***Sublet***	$803.23	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***		***Zone***	71 [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]		Battery ; [redacted] batteries	[redacted]	BATTERY FAILED TEST	BBH7F001AA	BATTERY	2	X	803.23	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE IS HARD STARTING CUSTOMER AGREED TO TIRE INFLATION INSPECTION AS PER [redacted] AIR RESOURSES BOARD (CARB) LAW. INSPECTION IS AT NO COST TO CUSTOMER

(RO) Cause:

[redacted]ATTERIES FAILED LOAD TEST INFLATE TIRES TO SPECIFICATIONS INDICATED ON DRIVERS DOOR LABEL

(RO) Correction:

[redacted] CONCERN VERIFIED. PERFORM LOAD TEST TO [redacted] WITH MAXIMUS AND [redacted]S FAILED. REPLACE [redacted] PER TEST RESULT. RETEST VEHICLE TO CONFIRMCONCERN HAS BEEN SOLVED Battery - Test Charge Retest and Replace [redacted] (0 - Low Skilled) [redacted] BATTERY FEE MISC. SHOP CHARGES CUSTOMER AGREED TO TIRE INFLATION INSPECTION AS PER [redacted] AIR RESOURSES BOARD (CARB) LAW. INSPECTION IS AT NO COST TO CUSTOMER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE IS HARD STARTING

(Claim) Cause:

CONCERN VERIFIED. PERFORM LOAD TEST TO [redacted] WITH MAXIMUS AND [redacted]ATTERIES FAILED

(Claim) Correction:

REPLACE [redacted] PER TEST RESULT. RETEST VEHICLE TO CONFIRM CONCERN HAS BEEN SOLVED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP0L66 - RAM 5500 REG CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	[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**	LARRY H MILLER [redacted] CHRYSLER JEEP DODGE		**Zone**	70	[redacted]
Address	2929 SOUTH MAIN STREET , [redacted] , UT 84010						

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transfer Case ; [redacted] liter diesel	[redacted]	INTERNAL DEFECT	[redacted]	TRANSFER	1	X	[redacted]	
[redacted]		Transfer Case ; [redacted] liter diesel	[redacted]	INTERNAL DEFECT	[redacted]	[redacted]T	[redacted]			
A	[redacted]	Transfer Case ; Skid Plate Equipped			[redacted]	TRANSFER	1	X	[redacted]	S[redacted]
A	[redacted]	Transfer Case ; Skid Plate Equipped			[redacted]	[redacted]T	[redacted]			
A	[redacted]	Transfer Case ; [redacted] Piece Propeller Shaft			[redacted]	TRANSFER	1	X	[redacted]	[redacted]
A	[redacted]	Transfer Case ; [redacted] Piece Propeller Shaft			[redacted]	[redacted]T	[redacted]			

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THERE IS VIBRATION WHEN DRI[redacted]G

(Claim) Cause:

NOTICED A SEVERE VIBRATION WAS PRESENT WHILE DRIVING DOWN THE ROAD. UPON INSP ECTION, FOUND THE VIBRATION WAS COMING FROM THE TRANSFER CASE. REMOVED TRANSF ER CASE AND FOUND A SECTION OF THE CASE AROUND THE INPUT SEAL HAD SEPARATED, ALLOWING THE FRONT BEARING TO DISLODGE. DETERMINED THE CASE SEPARATION WAS C AUSED WHEN THE TRANSMISSION FAILED.

(Claim) Correction:

REPLACED TRANSFER CASE. TEST DROVE VEHICLE, VIBRATION IS NO LONGER PRESENT AN D TRANSFER CASE OPERATES CORRECTLY AT THIS TIME

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	Year	[redacted]	Body	[redacted]
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]	Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]				
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68269649AA	[redacted]				
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68269650AB	[redacted]				
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68269646AB	BALANCER	1		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68269638AA	[redacted]	1		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68269565AA	[redacted]			[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68269552AA	[redacted]	1		25.14	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68254067AA	[redacted]	1		10.65	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68253771AA	[redacted]	1		64.86	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68019783AA	[redacted]	1		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68019768AA	[redacted]	[redacted]			
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68253772AA	[redacted]	1		37.36	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68284039AA	[redacted]	1		65.30	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			06506497AA	BOLT	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition -		[redacted]	DRUM	1	X	[redacted]	[redacted]

		[redacted]C ; Remove and install for recondition								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	[redacted]	7		397.80	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	PLATE	7		238.93	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BALANCER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	PISTON	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	D-RING	1		25.14	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	WASHER	1		10.65	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BEARING	1		64.86	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BOLT	4		28.98	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning	07	BINDS, STICKS, OR SEIZED	[redacted]	DRUM	1	X	1201.18	[redacted]

		of Transmission (3 - Highly Skilled)								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted]tioning of Transmission (3 - Highly Skilled)	07	[redacted], STICKS, OR SEIZED	[redacted]	DISC	7		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted], OR	[redacted]B	PLATE	7		238.93	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted]tioning of Transmission (3 - Highly Skilled)	07	[redacted], STICKS, OR SEIZED	[redacted]	BALANCER	1		165.34	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted]tioning of Transmission (3 - Highly Skilled)	07	[redacted], STICKS, OR SEIZED	[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted]tioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted], STICKS, OR SEIZED	[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted], OR	[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted]tioning of Transmission (3 - Highly Skilled)	07	[redacted], STICKS, OR SEIZED	[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted], OR	[redacted]	BEARING	1		64.86	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted], OR	[redacted]	SNAP RING	1		9.86	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted], OR	[redacted]	D-RING	1		17.72	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	[redacted], STICKS, OR SEIZED	[redacted]	BEARING	1		37.36	[redacted]
A	[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning	[redacted]	[redacted], STICKS, OR SEIZED	[redacted]	BEARING	[redacted]			

		of Transmission (3 - Highly Skilled)								
A	21000A50	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	07	BINDS, STICKS, OR SEIZED	[redacted]	BOLT	4		28.98	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	DRUM	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	DISC	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	PLATE	7		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269646AB	BALANCER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269638AA	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	PLATE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269552AA	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68254067AA	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253771AA	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019783AA	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019768AA	D-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253772AA	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	DRUM	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	DISC	7		[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	PLATE	7		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68269646AB	BALANCER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	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			68019768AA	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BEARING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	[redacted]
B	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
B	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TUBE	1		[redacted]	
B	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TOC ASSY	1		[redacted]	
B	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	COOLER	1		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TUBE	1		178.08	$527.05
B	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TOC ASSY	1		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	1		[redacted]	

B	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	8415.24	$54.06
B	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TUBE	1		178.08	$54.06
B	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TOC ASSY	1		193.79	$54.06
B	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	COOLER	1		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE	1		[redacted]	
B	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		193.79	$81.08
B	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		95.06	$81.08
B	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] (1 - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] (1 - Semi-Skilled)			[redacted]	TUBE	1		[redacted]	[redacted]
B	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] (1 - Semi-Skilled)			[redacted]	TOC ASSY	1		193.79	$94.60
B	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] (1 - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	
B	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TUBE	1		[redacted]	
B	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TOC ASSY	1		193.79	$243.25
B	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

I CONSENT TO THE RECEIPT OF SERVICE UPDATES [redacted] INSPECTION CHECK CHECK CHECK CHECK

(RO) Cause:

preformed [redacted] recall didn't fix issue contacted preformed 13 a recall

(RO) Correction:

[redacted] - [redacted]; [redacted] - [redacted]; [redacted] - Transmission DEF equipped [redacted] pick-up only; [redacted] - [redacted] - Safety Recall [redacted] Intake Air Grid Heater Relay Rep [redacted] 2 - lace Intake Air Grid Heater Relay [redacted] - Transmission, Replace automatic AS68RC/AS69RC; [redacted] - Transmission DEF equipped [redacted] pick-up only; [redacted] - Transmission, Replace automatic 4x4/AWD equipped; [redacted] - [redacted]; [redacted] - [redacted]; [redacted] - [redacted]

(RO) Technical Notes:

TRANSMISSION HAS METAL SHAVINGS INSIDE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES PREFORM [redacted] RECALL PERFORMED [redacted] AND WHILE INSIDE WE FOUND THE PARTS ON THIS CLAIM WERE DA TRUCK STILL WONT MOVE AFTER PERFORMING RECALL AND REPLACING PARTS THAT WERE FO MAGED. UND BAD INSIDE TRANSMISSION

(Claim) Cause:

PREFORME[redacted]L DIDN'T [redacted] ISSUE CONTACTED ST RECALL AR AND [redacted] TOLD ME TO REPLACE TRANS ASSEMBLY AND COOLER / LINES INTERNAL FAILURE INSIDE TRANSMISSION WE REPLACED THESE PARTS WHILE WE HAD THE TRANSMISSION APART FOR THE [redacted]

(Claim) Correction:

PERFORMED RECALL PERFORMED RECALL REPLACED TRANSMISSION PER [redacted] WHEN WE PUT THE TRANSMISSION BACK TOGETHER AND TRIED TO TEST DRIVE AND FOUND T HE TRUCK WOULDNT MOVE WE CONTACTE[redacted] AND THEY ADVISED US TO TEAR THE TRAN SMISSION APART AND WE FOUND METAL SHAVINGS AND THE PARTS INSIDE THAT WE HAD JUST REPLACED WERE DAMMAGED

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	DD8L63 - RAM 3500 REG CAB CHASSIS 4X4
Build Date	[redacted]	***Plant***	[redacted] ASSEMBLY PLANT	***Coverage Code***	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

[redacted]			***Failure***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]
A	85LOAN00	Loaner Car ; Loaner Car								[redacted]
[redacted]		Loaner Car ; Standard Line Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

TRANSMISSION WOULDNT SHIFT CUSTOMER RENTAL CUSTOMER RENTAL

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REQUEST LOANER REIMBURSEMENT

(Claim) Cause:

CUSTOMER REQUEST LOANER REIMBURSEMENT

(Claim) Correction:

CUSTOMER REQUEST LOANER REIMBURSEMENT WAS TOLD HE WOULD BE REIMBURSED

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]		***Name***	[redacted] CHRYSLER JEEP	***Zone***	[redacted]
Address	[redacted]				

Condition Information

Condition	[redacted]		***Failure***	***Failure Desc***	***Part Number***	***Part Name***	[redacted] ***Quantity***	***Failed***	***Expense***	***Expense***
A	08192701	Module, steering column control ; [redacted], includes turn signal switch, clock spring, steering angle sensor where applicable	14	BURNED OR BURNED OUT	[redacted]	CLOCKSPRI	1	X	673.62	[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 HEATED STEERING WHEEL WOULD STOP WORKING AFTER [redacted]. HE WOULD CYCLE THE TRUCK ON AND OFF AND THE HEATED STEERING WHEEL WOULD WO RK AGAIN. IN THE [redacted] THE HEATED STEERING WHEEL IS NO LONGER WORKING AT ALL, WILL HIT THE BUTTON AND THE LIGHT TURNS ON BUT THE HEATED WHEEL WILL N OT WORK

(Claim) Cause:

VERIFIED HEATED STEERING WHEEL IS INOP. FOUND [redacted] ACTIVE IN THE CSWM MODULE FOR HEATED STEERING WHEEL CONTROL CIRCUIT OPEN. REMOVED AIR BAG FROM S TEERING [redacted] DISCONNECTED THE HEATED STEERING WHEEL CONNECTOR C7. TEST TH E [redacted] AND [redacted] CIRCUITS BETWEEN C5 AND C7 CONNECTORS ON THE [redacted]. FOUND THE C9 1 CIRCUIT OPEN AND [redacted] CIRCUIT HAS CONTINUITY OF [redacted]. CLOCK SPRING HAS F AILED INTERNALLY.

(Claim) Correction:

VERIFIED HEATED STEERING WHEEL IS INOP. FOUND [redacted] ACTIVE IN THE CSWM MODULE FOR HEATED STEERING WHEEL CONTROL CIRCUIT OPEN. REMOVED AIR BAG FROM S TEERING [redacted] DISCONNECTED THE HEATED STEERING WHEEL CONNECTOR C7. TEST TH E [redacted] AND [redacted] CIRCUITS BETWEEN C5 AND C7 CONNECTORS ON THE SCCM. FOUND THE C9 1 CIRCUIT OPEN AND [redacted] CIRCUIT HAS CONTINUITY OF [redacted]. CLOCK SPRING HAS F AILED INTERNALLY. REMOVED AND REPLACED CLOCK SPRING AND RE-TESTED. VERIFIED PR OPER OPERATION AND REPAIR.

Warranty Claim Report

Vehicle Information

[redacted]		**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted]
Build Date	[redacted]	**Plant**	[redacted]	TRUCK ASSEMBLY PLANT	**Coverage Code** [redacted]

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	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	42650 HIGHWAY 27 , DAVENPORT, FL 33837

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	[redacted]	
[redacted]	Ride Share Service ; Shuttle From Dealer			[redacted]	RELAY	1	X	[redacted]	
[redacted]	Ride Share Service ; Shuttle From Dealer			[redacted]	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Recall Customer Satisfaction Notification [redacted] Ram Heavy Duty Gri

(Claim) Cause:

Replace Relay, Intake Air Heater08-13[redacted]

(Claim) Correction:

Replace Relay, Intake Air Heater08[redacted]820.2 hours

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]	

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition	[redacted]	***Desc***	***Failure***	***Failure Desc***	***Part Number***	[redacted] ***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	1		340.28	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or Both (1 - Semi-Skilled)			[redacted]	TRANS	1	X	[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or Both (1 - Semi-Skilled)			[redacted]	COOLER	1		340.28	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE WILL FEEL LIKE IT IS JERKING UNDER HEAVY LOUD, CUSTOMKER CHECKED TRANS FLUID AND ITS FULL FREE VISUAL INSPECTION OF VEHICLE COMPONENTS. PROVIDE A WRITTEN ESTIMATE OF ANY MAINTENANCE OR REPAIR SERVICES CUSTOMER REQUESTS RECALL PERFORMED [redacted] PM SENSOR

(RO) Cause:

REMOVED TRANSMISSION PAN AND FOUND METAL IN TRANSMISSION AS WELL AS BURNT TRANS FLUID . CONFIRMED OPEN RECALL

(RO) Correction:

REMOVED TRANSMISSION AND INSTALLED NEW UNIT CLEANED ALL TRANSMISSION LINES OF ANY OLD FLUID. REMOVED AND CLEANED TRANSMISSION COOLER AS WEEL, PROGRAMMED NEW TRANSMISSION AND CHECK FLUID LEVEL. TEST DROVE SYSTEM IS WORKING AS IT SHOULD AT THIS TIME PERFORMED MULTI-[redacted] INSPECTION CUSTOMER PROVIDED WITH COST ESTIMATE FOR ANY REPAIRS OR MAINTENANCE SERVICES COMPLETED RECALL AS PER FACTORY GUIDELINES ORDERED PARTS

(RO) Technical Notes:

REMOVED PAN FOUND METAL IN TRANSMISSION AS WELL AS BURNT TRANS FLUID ND METAL IN PAN INTERNAL CLUTCHES ON BEARINGS COMING APART. FALID WAS FULL BUT BURNT SMELLING.REMOVED TRANSMISSION AND INSTALLED NEW UNIT CLEANED ALL TRANSMISSION LINES OF ANY OLD FLUID. REMOVED AND CLEANED TRANSMISSION COOLER AS WELL.

PROGRAMMED NEW TRANSMISSION AND CHECK FLUID LEVEL. TEST DROVE SYSTEM IS WORKING AS IT SHOULD AT THIS TIME.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL FEEL LIKE IT IS JERKING UNDER HEAVY LOUD, CUSTOMK CUSTOMER STATES VEHICLE WILL FEEL LIKE IT IS JERKING UNDER HEAVY LOUD, CUSTOMK

(Claim) Cause:

REMOVED TRANSMISSION PAN AND FOUND METAL IN TRANSMISSION AS WELL AS BURNT TRAN REMOVED TRANSMISSION PAN AND FOUND METAL IN TRANSMISSION AS WELL AS BURNT TRAN

(Claim) Correction:

REMOVED TRANSMISSION AND INSTALLED NEW UNIT CLEANED ALL TRANSMISSION LINES OF REMOVED TRANSMISSION AND INSTALLED NEW UNIT CLEANED ALL TRANSMISSION LINES OF

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 Code** [redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$121.14	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]
Address	11910 IH35 N , SAN ANTONIO, TX 78233		

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 (NARRATIVE REQUIRED)	CERN[redacted]2AA	SENSOR	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

RECALL OEM ID: [redacted], STOP SALE?No, DON'T DRIVE? NoNAME[redacted]ticulate Filter**Please be sure to confirm recall with manufacturer. Multi-Point Inspection + Service Drive Walk Around Inspection RECALL OEM ID: [redacted], STOP SALE?No, DON'T DRIVE? NoNAME[redacted] [redacted]culate Matter (PM) Sensor**Please be sure to confirm recall with manufacturer. COMPLETE BASIC LOF SERVICE SES, COMPLETE MULTIPOINT INSPECTION. DOC STORAGE FEE Diesel Fuel System Service

(RO) Cause:

1

(RO) Correction:

RECALL PERFORM MANUFACTURER AND/OR CARFAX SEARCH FOR OPENRECALLS Multi-Point Inspection [redacted] INSPECTION ([redacted] VALUE) [redacted] Install PM sensor andre flashed the PCM because someone flashedPCM before PM sensor was put on so i didn'thave a old part number from the flash onlythe new part number RECALL PERFORM MANUFACTURER AND/OR CARFAX SEARCH FOR OPENRECALLS COMPLETE BASIC LOF SERVICE SES, COMPLETE MULTIPOINT INSPECTION. DOC2 DOC STORAGE FEE DOCUMENT AND STORAGE FEE DOC STORAGE FEE MISC. SHOP CHARGES Diesel Fuel System Service 77APBP Diesel Fuel System Service MISC. SHOP CHARGES

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	[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**	CHAPMAN SCOTTSDALE AUTOPLEX INC	**Zone**	7[redacted]
Address	6601 EAST MCDOWELL ROAD , SCOTTSDALE, AZ 85257				

Condition Information

Condition Code	[redacted]	Failure	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]	[redacted]

RO Narratives

(RO) Customer Concern:

Used car safety inspection includes oil change Used car recon estimate Used car safety inspection includes oil change Used car recon estimate Used car detail - mark up is [redacted] over cost [redacted] setup Window etch Swat GPS system RAPID RESPONSE TRANSMITTAL (RRT) [redacted] DIESEL PM SENSOR air filter very dirty replace air filter .3 fuel filter due indicator is at 0% replace [redacted] air filter is very dirty and smells like wet hay replace cabin air filter .5 [redacted] DEF .3 remove gps .5

(RO) Cause:

NA

(RO) Correction:

safety check oil change certify [redacted] etch [redacted] .3 t93 swat [redacted] .5 t93 [redacted] starter nut - Replace as per rrt .2 t93 Install PM sensor and reprogram PCM [redacted] t93 Install Authorized Modifications Label(Aisin Transmission Equipped) air filter .3 t93 fuel filter x2 [redacted] cabin air filter .5 [redacted] DEF .3 t93 remove gps .5 t93

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

RAPID RESPONSE TRANSMITTAL (RRT) [redacted]

(Claim) Cause:

STARTER NUT - REPLACE AS PER RRT

(Claim) Correction:

STARTER NUT - REPLACE AS PER RRT

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**	$128.42	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	CHAPMAN SCOTTSDALE AUTOPLEX INC	**Zone**	[redacted]
Address	6601 EAST MCDOWELL ROAD , SCOTTSDALE, AZ 85257				

Condition Information

Condition Code	[redacted]	Failure [redacted] 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	[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)	CERN[redacted]2AA	SENSOR	1	X	119.76	[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]3AB	[redacted]				[redacted]

RO Narratives

(RO) Customer Concern:

Used car safety inspection includes oil change Used car recon estimate Used car safety inspection includes oil change Used car recon estimate Used car detail - mark up is [redacted] over cost [redacted] setup Window etch Swat GPS system RAPID RESPONSE TRANSMITTAL (RRT) [redacted] DIESEL PM SENSOR air filter very dirty replace air filter .3 fuel filter due indicator is at 0% replace [redacted] cabin air filter is very dirty and smells like wet hay replace cabin air filter .5 [redacted] DEF .3 remove gps .5

(RO) Cause:

NA

(RO) Correction:

safety check oil change certify [redacted] etch [redacted] swat [redacted] .5 [redacted] starter nut - Replace as per rrt .2 [redacted] Install PM sensor and reprogram [redacted] Install Authorized Modifications Label(Aisin Transmission Equipped) air filter .3 [redacted] fuel filter x2 [redacted] cabin air filter .5 [redacted] DEF .3 [redacted] remove gps .5 [redacted]

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

RAPID RESPONSE TRANSMITTAL[redacted]

(Claim) Cause:

STARTER NUT - REPLACE AS PER RRT

(Claim) Correction:

STARTER NUT - REPLACE AS PER RRT

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

Expense

Labor	[redacted]	**Sublet**	$125.22	[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
[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]		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	[redacted]	[redacted]
C	[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:

FACTORY RECALL FACTORY RECALL FACTORY RECALL MULTI POINT INSPECTION COMPLET LUBE OIL FILTER (DIESEL ENGINES [redacted] & EARLIER) DRIVEABILITY DIAGNOSIS REPAIR

(RO) Cause:

[redacted]RECALL SNAP RINGS FAILED, CAUSING BACK

(RO) Correction:

[redacted] - [redacted] [redacted] - [redacted] [redacted] - [redacted] 21000A91 - 21000A91; 21000A60 - 21000A60; 21000A61 - 21000A61; 21000169 - 21000169

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION WOULD NOT GO INTO FORWARD GEAR, ONLY REVERSE

(Claim) Cause:

[redacted]RECALL SNAP RING FAILED CAUSING THE INTERNAL O RINGS AND K1 AND K2 FAILURE . UNABLE TO ORDER THE K1 ASSEMBLY, HAD TO ORDER INDIVIDUAL PARTS

(Claim) Correction:

CONTACTED STAR, THEY HAD THE TECH REPLACE CLUTCH HOUSING PARTS DUE TO FAILURE AND SEALS BEING BLOWN OUT. REPLACED DAMAGED PARTS IN THE K1 AND K2 DRUMS. S TAR CASE[redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P81 - RAM 3500	[redacted]	[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**	$906.85	**Part**	$0.00	**Total Paid**	$1,502.48

Dealer Information

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

Condition Information

Condition		Failure	Failure		Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[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]	1		5.74	$53.34
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	O[redacted]	1		25.62	$53.34
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		31.29	$53.34
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	WASHER	1		6.79	$53.34
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		107.10	$53.34
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	6		20.16	$53.34
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	D[redacted]	1		20.16	$53.34
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	D[redacted]	1		14.21	$53.34
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]				
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	D[redacted]	1		12.88	$53.34
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	PLATE	1		[redacted]	
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	BALANCER	1		132.58	$53.34
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]	[redacted]		23.90	$53.34
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	D[redacted]	1		38.50	$53.34
[redacted]	Transmission - [redacted] equipped pick-up only			[redacted]	O[redacted]	1		30.45	$53.34
[redacted]	Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	[redacted]			

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244579AA	O-[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68244638AA	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68085955AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	D-[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019768AA	D-[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269654AA	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	D-[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269646AB	BALANCER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269638AA	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	D-[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019797AA	O [redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68269568AB	SNAP [redacted]	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL [redacted]	4		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68019768AA	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68269654AA	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68269553AA	D-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BALANCER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68019791AA	D-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 ; K1 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 ; K1 Clutch /	ZZ	SERVICE ACTION	[redacted]	SEAL RING	[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]	SEAL RING	1		5.74	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	9		[redacted]	[redacted]
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		59.50	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		20.16	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	D-RING	1		20.16	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	D-RING	1		14.21	[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]	[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]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BALANCER	1		132.58	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	[redacted]	1		123.90	[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]	D-RING	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	O RING	1		30.45	$408.94

RO Narratives

(RO) Customer Concern:

FACTORY RECALL FACTORY RECALL FACTORY RECALL MULTI POINT INSPECTION COMPLET LUBE OIL FILTER (DIESEL ENGINES [redacted] & EARLIER) DRIVEABILITY DIAGNOSIS REPAIR

(RO) Cause:

[redacted]RECALL SNAP RINGS FAILED, CAUSING BACK

(RO) Correction:

[redacted] - [redacted] - [redacted]; 21000A60 - 21000A60; 21000A61 - 21000A61; 21000169 - 21000169

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

TRANSMISSION WOULD NOT GO INTO FORWARD GEAR, ONLY REVERSE

(Claim) Cause:

[redacted]RECALL SNAP RING FAILED CAUSING THE INTERNAL O RINGS AND K1 AND K2 FAILURE . UNABLE TO ORDER THE K1 ASSEMBLY, HAD TO ORDER INDIVIDUAL PARTS

(Claim) Correction:

CONTACTED [redacted], THEY HAD THE TECH REPLACE CLUTCH HOUSING PARTS DUE TO FAILURE AND SEALS BEING BLOWN OUT. REPLACED DAMAGED PARTS IN THE K1 AND K2 DRUMS[redacted] CASE[redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28M81 - RAM 3500 LIMITED [redacted] CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Diesel Exhaust Fluid System, Trouble Not Found ; Diesel Exhaust Fluid System	ML	CHECK [redacted] SERVICE [redacted] SO						[redacted]

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Tailgate Latch Alignment (Recall Custome r Satisfaction Notification 1) CUSTOMER STATES HE ADD [redacted] OF DEF FLUID AND THE GAUGE DID NOT MOVE. TIRE TREAD DEPTH GREEN

(RO) Cause:

STORED [redacted] [redacted]-Reductant(DEF) Level Too Low. LET TRUCK RUN AND GAUGE IS LOW, READING DEF LEVEL.

(RO) Correction:

VEHICLE HAS NO TAILGATE. CLEARED [redacted]S AND TEST DROVE-PAST THE DEF PUMP PRIME TEST.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HE ADD [redacted] DEF FLUID AND THE GAUGE DID NOT MOVE.

(Claim) Cause:

STORED [redacted] [redacted]-Reductant(DEF) Level Too Low. LET TRUCK RUN AND GAUGE IS LOW

(Claim) Correction:

CLEARED [redacted]S AND TEST DROVE-PAST THE DEF PUMP PRIME TEST.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	DP0L93 - RAM 5500 CREW 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]	***Zone*** 32	NEW YORK
Address	[redacted]				

Condition Information

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

Recall / Customer Satisfaction Notification 1 [Customer Satisfaction Notification [redacted] Transmission **] General Concern #1 [VEHICLE SMELLS OF DIESEL.. LOOKS LIKE ITS LEAKING.]

(RO) Cause:

F F

(RO) Correction:

perform recall inspect Recall / Customer Satisfaction Notification1 CUSTOMER REQUESTS WE PERFORM RECALL (SEE VIP FOR DETAILS) road test to verify leak inspect for leakfound fuel coming from frt fuel filterhousing remove lft frt wheel & inner fenderreplace fuel filter housing retest for leaksoperating properly cleanoff area of leakassemble vehicle FUEL FILTER CANISTER CUSTOMER REQUESTS DIAGNOSIS OF A FUEL SYSTEM CONCERN

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE SMELLS LIKE DIESEL, LOOKS IT/S LEAKING

(Claim) Cause:

ROAD TEST TO VERIFY LEAK INSPECT FOR LEAK FOUND FUEL COMING FROM FRT FUEL FILT ER HOUSING REMOVE LFT FRT WHEEL & INNER FENDER REPLACE FUEL FILTER HOUSING RETEST FOR LEAKS OPERATING PROPERLY CLEANOFF AREA OF LEAK ASSEMBLE VEHICLE

(Claim) Correction:
TECH VERIFIED REPAIR COMPLETE, SYSTEM NOW OPERATING AS DESIGNED

Warranty Claim Report

Vehicle Information

[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**	$131.11	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	KIMBERLY CAR CITY	**Zone**	51 [redacted]
[redacted]	625 W KIMBERLY RD , DAVENPORT, IA 52806				

Condition Information

Condition [redacted]		[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	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 (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		2.94	[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]	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:

PERFORM CPO INSPECTION & UPDATE ALLKEYS PERFORM FULL SYNTHETIC OIL CHANGE UPDATE CONTROLLERS RECALL [redacted] RECALL [redacted] RECALL [redacted] REPLACE CABIN AIR FILTER ENGINE AIR FILTER REPLACEMENT

(RO) Cause:

CHANGED ENGINE OIL &FILTER, TOPPED OFF ALL FLUIDS, SET TIREPRESSURE RECALL [redacted] PERFORM RECALL RECALL [redacted] DIRTY CABIN AIR FILTER DIRTY ENGINE AIR FILTER

(RO) Correction:

PERFORM CPO INSPECTION & UPDATE ALL KEYS PERFORM FULL SYNTHETIC OIL CHANGE UPDATE CONTROLLERS [redacted] RECAL[redacted] [redacted] REMOVED ANDREPLACED INTAKE AIR HEATER GRID RELAY. RECALL [redacted] HEATER GRID RELAY CLOSE CSN [redacted] RECALL [redacted] INSTALLEDMISSING PARTICULATE MATTER SENSOR. UPDATEDTHE PCM FROM PART NUMBER 52421232AG TO PARTNUMBE[redacted]. CLEARED DTC'S Emissions Recall [redacted] - Particulate Matter Sensor- Replace Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only Emissions Recall [redacted] - Particulate Matter Sensor -Replace Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label (Aisin Transmission Only [redacted] DIRTY CABIN AIR FILTER REMOVED ANDREPLACED CABIN AIR FILTER REPLACE CABIN AIR FILTER [redacted] DIRTY [redacted] AIR FILTER REMOVED ANDREPLACE[redacted]E AIR FILTER REPLACE [redacted]E AIR FILTER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28L92 - [redacted] 3500 [redacted] CREW CAB 4X4
Build Date	[redacted]	***Plant***	[redacted] ASSEMBLY PLANT	***Coverage Code***	[redacted]

Claim Information

Claim #	[redacted]	***In Service Date***	[redacted]
Claim Type	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] LOS ANGELES
Address	126 FORNI ROAD , PLACERVILLE, CA 95667				

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	[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LAMP IS ON WITH EXCESSIVE REGENERATION CUSTOMER STATES THAT HE HAS A MESSAGE TO SERVICE [redacted], AND THE ABSAND TRACTION CONTROL LAMPS ARE ON -CHECK AND ADVISE PERFORM MULTI-POINT VEHICLE INSPECTION. CHECK TIRE PRESSURE ANDSET TO VEHICLE MANUFACTURER'S SPECSAND RECORD [redacted] ON REPAIR ORDER CDJR COURTESY LOANER VEHICLE (CTP) PERFORM RECALL [redacted]

(RO) Cause:

NA

(RO) Correction:

[redacted] VERIFIED CUSTOMER CONCERN OF [redacted] FREQUENCY , VERIFIED CATALYST SOOT DELTAPRESSURE IS READING [redacted] AIR FILTERBEING USED IS OEM STYLE WITH NO GLUE STRIPS ,FOUND THE MASS AIR FLOW SENSOR HAS AARFMSHOULD BE [redacted] MASS AIR FLOW SENSOR WILLNEED TO REPLACED AND RECHECKED REMOVED ANDREPLACED THE MAF SENSOR WITH CORRDCT CODINGMAF SENSOR ONCE COMPLETE CLEARED ALL DTC'S Sensor, mass airflow - Test and Replace All other engines (2 - Skilled) [redacted] VERIFIED CUSTOMER CONCERN FOUNDACTIVE [redacted] - Right Rear Wheel SpeedSensor-Circuit Current Out of Range LIFTEDTHE VEHICLE AND INSPECTED THE REAR DIFFASSEMBLY FOUND THE WIRE FOR THE WHEEL SPEEDSENSOR TO HAVE DAMAGE CAUSING THE DTC TO SETWILL NEED REPLACEMENT OF THE WHEEL SPEEDSENSOR ALONG WITH A RECHECK. REPLACED DAMAGEDSPEED SENSOR ONCE COMPLETE CLEARED ALL DTC'S STEERING/SUSPENSION DIAGNOSE ABS LAMP STEERING/SUSPENSION MISC REPAIR 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 CDJR COURTESY LOANER VEHICLE (CTP) COURTESY TRANSPORT CDJR COURTESY LOANER VEHICLE (CTP) SUBLET REPAIRS [redacted] PERFORMED [redacted] RECALL INSTALLEDMISSING PM SENSOR AND PERFORMED PCM FLASHFlashing from current part number [redacted] targeted part number [redacted]. ONCECOMPLETE CLEARED ALL DTC'S AND ROAD TESTEDVEHICLE Emissions Recall [redacted] - Particulate Matter Sensor- Replace Inspect and Install Particulate Matter Sensor - Includes Re

(RO) Technical Notes:

B/O PART, ENDED UP BUYING FROM ANOTHER DEALER

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LAMP IS ON WITH EXCESSIVE REGENERATION

(Claim) Cause:

[redacted] [redacted] FREQUENCY , VERIFIED CATALYST SOOT DELTA PRESSURE IS READING 0.009 P SI

(Claim) Correction:

VERIFIED CUSTOMER CONCERN OF [redacted] [redacted] FREQUENCY , VERIFIED CATALYST SOOT DELT A PRESSURE IS READING [redacted] AIR FILTER BEING USED IS OEM STYLE WITH NO G LUE STRIPS , FOUND THE MASS AIR FLOW SENSOR HAS AARFM SHOULD BE [redacted] MASS A IR FLOW SENSOR WILL NEED TO REPLACED AND RECHECKED REMOVED AND REPLACED THE MAF SENSOR WITH CORRDCT CODING MAF SENSOR ONCE COMPLETE CLEARED ALL DTC'S

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

Dealer Information

Code	[redacted]	***Name***	[redacted] JEEP RAM	***Zone***	[redacted] LOS ANGELES
Address	126 FORNI ROAD , PLACERVILLE, CA 95667				

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, mass airflow ; All other engines	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	COVER	1	X	[redacted]	[redacted]
[redacted]	Loaner Car ; Loaner Car			[redacted]	COVER	1	X	[redacted]	[redacted]
A	[redacted] Loaner Car ; High Line Vehicles			[redacted]	COVER	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LAMP IS ON WITH EXCESSIVE REGENERATION CUSTOMER STATES THAT HE HAS A MESSAGE TO SERVICE [redacted], AND THE ABSAND TRACTION CONTROL LAMPS ARE ON -CHECK AND ADVISE PERFORM MULTI-[redacted] VEHICLE INSPECTION. CHECK TIRE PRESSURE ANDSET TO VEHICLE MANUFACTURER'S SPECSAND RECORD [redacted] ON REPAIR ORDER [redacted] COURTESY LOANER VEHICLE (CTP) PERFORM RECALL [redacted]

(RO) Cause:

NA

(RO) Correction:

[redacted] VERIFIED CUSTOMER CONCERN OF [redacted] FREQUENCY , VERIFIED CATALYST SOOT DELTAPRESSURE IS READING [redacted] AIR FILTERBEING USED IS OEM STYLE WITH NO GLUE STRIPS ,FOUND THE MASS AIR FLOW SENSOR HAS AARFMSHOULD BE AABVM MASS AIR FLOW SENSOR WILLNEED TO REPLACED AND RECHECKED REMOVED ANDREPLACED THE MAF SENSOR WITH CORRDCT CODINGMAF SENSOR ONCE COMPLETE CLEARED ALL DTC'S Sensor, mass airflow - Test and Replace All other engines (2 - Skilled) [redacted] VERIFIED CUSTOMER CONCERN FOUNDACTIVE [redacted] Right Rear Wheel SpeedSensor-Circuit Current Out of Range LIFTEDTHE VEHICLE AND INSPECTED THE REAR DIFFASSEMBLY FOUND THE WIRE FOR THE WHEEL SPEEDSENSOR TO HAVE DAMAGE CAUSING THE DTC TO SETWILL NEED REPLACEMENT OF THE WHEEL SPEEDSENSOR ALONG WITH A RECHECK. REPLACED DAMAGEDSPEED SENSOR ONCE COMPLETE CLEARED ALL DTC'S STEERING/SUSPENSION DIAGNOSE ABS LAMP STEERING/SUSPENSION MISC REPAIR PERFORM MULTI-[redacted] VEHICLE INSPECTION. CHECKTIRE PRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD [redacted] ON REPAIR ORDER PERFORM MULTI-[redacted] VEHICLE INSPECTION. CHECK TIREPRESSURE AND SET TO VEHICLE MANUFACTURER'S SPECS AND RECORD [redacted] ON REPAIR ORDER [redacted] COURTESY LOANER VEHICLE (CTP) COURTESY TRANSPORT [redacted] COURTESY LOANER VEHICLE (CTP) SUBLET REPAIRS [redacted] PERFORMED [redacted] RECALL INSTALLEDMISSING PM SENSOR AND PERFORMED PCM FLASHFlashing from current part number [redacted] targeted part number [redacted]. ONCECOMPLETE CLEARED ALL DTC'S AND ROAD TESTEDVEHICLE Emissions Recall [redacted] - Particulate Matter Sensor- Replace Inspect and Install Particulate Matter Sensor - Includes Re

(RO) Technical Notes:

B/O PART, ENDED UP BUYING FROM ANOTHER DEALER

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LAMP IS ON WITH EXCESSIVE REGENERATION

(Claim) Cause:

[redacted] [redacted] FREQUENCY , VERIFIED CATALYST SOOT DELTA PRESSURE IS READING 0.009 P SI

(Claim) Correction:

VERIFIED CUSTOMER CONCERN OF [redacted] [redacted] FREQUENCY , VERIFIED CATALYST SOOT DELT A PRESSURE IS READING [redacted] AIR FILTER BEING USED IS OEM STYLE WITH NO G LUE STRIPS , FOUND THE MASS AIR FLOW SENSOR HAS AARFM SHOULD BE [redacted] MASS A IR FLOW SENSOR WILL NEED TO REPLACED AND RECHECKED REMOVED AND REPLACED THE MAF SENSOR WITH CORRDCT CODING MAF SENSOR ONCE COMPLETE CLEARED ALL DTC'S

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]		Failure [redacted]	Failure [redacted]	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		[redacted]	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	1		2.79	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	ANTIFREEZ	[redacted]			
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[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]	BOLT	[redacted]			
[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	COOLER	1		[redacted]	[redacted]
[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	BOLT	1		[redacted]	
[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	ANTIFREEZ	[redacted]			
[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	[redacted]			
[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	9074.29	$42.26
[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		27.74	$42.26

A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]		1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	ANTIFREEZ	3		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	9074.29	$126.78
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	BOLT	6		27.74	$126.78
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	COOLER	1		[redacted]	$126.78
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]		1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	ANTIFREEZ	3		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	FLUID AFT	5		[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]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]		1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	ANTIFREEZ	3		98.83	$380.34
A	[redacted]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	FLUID AFT	5		108.37	$380.34
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSMISS	1	X	9074.29	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	BOLT	6		27.74	[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]		1		[redacted]	

A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	ANTIFREEZ	3		[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	5		[redacted]
B	[redacted]	Filter/regulator assembly, fuel ; Housing, Fuel Filter - [redacted] diesel engine	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FILTER	1	X	[redacted]
B	[redacted]	Filter/regulator assembly, fuel ; Housing, Fuel Filter - [redacted] diesel engine	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FILTER KI	1		[redacted]
B	[redacted]	Filter/regulator assembly, fuel ; Housing, Fuel Filter - [redacted] diesel engine - Chassis mounted			[redacted]	FILTER	1	X	[redacted]
B	[redacted]	Filter/regulator assembly, fuel ; Housing, Fuel Filter - [redacted] diesel engine - Chassis mounted			[redacted]	FILTER KI	1		[redacted]
B	[redacted]	[redacted] Authorization ; Authorization			[redacted]	FILTER	1	X	[redacted]
B	[redacted]	[redacted] Authorization ; Authorization			[redacted]	FILTER KI	1		[redacted]
C	[redacted]	Cover, rear axle housing - Reseal			[redacted]	GASKET	1		54.23 [redacted]
C	[redacted]	Cover, rear axle housing - Reseal			[redacted]	LUBRICANT	[redacted]		[redacted]
C	[redacted]	Cover, rear axle housing - Reseal			[redacted]	BOLT	1		[redacted]
C	[redacted]	Cover, rear axle housing - Reseal			[redacted]	ADJUSTER	1		[redacted]
[redacted]	[redacted]	Cover, rear axle housing - Reseal			[redacted]	EXCITER	1	X	[redacted]
C	[redacted]	Tone ring/Exciter ring, anti-lock brakes ; Inside differential	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		[redacted]
C	[redacted]	Tone ring/Exciter ring, anti-lock brakes ; Inside differential	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LUBRICANT	[redacted]		[redacted]
C	[redacted]	Tone ring/Exciter ring, anti-lock brakes ; Inside differential	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	1		10.98 [redacted]
C	[redacted]	Tone ring/Exciter ring, anti-lock brakes ; Inside differential	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	ADJUSTER	1		[redacted]
C	[redacted]	Tone ring/Exciter ring, anti-lock brakes ; Inside differential	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	EXCITER	1	X	[redacted]

RO Narratives

(RO) Customer Concern:

VEHICLE WAS TOWED TO SHOP , CUSTOMER STATES TRANSMISSION BROKE DOWN ON LIE WITH HORSE TRAILER, REQUEST TO DIAG / REPAIR VEHICLE. RECALL 71 A AISIN TRANSMISSION GEAR REMOVE AND REPLACE FUEL FILTER (S) BEING COVERED UNDER WARRANTY SEE DMNOTES LUBE OIL AND FILTER DEISEL rear axle was removed to tow vehicle in reinstall axle

(RO) Cause:

. . . .

(RO) Correction:

[redacted] verified c/c scan for faults foundcodes [redacted] andu0415-00 followed flowchart and found internal failure intransmission tranbsmission needs replacement-installed transmission and cooler , flashedtcm and performed [redacted] test drive.no abnormal shift operation. NO POWER TRAINAUTH OBTAINED DM OVER RIDE DM STATES THATTHEY ARE COVERING ALL ASSOCIATED LABOR COSTAND PARTS [redacted] E [redacted] inspection complete -installed newtransmission, refer to line a. RECALL [redacted]6 fuel filter service. -replaced bothfuel filters.as per dm notes dm [redacted] 0.70 [redacted] 0.40 REMOV AND REPLACE FUEL FILTER (S) [redacted] deisel lof -performed diesel lof. LUBE OIL AND FILTER [redacted] inspection -upon removal of p/r axle,found abs tone ring, retention clipmisaligned, not in correct position. uponremoval of rear axle diff cover, and reardiff assembly, found p/s diff assemblyadjuster ring bent out of shape. need newadjuster ring, abs tone ring, and retentionrear diff cover gasket, and fluid to repairdamage. -installed new components,re-installed rear diff assembly, installednew gasket and fluid. performed [redacted] roadtest, verified no abnormal operation.NO POWERTRAIN AUTH OBTAINED DM OVER RIDE DM STATESTHAT THEY ARE COVERING ALL ASSOCIATED LABORCOST AND PARTS [redacted] E

(RO) Technical Notes:

REPLACE PER CHRYS , REPAIR S PERFORMED IN CONDITION 1 REQUIRE PTSC PRE AUTHORIZATION & CANNOT BE COVERED UNDER AM AUTHORIZATION. PLEASE REMOVE CONDITION 1 FOR NO PRE AUTHORIZATION FOU ND. THANK YOU FROM THE [redacted] WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT [redacted] AGENT [redacted], INCLUDE VIN & CONC ERN. ADJUSTER RING BENT OUT OF SHAPE

GCS Narratives

(Claim) Customer Concern:

[redacted] AXLE WAS REMOVED TO [redacted] VEHICLE IN REINSTALL AXLE REMOVE AND REPLACE FUEL FIL (S) BEING COVERED UNDER WARRANTY DM NOTES SEE VEHICLE WAS TOWED TO SHOP , CUSTOMER STATES TRANSMISSION BROKE DOWN ON LIE WIT H HORSE TRAILER, REQUEST TO DIAG / REPAIR VEHICLE.

(Claim) Cause:

[redacted] FUEL FILTER SERVICE, -REPLACED BOTH FUEL FILTERS.AS PER DM NOTES [redacted] INSPECTION -UPON REMOVAL OF P/R AXLE, MISALIGNED, NOT IN CORRECT FOUND AB S OSITION. [redacted] UPON RING, RETENTION REMOVAL OF [redacted] CLIP AXLE DIFF COVER, [redacted] VERIFIED C/C SCAN FOR FAULTS FOUND CODES [redacted] AND [redacted] FOLLOWED F LOW CHART AND FOUND INTERNAL FAILURE IN TRANSMISSION TRANBSMISSION NEEDS REP ND [redacted] DIFF ASSEMBLY, FOUND P/S DIFF ASSEMBLY ADJUSTER RING BENT OUT OF SHAPE . NEED NEW ADJUSTER RING, ABS [redacted] RING, AND RETENTION [redacted] DIFF COVER GASKE LACEMENT -INSTALLED TRANSMISSION AND COOLER , FLASHED TCM AND PERFORME[redacted] AL MILE TEST DRIVE, NO ABNORMAL SHIFT OPERATION. NO POWER TRAIN AUTH OBTAINE T, AND FLUID TO REPAIR DAMAGE. -INSTALLED NEW COMPONENTS, RE -INSTALLED [redacted] DIFF ASSEMBLY, INSTALLED NEW GASKET AND FLUID. PERFORME[redacted], D DM OVER RIDE BM STATES THAT THEY ARE COVERING ALL ASSOCIATED LABOR COST AND VERIFIED NO ABNORMAL OPERATION.NO POWER TRAIN AUTH OBTAINED DM OVER RIDE DM S PARTS [redacted] [redacted]ATES THAT THEY ARE COVERING ALL ASSOCIATED LABOR COST AND PART[redacted]

(Claim) Correction:

[redacted] FUEL FILTER SERVICE, -REPLACED BOTH FUEL FILTERS.AS PER DM NOTES [redacted] VERIFIED C/C SCAN FOR FAULTS FOUND CODES [redacted] AND [redacted] FOLLOWED F LOW CHART AND FOUND INTERNAL FAILURE IN TRANSMISSION TRANBSMISSION NEEDS REP [redacted] INSPECTION -UPON REMOVAL OF P/R AXLE, MISALIGNED, NOT IN CORRECT FOUND AB LACEMENT -INSTALLED TRANSMISSION AND COOLER , FLASHED TCM AND PERFORME[redacted] OSITION. [redacted] UPON RING, RETENTION REMOVAL OF [redacted]R CLIP AXLE DIFF COVER, A ND [redacted] DIFF ASSEMBLY, FOUND P/S DIFF ASSEMBLY ADJUSTER RING BENT OUT OF SHAPE OTAL MILE TEST DRIVE, NO ABNORMAL SHIFT OPERATION. NO POWER TRAIN AUTH OBTAINE . NEED NEW ADJUSTER RING, ABS [redacted] RING, AND RETENTION [redacted] DIFF COVER GASKE D DM OVER RIDE BM STATES THAT THEY ARE COVERING ALL ASSOCIATED LABOR COST AN D PARTS D[redacted] T, AND FLUID TO REPAIR DAMAGE. -INSTALLED NEW COMPONENTS, RE -INSTALLED [redacted] DIFF ASSEMBLY, INSTALLED NEW GASKET AND FLUID. PERFORME[redacted], VERIFIED NO ABNORMAL OPERATION.NO POWER TRAIN AUTH OBTAINED DM OVER RIDE DM S TATES THAT THEY ARE COVERING ALL ASSOCIATED LABOR COST AND PARTS [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted] CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	ANDERSON CHRY-JEEP-DODGE	**Zone**	70 [redacted]
Address	3920 N HIGHWAY 95 , LAKE HAVASU CITY, AZ 86404				

Condition Information

Condition Code	[redacted]		Failure Code	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]Q	Radio ; Radio, Check Software Level and Perform Update - RSU ONLY	RF							[redacted]

RO Narratives

(RO) Customer Concern:

RAPID RESPONSE TRANSMITTAL RECALL RECALL

(RO) Cause:

NA

(RO) Correction:

-

(RO) Technical 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]	***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]	***Tax***	[redacted]	***Total Paid***	[redacted]

Dealer Information

[redacted]		[redacted]		***Name***	ANDERSON CHRY-JEEP [redacted]	***Zone***	70 [redacted]
Address	3920 N HIGHWAY 95 , LAKE HAVASU CITY, AZ 86404						

Condition Information

C[redacted]	[redacted]	***Desc***	***Failure*** [redacted]	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A[redacted]	0813A182	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X	57.16	$25.34 [redacted]

RO Narratives

(RO) Customer Concern:

RAPID RESPONSE TRANSMITTAL RECALL RECALL

(RO) Cause:

NA

(RO) Correction:

-

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28P92 - RAM 3500 [redacted]
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

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]	Pump, Unit ; Replace Urea Delivery Module	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	MODULE	1	X	[redacted]	[redacted]
A	[redacted]	Pump, Unit ; Replace Urea Delivery Module	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID	[redacted]			[redacted]
[redacted]		State Labor Allowance			[redacted]	MODULE	1	X	[redacted]	
[redacted]		State Labor Allowance			[redacted]	FLUID	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

COMPLIMENTARY VEHICLE INSPECTION C/S: THE TRUCK THINKS I AM OUT OF DEF. THE TANK IS FULL C/S PERFORM [redacted] DIESEL EXHAUST RECALL. C/S PERFORM [redacted] DIESEL PM SENSOR RECALL

(RO) Cause:

fault code for reductant level too low. when performing the [redacted], I only drained maybe [redacted] of DEF fluid when replacing the pump. after replacing the DEF pump, refilling tank and primingthe fault code for low fluid is now gone. gauge is reading correctly at this time verified open recall verified open recall

(RO) Correction:

[redacted] inspection COMPLIMENTARY VEHICLE INSPECTION [redacted] code for reductant level too low.when performing the [redacted]. I onlydrained maybe [redacted] of DEF fluid whenreplacing the pump. after replacing the DEFpump, refilling tank and priming the faultcode for low fluid is now gone. gauge isreading correctly at this time DEF tank wasalmost empty. customer stated it is "full".it appears there is dried DEF fluid aroundand in the diesel filler tube. It may not bebut might be concerning if DEF fluid wasadded to diesel fuel tank C/S: THE TRUCK THINKS I AM OUT OF DEF. THE TANK IS FULL My vehicle is not runningproperly: Please describe. Web appointment [redacted] verified open recall performedrecall. replaced the DEF pump, refilled DEFtank with new fluid. primed new pump usingthe scan tool and roadtesting. Pump, Unit - Replace Replace Urea Delivery Module ([redacted]) Warranty submission time difference RECALL [redacted] Warranty submission time difference [redacted] verified open recall put customer on"list" so parts can be ordered whenavailable. currently can only order 1 every 7days. customer is about number 25 on list. C/S PERFORM [redacted] DIESEL PMSENSOR RECALL RECALL 30 MINUTES TIME

(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] - 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]
Address	, ,		

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Starter ; Nut, Starter - Replace	[redacted]	SERVICE ACTION	[redacted]	NUT	2	X	[redacted]	[redacted]
B	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	COOLER	1		[redacted]	[redacted]
B	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	TUBE	1		149.72	[redacted]
B	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK [redacted] SERVICE SO	[redacted]E	[redacted]	1		201.24	[redacted]
B	[redacted]	Transmission, Replace - automatic ; propeller shaft [redacted] equipped			[redacted]	TRANSMISS	1	X	9892.57	[redacted]
B	[redacted]	Transmission, Replace - automatic ; propeller shaft [redacted] equipped			[redacted]	COOLER	1		[redacted]	[redacted]
B	[redacted]	Transmission, Replace - automatic ; propeller shaft [redacted] equipped			[redacted]	TUBE	1		149.72	[redacted]
[redacted]	[redacted]	Transmission, Replace - automatic ; propeller shaft [redacted] equipped			[redacted]E	[redacted]	1		201.24	[redacted]
B	[redacted]6	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]6	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	COOLER	[redacted]			
B	[redacted]6	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TUBE	1		149.72	$127.78
B	[redacted]6	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]	1		201.24	$127.78
B	[redacted]	Lines, transmission and torque converter			[redacted]	TRANSMISS	1	X	[redacted]	

		oil cooler ; [redacted] or [redacted] (1 - Semi-[redacted])								
B	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-[redacted])				COOLER	1		[redacted]	
B	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-[redacted])			[redacted]	[redacted]				
B	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-[redacted])			[redacted]	LINESASSY	1		[redacted]	
B	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	TRANSMISS	1	X	[redacted]	
B	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	COOLER	1		[redacted]	
B	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	[redacted]				
B	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	LINESASSY	1		[redacted]	

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES WAS DRIVING DOWN HIGHWAY, CK ENGINE LIGHT CAME ON, TRANS STOPPED PULLING, CLUNKED AND WOULD NO LONGER PULL. TOWED IN.] [redacted] [redacted] 22MY DJD2DDD [redacted] CUMMINS NO START **] TECH FOUND AFTER OVER HAULING [redacted] AS PER REPAIR PROCEDURE ,VEHICLE STILL HAD NO FORWARD GEARS.AS PER STAR TRANSMISSION ASSMLBLEY NEEDS TO BE REPLACED.

(RO) Cause:

. .

(RO) Correction:

5004 customer states that while drivingthere was a load clink and the transmissionstopped pulling. checked fluid level. levelis fine, [redacted], [redacted]. removed transmissionand disassembled transmission. found the snapring has popped out of K1. performedreconditioning of transmission. installedtransmission. filled fluid to specification.Lop: [redacted], [redacted], [redacted], [redacted]. Automatic Transmission Concern [CUSTOMER STATES WAS DRIVING DOWN HIGHWAY,CK ENGINE LIGHT CAME ON, TRANS STOPPED PULLING, CLUNKED AND WOULD NO LONGER PULL. TOWED IN.] TRANS [redacted] 5004 installed starter nut per RSu.Lop: [redacted] [redacted] 1 [redacted] 22MY DJD2DDDP [redacted] CUMMINS NO START **] PERFORM [redacted] 5004 vehicle has no forward gears.Attempted to performed quicklearn and vehiclefails to quicklearn. check engine light forP1731. Made star case Case [redacted] to remove Valve Body due to snap ringinitially coming out of the K1 without thevehicle having the recall. advised to performair checks on clutch packs. the B2 brakespassed, [redacted] has failed, K2 passes, the [redacted] and the B1 fails. after response fromSTAR, advised to replaced transmission aswell as cooler and lines. orderedtransmission. after transmission andcooler/lines arrived. replaced transmission,cooler and lines. performed quicklearn andtest drove. Lop: [redacted], [redacted], [redacted], [redacted]. MISCELLANEOUS.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

INSTALLED STARTER NUT PER [redacted]. TECH FOUND AFTER OVER HAULING [redacted] AS PER REPAIR PROCEDURE , VEHICLE STILL HAD NO FORWARD GEARS. AS PER STAR TRANSMISSION ASSMLBLEY NEEDS TO BE RE PLACED.

(Claim) Cause:

INSTALLED STARTER NUT PER RSU. VEHICLE HAS NO FORWARD GEARS. ATTEMPTED TO PERFORMED QUICKLEARN AND VEHICLE F AILS TO QUICKLEARN. CHECK ENGINE LIGHT FOR [redacted]. MADE STAR CASE CASE [redacted]. ADVISED TO REMOVE VALVE BODY DUE TO SNAP RING INITIALLY COMING OUT OF TH E K1 WITHOUT THE VEHICLE HAVING THE RECALL. ADVISED TO PERFORM AIR CHECKS ON CLUTCH PACKS. THE B2 BRAKES PASSED, K3 HAS FAILED, K2 PASSES, THE [redacted] PASSES A ND THE B1 FAILS. AFTER RESPONSE FROM STAR, ADVISED TO REPLACED TRANSMISSION A S WELL AS COOLER AND LINES. ORDERED TRANSMISSION. AFTER TRANSMISSION AND

(Claim) Correction:

INSTALLED STARTER NUT PER RSU. COOLER/LINES ARRIVED. REPLACED TRANSMISSION, COOLER AND LINES. PERFORMED QUIC KLEARN AND TEST DROVE.

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	$858.30	[redacted]	$0.00	Total Paid	[redacted]

Dealer Information

Code	[redacted]	Name	[redacted]
Address	, ,		

Condition Information

Condition Code	[redacted]	[redacted]	Failure	Failure	[redacted]	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	SEAL [redacted]	1		8.41	$702.80
[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]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	BEA[redacted]	1		76.25	$702.80
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	D-[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	D-[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	PLATE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	SNAP [redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	DISC	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	BALANCER	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]		[redacted]	SEAL RING	1		8.41	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]		[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]		[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]		[redacted]	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]		[redacted]	D-RING	1		29.55	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]		[redacted]	PISTON	1		181.64	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]		[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]		[redacted]	SPRING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]		[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]		[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete	[redacted]		[redacted]	DISC	1		66.81	[redacted]

		Reconditioning of Transmission (3 - Highly Skilled)								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	NOISY	[redacted]	BALANCER	1	X	194.36	$1,235.23
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	NOISY	[redacted]	SNAP RING	1		10.36	$1,235.23
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	NOISY	[redacted]	RACE	1		41.66	$1,235.23
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	NOISY	[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	NOISY	[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68254067AA	WASHER	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			68269552AA	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269638AA	PISTON	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019768AA	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SPRING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269565AB	PLATE	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			68269649AA	DISC	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	BALANCER	1	X	194.36	$255.56

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted] RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	PLATE	1		40.12	$255.56
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SEAL RING	1		14.67	$63.89
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			68253771AA	BEARING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	PISTON	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SPRING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BALANCER	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	RACE	1		[redacted]	

		[redacted]C ; Skid plate equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	PLATE	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 ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		8.41	$42.59
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BEARING	1		76.25	$42.59
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	PISTON	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	D-RING	1		20.83	$42.59
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SPRING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269565AB	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68269568AB	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	DISC	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BALANCER	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]	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	PLATE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	FLUID AFT	1		[redacted]	

		[redacted]C ; [redacted] propeller shaft equipped								

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern [CUSTOMER STATES WAS DRIVING DOWN HIGHWAY, CK ENGINE LIGHT CAME ON, TRANS STOPPED PULLING, CLUNKED AND WOULD NO LONGER PULL. TOWED IN.] [redacted] [redacted] DJD2DDD [redacted] CUMMINS NO START **] TECH FOUND AFTER OVER HAULING K1 ASSEMBLEY AS PER REPAIR PROCEDURE ,VEHICLE STILL HAD NO FORWARD GEARS.AS PER STAR TRANSMISSION ASSMLBLEY NEEDS TO BE REPLACED.

(RO) Cause:

. .

(RO) Correction:

5004 customer states that while drivingthere was a load clink and the transmissionstopped pulling. checked fluid level. levelis fine, [redacted], P0734. removed transmissionand disassembled transmission. found the snapring has popped out of K1. performedreconditioning of transmission. installedtransmission. filled fluid to specification.Lop: [redacted], 21000A60, 21000A61, 21000A62,21000A50. Automatic Transmission Concern [CUSTOMER STATES WAS DRIVING DOWN HIGHWAY,CK ENGINE LIGHT CAME ON, TRANS STOPPED PULLING, CLUNKED AND WOULD NO LONGER PULL. TOWED IN.] TRANS AUTO 5004 installed starter nut per RSu.Lop: [redacted] RSU 1 [redacted] DJD2DDDP [redacted] CUMMINS NO START **] PERFORM RRT 5004 vehicle has no forward gears.Attempted to performed quicklearn and vehiclefails to quicklearn. check engine light forP1731. Made star case Case [redacted] to remove Valve Body due to snap ringinitially coming out of the K1 without thevehicle having the recall. advised to performair checks on clutch packs. the B2 brakespassed, [redacted] has failed, K2 passes, the [redacted] and the B1 fails. after response fromSTAR, advised to replaced transmission aswell as cooler and lines. orderedtransmission. after transmission andcooler/lines arrived. replaced transmission,cooler and lines. performed quicklearn andtest drove. Lop: [redacted], [redacted], [redacted], [redacted]. MISCELLANEOUS.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT WHILE DRIVING THERE IS A LOUD CLINK AND THE TRANSMISSION STOPPED PULLING.

(Claim) Cause:

[redacted] HAS POPPED OUT O[redacted]

(Claim) Correction:

CHECKED FLUID LEVEL AND LEVEL IS FINE. REMOVED & DISASSEMBLED TRANSMISSION... FOUND THE [redacted] HAS POPPED OUT OF K1. PERFORMED RECONDITIONING OF TRANSM ISSION. INSTALLED TRANSMISSION AND FILLED FLUID TO SPECIFICATION.

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	W - 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	Quantity	[redacted] Failed	[redacted] Expense	LOP Expense
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	HUB	1	X	[redacted]	
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted] RING	1		6.68	[redacted]
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GASKET	1		54.31	[redacted]
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FILTER	1		133.69	[redacted]
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	O-RING	1		29.80	[redacted]
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	GASKET	1		36.39	[redacted]
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted] RING	4		46.57	[redacted]
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	[redacted]				[redacted]
[redacted]	[redacted]	Transmission : [redacted] equipped pick-up only			[redacted]	FLUID AFT	9		124.57	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	HUB	1	X	333.82	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	[redacted] RING	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	GASKET	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	FILTER	1		133.69	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	O-RING	1		[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	GASKET	1		36.39	[redacted]
[redacted]	[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted] RING	[redacted]			[redacted]

		[redacted]; Remove and install for recondition								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	[redacted]	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Remove and install for recondition			[redacted]	FLUID AFT	9		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	HUB	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	SEAL RING	1		6.68	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	GASKET	1		54.31	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	FILTER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	SEAL RING	4		46.57	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	[redacted]	6		550.07	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	11	BROKEN OR CRACKED	[redacted]	FLUID AFT	9		124.57	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	O-RING	1		29.80	$160.32

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	SEAL RING	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	[redacted]	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 ; [redacted] propeller shaft equipped			68254056AB	HUB	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			68019782AA	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[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			68244579AA	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	SEAL RING	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	[redacted]	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	9		[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

DURING THE TEST DRIVE AFTER VEHICLE WAS REPAIRED ON [redacted] VEHICLE WENT INT O THE LIMP MODE WITH A [redacted] GEAR ERROR.

(Claim) Cause:

TEST DROVE AFTER TSB WAS COMPLETED AND FOUND HARSH 3-4, AND SLIPPS [redacted]. FOUDN [redacted] GEAR RATIO ERROR [redacted], REMOVED AND DISS. ASSM. TRANSMISSION. FOUND [redacted] HUB BROKEN, AND [redacted] ES DAMAGED. THIS PART WAS REPLACED WITH TSB O N [redacted] AND HAVE FAILED. WILL NEED TO REPLACE [redacted] AND K2 HUB.

(Claim) Correction:

REPLACED [redacted] HUB, [redacted] DISC, AND ALL NECESSARY [redacted] AND GASKETS, F ILLED TRANSMISSION TO PROPER LEVEL & TEST DROVE. DURING TEST DRIVE FOUND DEL AY WHEN ENGAGING INTO DRIVE AND HARSH ENGAGEMENT. NO DTCS SET BUT VEHICLE IS SHOWING SIGNS OF AN INTERNAL TRANSMISSION ISSUE VEHICLE WILL REQUIRE FUTHER DIAG. MILES OUT [redacted] ---TK RM -- REACHED OUT TO AREA MANAGER AND CUSTOMERS CASE MANAGER, PER THE REQUEST OF THE CUSTOMER AND WITH ADVISEMENT FROM BOTH THE A/M AND CAC REPLACEMENT OF THE TRANSMISSION IS REQUESTED. SERVICE MANAG ER WILL SUBMIT PA REQUEST TO THE [redacted] SERVICE [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	W - 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]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	COOLER	1		[redacted]	$80.16
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	8		110.73	$80.16
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TOC ASSY	1		[redacted]	
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	1		[redacted]	[redacted]
A	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	8		110.73	[redacted]
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TOC ASSY	1		180.75	$26.72
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	[redacted]			
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] AWD equipped			[redacted]	TOC ASSY	1		[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] AWD			[redacted]	COOLER	[redacted]			

		equipped								
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	8		110.73	$80.16
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] (1 - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] (1 - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] (1 - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] (1 - Semi-Skilled)			[redacted]	FLUID AFT	8		[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]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	FLUID AFT	8		[redacted]	
A	[redacted]	A/C Performance Test, recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair			[redacted]	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]	TOC ASSY	1		[redacted]	
A	[redacted]	A/C Performance Test, recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair			[redacted]	COOLER	1		278.46	[redacted]
A	[redacted]	A/C Performance Test, recovery and recharge ; Note: Powertrain - This operation is used whenever discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair			[redacted]	FLUID AFT	8		[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]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	8		[redacted]	

RO Narratives

(RO) Customer Concern:

TRANSMISSION [redacted] INSPECTION TRANSMISSION RECALL

(RO) Cause:

TEST DROVE AFTER TSB WAS COMPLETED AND FOUND FOUND DELAY IN TO DRIVE AND HARSJ [redacted]. y43 recall

(RO) Correction:

[redacted] - [redacted]; [redacted] - [redacted]; [redacted] - [redacted]; [redacted] - DEF EQUIPPED; [redacted] - [redacted] [redacted] - TRANSMISSION; [redacted] - DEF EQUIPPED; [redacted] - 4WD; 21002762 - .; [redacted] - Lines, transmission and torque converter oil coole [redacted] - r [redacted] or [redacted] (1 Semi-Skilled); [redacted] - OIL COOLER; [redacted] - EVAC&RECHARGE [redacted] - PTPA [redacted]

(RO) Technical Notes:

DELAY INTO DRIVE & HARS [redacted]. DEBRIS IN PAN

GCS Narratives

(Claim) Customer Concern:

AFTER REPLACEMENT OF THE FAILED HUB ON LINE [redacted] IS EXPERIENCING A DELA Y WHEN GOING INTO DRIVE AND MAKING A LOUD BANGING NOISE.

(Claim) Cause:

FOUND DELAY IN TO DRIVE AND HARSJ [redacted]. FLUID LEVEL OK, REMOVED PAN AND F OUND DEBRIS IN PAN. CONTACT DM AND [redacted] FOR REPAIR. REACHED OUT TO AREA MAN AGER AND CUSTOMERS CASE MANAGER, PER THE REQUEST OF THE CUSTOMER AND WITH AD VISEMENT FROM BOTH THE A/M AND [redacted] REPLACEMENT OF THE TRANSMISSION IS REQUES TED. SERVICE MANAGER WILL SUBMIT PA REQUEST TO THE [redacted] SERVICE [redacted].

(Claim) Correction:

REPLACED TRANSMISSION, TRANSMISSION COOLER, AND BYPASS ASSM. PER DM AND PTSC. ADJSUTED FLUID LEVEL, COMPLETED QUICKLEAN AND TEST DROVE OK

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted] S RICHMOND CHRYSLER DODGE JEEP, INC. [redacted]
Address	67567 SOUTH MAIN STREET , RICHMOND, MI 48062		

Condition Information

Condition Code	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	[redacted]	Battery ; [redacted] battery	[redacted]	BATTERY FAILED TEST	[redacted]	BATTERY	1	[redacted]		[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES NO CRANK NO START

(Claim) Cause:

BATTERY TEST BAD LIFE LEFT [redacted] REPLACE BATTERY

(Claim) Correction:

REMOVED AND REPLACED BATTERY

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted] **Name** [redacted] S RICHMOND CHRYSLER DODGE JEEP, INC. [redacted]
Address	67567 SOUTH MAIN STREET , RICHMOND, MI 48062

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
[redacted]	[redacted]	Actuator, Electronic Fuel Control ; [redacted] diesel engine	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	ACTUATOR	1	X	[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	ACTUATOR	1	X	640.62	$137.31
B	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	[redacted]			[redacted]	
B	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	[redacted]	1		[redacted]	
B	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	RAIL	1		2467.84	[redacted]
B	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	[redacted]	1		[redacted]	[redacted]
B	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	[redacted]				[redacted]
B	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	[redacted]				[redacted]
B	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	[redacted]	1		[redacted]	
B	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	[redacted]	1		[redacted]	[redacted]
B	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	[redacted]	1		[redacted]	[redacted]
B	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	INJECTOR	3		[redacted]	[redacted]
B	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	MODULEKIT	1	X	[redacted]	[redacted]
B	[redacted]	Injector, Fuel ; [redacted] liter primary labor			[redacted]	MODULE	1		[redacted]	[redacted]

		operation								
B	14302001	Injector, Fuel ; liter primary labor operation				NUT	1			
B	14302001	Injector, Fuel ; liter primary labor operation				FILTER	1			
B	14302001	Injector, Fuel ; liter primary labor operation				FILTER KI	1			
B	14302001	Injector, Fuel ; liter primary labor operation				COVER	1			
B		Injector, Fuel ; Cylinder 1 - 6.7 liter			68503521AA	TUBE	1		234.95	
B		Injector, Fuel ; Cylinder 1 -				TUBE	1			
B		Injector, Fuel ; Cylinder 1 -				RAIL	1		2467.84	
B		Injector, Fuel ; Cylinder 1 -			68480003AA					
B		Injector, Fuel ; Cylinder 1 -			68480000AA					
B		Injector, Fuel ; Cylinder 1 -			68479999AA					
B		Injector, Fuel ; Cylinder 1 -				TUBE	1			
B		Injector, Fuel ; Cylinder 1 -			68479997AA	TUBE	1			
B		Injector, Fuel ; Cylinder 1 -			68479996AA					
B		Injector, Fuel ; Cylinder 1 -				INJECTOR	3			
B		Injector, Fuel ; Cylinder 1 - liter			68533241AA					
B		Injector, Fuel ; Cylinder 1 -								
B		Injector, Fuel ; Cylinder 1 -								
B		Injector, Fuel ; Cylinder 1 - 6.7 liter				FILTER	1			
B		Injector, Fuel ; Cylinder 1 -				FILTER KI	1			
B		Injector, Fuel ; Cylinder 1 - liter				COVER	1			
B		Injector, Fuel ; Cylinder 2 -				TUBE	1		234.95	
B		Injector, Fuel ; Cylinder 2 -				TUBE	1			
B		Injector, Fuel ; Cylinder				RAIL	1		2467.84	
B		Injector, Fuel ; Cylinder 2 - 6.7 liter			68480003AA					
B		Injector, Fuel ; Cylinder 2 -								
B		Injector, Fuel ; Cylinder								
B		Injector, Fuel ; Cylinder 2 -			68479998AA	TUBE	1		234.95	
B		Injector, Fuel ; Cylinder 2 - liter			68479997AA					
B		Injector, Fuel ; Cylinder 2 - 6.7 liter			68479996AA					
B		Injector, Fuel ; Cylinder 2 - 6.7 liter			68568034AA	INJECTOR	3		8569.82	
B		Injector, Fuel ; Cylinder 2 -								
B		Injector, Fuel ; Cylinder 2 -								
B	2	Injector, Fuel ; Cylinder 2 -				NUT	1			

B	[redacted]	Injector, Fuel ; Cylinder 2 - [redacted]			[redacted]	FILTER	1		[redacted]	[redacted]
B	[redacted]	Injector, Fuel ; Cylinder 2 - [redacted]			[redacted]	FILTER KI	1		[redacted]	[redacted]
B	[redacted]	Injector, Fuel ; Cylinder 2 - [redacted]			[redacted]	COVER	1		[redacted]	
B	[redacted]	Filter/regulator assembly, fuel ; Element, [redacted] diesel engine			[redacted]	TUBE	1		[redacted]	[redacted]
B	[redacted]	Filter/regulator assembly, fuel ; Element, [redacted] diesel engine			[redacted]	TUBE	1		[redacted]	[redacted]
B	[redacted]	Filter/regulator assembly, fuel ; Element, [redacted] diesel engine			[redacted]	RAIL	1		[redacted]	
B	[redacted]	Filter/regulator assembly, fuel ; Element, [redacted] diesel engine			[redacted]	TUBE	1		[redacted]	[redacted]
B	[redacted]	Filter/regulator assembly, fuel ; Element, [redacted] diesel engine			[redacted]	TUBE	1		[redacted]	[redacted]
B	[redacted]	Filter/regulator assembly, fuel ; Element, [redacted] diesel engine			68479999AA	TUBE	1		[redacted]	[redacted]
B	[redacted]	Filter/regulator assembly, fuel ; Element, [redacted] diesel engine			[redacted]	TUBE	1		[redacted]	[redacted]
B	[redacted]	Filter/regulator assembly, fuel ; Element, [redacted] diesel engine			[redacted]	TUBE	1		[redacted]	[redacted]
B	[redacted]	Filter/regulator assembly, fuel ; Element, [redacted] diesel engine			[redacted]	TUBE	1		[redacted]	[redacted]
B	[redacted]	Filter/regulator assembly, fuel ; Element, [redacted] diesel engine			[redacted]	INJECTOR	3		[redacted]	[redacted]
B	[redacted]	Filter/regulator assembly, fuel ; Element, [redacted] diesel engine			[redacted]	MODULEKIT	1	X	[redacted]	[redacted]
B	[redacted]	Filter/regulator assembly, fuel ; Element, [redacted] diesel engine			[redacted]	MODULE	1		[redacted]	[redacted]
B	[redacted]	Filter/regulator assembly, fuel ; Element, [redacted] diesel engine			[redacted]	NUT	1		[redacted]	[redacted]
B	[redacted]	Filter/regulator assembly, fuel ; Element, 6.7 liter diesel engine			[redacted]	FILTER	1		[redacted]	[redacted]
B	[redacted]	Filter/regulator assembly, fuel ; Element, [redacted] diesel engine			[redacted]	FILTER KI	1		[redacted]	[redacted]
B	[redacted]	Filter/regulator assembly, fuel ; Element, [redacted] diesel engine			[redacted]	COVER	1		[redacted]	
B	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	[redacted]	[redacted]	TUBE	1		[redacted]	

B	[redacted]	Pump, diesel fuel high pressure ; 6.7 liter diesel engine	[redacted]	[redacted]	[redacted]	TUBE	1		234.95	$288.35
B	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	[redacted]	[redacted]	RAIL	1		[redacted]	[redacted]
B	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	[redacted]	[redacted]	TUBE	1		[redacted]	
B	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	[redacted]	[redacted]	TUBE	1		[redacted]	
B	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	[redacted]	[redacted]	TUBE	1		[redacted]	
B	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	[redacted]	[redacted]	TUBE	1		[redacted]	
B	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	[redacted]	[redacted]	TUBE	1		[redacted]	[redacted]
B	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	[redacted]	[redacted]	TUBE	1		[redacted]	
B	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	[redacted]	[redacted]	INJECTOR	3		[redacted]	
B	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	[redacted]	[redacted]	MODULEKIT	1	X	[redacted]	
B	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	[redacted]	[redacted]	MODULE	1		[redacted]	
B	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	[redacted]	[redacted]	NUT	1		[redacted]	[redacted]
B	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	[redacted]	[redacted]	FILTER	1		[redacted]	[redacted]
B	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	[redacted]	[redacted]	FILTER KI	1		[redacted]	
B	[redacted]	Pump, diesel fuel high pressure ; [redacted] diesel engine	[redacted]	[redacted]	[redacted]	COVER	1		[redacted]	
B	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - [redacted] Diesel - Midship Tank			[redacted]	TUBE	1		[redacted]	
B	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - [redacted] Diesel - Midship Tank			[redacted]	TUBE	1		[redacted]	
B	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - [redacted] Diesel - Midship Tank			[redacted]	RAIL	1		[redacted]	
B	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - [redacted] Diesel - Midship Tank			[redacted]	TUBE	1		[redacted]	
B	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - [redacted] Diesel - Midship Tank			[redacted]	TUBE	1		[redacted]	[redacted]
B	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - [redacted] Diesel - Midship Tank			[redacted]	TUBE	1		[redacted]	
B	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - [redacted] Diesel - Midship Tank			[redacted]	TUBE	1		[redacted]	

B	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - [redacted] Diesel - Midship Tank			[redacted]	TUBE	1		[redacted]	
B	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - [redacted] Diesel - Midship Tank			68479996AA	TUBE	1		[redacted]	
B	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - [redacted] Diesel - Midship Tank			[redacted]	INJECTOR	3		[redacted]	
B	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - [redacted] Diesel - Midship Tank			[redacted]	MODULEKIT	1	X	[redacted]	
B	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - [redacted] Diesel - Midship Tank			[redacted]	MODULE	1		[redacted]	
B	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - [redacted] Diesel - Midship Tank			04721916AA	NUT	1		[redacted]	
B	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - [redacted] Diesel - Midship Tank			68157291AA	FILTER	1		[redacted]	
B	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - [redacted] Diesel - Midship Tank			[redacted]	FILTER KI	1		[redacted]	
B	[redacted]	Module/Pump, Diesel ; Fuel tank mounted - [redacted] Diesel - Midship Tank			[redacted]	COVER	1		[redacted]	
B	[redacted]	Line/tube fuel ; Tube fuel injector supply primary labor operation- [redacted] diesel engine			[redacted]	TUBE	1		[redacted]	
B	[redacted]	Line/tube fuel ; Tube fuel injector supply primary labor operation- [redacted] diesel engine			[redacted]	TUBE	1		[redacted]	
B	[redacted]	Line/tube fuel ; Tube fuel injector supply primary labor operation- [redacted] diesel engine			[redacted]	RAIL	1		[redacted]	
B	[redacted]	Line/tube fuel ; Tube fuel injector supply primary labor operation- [redacted] diesel engine			[redacted]	TUBE	1		[redacted]	[redacted]
B	[redacted]	Line/tube fuel ; Tube fuel injector supply primary labor operation- [redacted] diesel engine			68480000AA	TUBE	1		[redacted]	[redacted]
B	[redacted]	Line/tube fuel ; Tube fuel injector supply primary labor operation- [redacted] diesel engine			[redacted]	TUBE	1		[redacted]	[redacted]
B	[redacted]	Line/tube fuel ; Tube fuel injector supply primary labor operation- [redacted] diesel engine			[redacted]	TUBE	1		234.95	$0.00
B	[redacted]	Line/tube fuel ; Tube fuel injector supply			[redacted]	TUBE	1		322.85	$0.00

		primary labor operation- [redacted] diesel engine								
B	[redacted]	Line/tube fuel ; Tube fuel injector supply primary labor operation- [redacted] diesel engine			[redacted]	TUBE	1		322.85	$0.00
B	[redacted]	Line/tube fuel ; Tube fuel injector supply primary labor operation- [redacted] diesel engine			68568034AA	INJECTOR	3		8569.82	$0.00
B	[redacted]	Line/tube fuel ; Tube fuel injector supply primary labor operation- [redacted] diesel engine			[redacted]	MODULEKIT	1	X	[redacted]	
B	[redacted]	Line/tube fuel ; Tube fuel injector supply primary labor operation- [redacted] diesel engine			[redacted]	MODULE	1		[redacted]	
B	[redacted]	Line/tube fuel ; Tube fuel injector supply primary labor operation- [redacted] diesel engine			[redacted]	NUT	1		[redacted]	
B	[redacted]	Line/tube fuel ; Tube fuel injector supply primary labor operation- [redacted] diesel engine			[redacted]	FILTER	1		[redacted]	[redacted]
B	[redacted]	Line/tube fuel ; Tube fuel injector supply primary labor operation- [redacted] diesel engine			[redacted]	FILTER KI	1		86.97	$0.00
B	[redacted]	Line/tube fuel ; Tube fuel injector supply primary labor operation- [redacted] diesel engine			[redacted]	COVER	1		91.87	$0.00
B	147010D1	Line/tube fuel ; Cylinder 1			68503521AA	TUBE	1		[redacted]	[redacted]
B	147010D1	Line/tube fuel ; Cylinder 1			68503522AA	TUBE	1		[redacted]	
B	147010D1	Line/tube fuel ; Cylinder 1			[redacted]	RAIL	1		[redacted]	
B	147010D1	Line/tube fuel ; Cylinder 1			68480003AA	TUBE	1		[redacted]	[redacted]
B	147010D1	Line/tube fuel ; Cylinder 1			68480000AA	TUBE	1		[redacted]	
B	147010D1	Line/tube fuel ; Cylinder 1			68479999AA	TUBE	1		[redacted]	
B	147010D1	Line/tube fuel ; Cylinder 1			68479998AA	TUBE	1		[redacted]	[redacted]
B	147010D1	Line/tube fuel ; Cylinder 1			68479997AA	TUBE	1		[redacted]	
B	147010D1	Line/tube fuel ; Cylinder 1			[redacted]	TUBE	1		[redacted]	[redacted]
B	147010D1	Line/tube fuel ; Cylinder 1			68568034AA	INJECTOR	3		[redacted]	
B	147010D1	Line/tube fuel ; Cylinder 1			[redacted]	MODULEKIT	1	X	[redacted]	
B	147010D1	Line/tube fuel ; Cylinder 1			[redacted]	MODULE	1		[redacted]	[redacted]
B	147010D1	Line/tube fuel ; Cylinder 1			[redacted]	NUT	1		[redacted]	[redacted]
B	147010D1	Line/tube fuel ; Cylinder 1			[redacted]	FILTER	1		[redacted]	
B	147010D1	Line/tube fuel ; Cylinder 1			[redacted]	FILTER KI	1		[redacted]	[redacted]

B	[redacted]	Line/tube fuel ; Cylinder 1			[redacted]	COVER	1		[redacted]	
B	[redacted]	Line/tube fuel ; Cylinder 2			[redacted]	TUBE	1		[redacted]	
B	[redacted]	Line/tube fuel ; Cylinder [redacted]				TUBE	1		[redacted]	
B	[redacted]	Line/tube fuel ; Cylinder [redacted]				RAIL	1		2467.84	[redacted]
B	[redacted]	Line/tube fuel ; Cylinder [redacted]				[redacted]				[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 2			68480000AA	[redacted]				[redacted]
B	[redacted]	Line/tube fuel ; Cylinder [redacted]			[redacted]	[redacted]				[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 2			68479998AA	TUBE	1		[redacted]	
B	[redacted]	Line/tube fuel ; Cylinder 2			[redacted]	[redacted]				[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 2			[redacted]	[redacted]				[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 2			[redacted]	INJECTOR	3		[redacted]	
B	[redacted]	Line/tube fuel ; Cylinder [redacted]				MODULEKIT	1	X	[redacted]	[redacted]
B	[redacted]	Line/tube fuel ; Cylinder [redacted]				MODULE	1		[redacted]	[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 2			[redacted]	[redacted]				[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 2			[redacted]	FILTER	1		141.56	[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 2			[redacted]	FILTER KI	1		[redacted]	[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 2			[redacted]	COVER	1		[redacted]	[redacted]
B	[redacted]	Line/tube fuel ; Cylinder [redacted]				TUBE	1		[redacted]	
B	[redacted]	Line/tube fuel ; Cylinder 3			[redacted]	TUBE	1		[redacted]	
B	[redacted]	Line/tube fuel ; Cylinder 3			[redacted]	RAIL	1		2467.84	[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 3			[redacted]	[redacted]				[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 3			68480000AA	[redacted]				[redacted]
B	[redacted]	Line/tube fuel ; Cylinder [redacted]			[redacted]	TUBE	1		[redacted]	[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 3			68479998AA	TUBE	1		[redacted]	
B	[redacted]	Line/tube fuel ; Cylinder 3			[redacted]	[redacted]				[redacted]
B	[redacted]	Line/tube fuel ; Cylinder [redacted]				[redacted]				[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 3			[redacted]	INJECTOR	3		[redacted]	
B	[redacted]	Line/tube fuel ; Cylinder 3			[redacted]	MODULEKIT	1	X	[redacted]	[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 3			[redacted]	MODULE	1		[redacted]	[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 3			[redacted]	[redacted]				[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 3			[redacted]	FILTER	1		141.56	[redacted]
B	[redacted]	Line/tube fuel ; Cylinder [redacted]				FILTER KI	1		[redacted]	[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 3			[redacted]	COVER	1		[redacted]	[redacted]
B	147010D4	Line/tube fuel ; Cylinder 4			[redacted]	TUBE	1		234.95	$27.46
B	147010D4	Line/tube fuel ; Cylinder 4			[redacted]	TUBE	1		[redacted]	
B	147010D4	Line/tube fuel ; Cylinder 4			[redacted]	RAIL	1		[redacted]	

B	[redacted]	Line/tube fuel ; Cylinder 4			[redacted]	[redacted]				
B	147010D4	Line/tube fuel ; Cylinder 4			[redacted]	[redacted]				
B	147010D4	Line/tube fuel ; Cylinder 4			[redacted]	[redacted]				
B	147010D4	Line/tube fuel ; Cylinder 4			[redacted]	TUBE	1		234.95	[redacted]
B	[redacted]	Line/tube fuel ; [redacted] 4			[redacted]	[redacted]				[redacted]
B	[redacted]	Line/tube fuel ; [redacted] 4			[redacted]	[redacted]				
B	[redacted]	Line/tube fuel ; [redacted] 4			[redacted]	INJECTOR	3		8569.82	[redacted]
B	147010D4	Line/tube fuel ; Cylinder 4			[redacted]	MODULEKIT	1	X	[redacted]	
B	147010D4	Line/tube fuel ; Cylinder 4			[redacted]	[redacted]				[redacted]
B	147010D4	Line/tube fuel ; Cylinder 4			[redacted]	NUT	1		[redacted]	
B	[redacted]	Line/tube fuel ; Cylinder [redacted]			[redacted]	FILTER	1		[redacted]	
B	[redacted]	Line/tube fuel ; [redacted] 4			[redacted]	FILTER KI	1		[redacted]	[redacted]
B	[redacted]	Line/tube fuel ; [redacted]			[redacted]	COVER	1		[redacted]	[redacted]
B	147010D5	Line/tube fuel ; Cylinder 5			[redacted]	TUBE	1		234.95	[redacted]
B	147010D5	Line/tube fuel ; Cylinder 5			[redacted]	TUBE	1		[redacted]	
B	[redacted] 5	Line/tube fuel ; Cylinder 5			[redacted]	RAIL	1		[redacted]	
B	[redacted]	Line/tube fuel ; Cylinder 5			[redacted]	[redacted]				[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 5			[redacted]	[redacted]				[redacted]
B	147010D5	Line/tube fuel ; Cylinder 5			[redacted]	[redacted]				[redacted]
B	147010D5	Line/tube fuel ; Cylinder 5			[redacted]	TUBE	1		234.95	[redacted]
B	147010D5	Line/tube fuel ; Cylinder 5			[redacted]	[redacted]				[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 5			[redacted]	[redacted]				[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 5			[redacted]	INJECTOR	3		8569.82	[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 5			[redacted]	MODULEKIT	1	X	[redacted]	[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 5			[redacted]	[redacted]				[redacted]
B	[redacted]	Line/tube fuel ; Cylinder [redacted]			[redacted]	NUT	1		[redacted]	
B	[redacted]	Line/tube fuel ; Cylinder 5			[redacted]	FILTER	1		[redacted]	
B	147010D5	Line/tube fuel ; Cylinder 5			[redacted]	FILTER KI	1		[redacted]	[redacted]
B	147010D5	Line/tube fuel ; Cylinder 5			[redacted]	COVER	1		[redacted]	[redacted]
B	[redacted] 6	Line/tube fuel ; Cylinder 6			[redacted]	TUBE	1		[redacted]	
B	[redacted]	Line/tube fuel ; Cylinder 6			[redacted]	TUBE	1		[redacted]	
B	[redacted]	Line/tube fuel ; Cylinder [redacted]			[redacted]	RAIL	1		2467.84	[redacted]
B	[redacted] 6	Line/tube fuel ; Cylinder 6			[redacted]	[redacted]				
B	[redacted] 6	Line/tube fuel ; Cylinder 6			[redacted]	[redacted]				[redacted]
B	[redacted] 6	Line/tube fuel ; Cylinder 6			[redacted]	[redacted]				
B	[redacted] 6	Line/tube fuel ; Cylinder 6			[redacted]	TUBE	1		[redacted]	

B	[redacted]	Line/tube fuel ; Cylinder 6			[redacted]	[redacted]				[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 6			[redacted]	[redacted]				[redacted]
B	[redacted]	Line/tube fuel ; Cylinder [redacted]				INJECTOR	3			[redacted]
B	[redacted]	Line/tube fuel ; Cylinder [redacted]				[redacted]				[redacted]
B	[redacted]	Line/tube fuel ; Cylinder [redacted]				[redacted]				[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 6			04721916AA	[redacted]	1		[redacted]	[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 6			[redacted]	FILTER	1		[redacted]	[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 6			[redacted]	FILTER KI	1		[redacted]	[redacted]
B	[redacted]	Line/tube fuel ; Cylinder 6			[redacted]	COVER	1		[redacted]	[redacted]
B	[redacted]	Rail, fuel injector ; [redacted]				[redacted]	1		[redacted]	$247.16
B	[redacted]	Rail, fuel injector ; 6.7 liter diesel engine			68503522AA	[redacted]	1		[redacted]	$247.16
B	[redacted]	Rail, fuel injector ; [redacted]				RAIL	1		2467.84	$247.16
B	[redacted]	Rail, fuel injector ; [redacted]				[redacted]				$247.16
B	[redacted]	Rail, fuel injector ; [redacted]				[redacted]				$247.16
B	[redacted]	Rail, fuel injector ; [redacted]				[redacted]				$247.16
B	[redacted]	Rail, fuel injector ; 6.7 liter diesel engine			[redacted]	[redacted]	1		[redacted]	$247.16
B	[redacted]	Rail, fuel injector ; [redacted]				[redacted]				$247.16
B	[redacted]	Rail, fuel injector ; [redacted]				[redacted]				$247.16
B	[redacted]	Rail, fuel injector ; [redacted]				INJECTOR	3		8569.82	$247.16
B	[redacted]	Rail, fuel injector ; 6.7 liter diesel engine			68533241AA	[redacted]				$247.16
B	[redacted]	Rail, fuel injector ; [redacted]				[redacted]				$247.16
B	[redacted]	Rail, fuel injector ; [redacted]				[redacted]	1		[redacted]	$247.16
B	[redacted]	Rail, fuel injector ; [redacted]				FILTER	1		141.56	$247.16
B	[redacted]	Rail, fuel injector ; [redacted]				FILTER KI	1		[redacted]	$247.16
B	[redacted]	Rail, fuel injector ; 6.7 liter diesel engine			[redacted]	COVER	1		[redacted]	$247.16
B	[redacted]	Cover, Fuel [redacted] injector lines ; [redacted] piece			[redacted]	[redacted]	1		[redacted]	[redacted]
B	[redacted]	Cover, Fuel [redacted] injector lines ; [redacted] piece				[redacted]	1		[redacted]	[redacted]
B	[redacted]	Cover, Fuel [redacted] injector lines ; [redacted] piece			[redacted]	RAIL	1		[redacted]	
B	[redacted]	Cover, Fuel [redacted] injector lines ; [redacted] piece			[redacted]	[redacted]				[redacted]
B	[redacted]	Cover, Fuel [redacted] injector lines ; [redacted] piece				[redacted]				[redacted]
B	[redacted]	Cover, Fuel [redacted] injector lines ; [redacted] piece			[redacted]	[redacted]				[redacted]
B	[redacted]	Cover, Fuel [redacted] injector lines ; [redacted] piece			[redacted]	[redacted]	1		[redacted]	[redacted]

B	[redacted]	Cover, Fuel Rail/Fuel injector lines ; One piece			[redacted]	TUBE	1		322.85	[redacted]
B	[redacted]	Cover, Fuel Rail/Fuel injector lines ; [redacted]			68479996AA	TUBE	1		[redacted]	[redacted]
B	[redacted]	Cover, Fuel Rail/Fuel injector lines ; [redacted]			68568034AA	INJECTOR	3		[redacted]	[redacted]
B	[redacted]	Cover, Fuel Rail/Fuel injector lines ; One piece			[redacted]	MODULEKIT	1	X	[redacted]	
B	[redacted]	Cover, Fuel Rail/Fuel injector lines ; One piece			[redacted]	MODULE	1		[redacted]	
B	[redacted]	Cover, Fuel Rail/Fuel injector lines ; One piece			[redacted]	NUT	1		[redacted]	
B	[redacted]	Cover, Fuel Rail/Fuel injector lines ; One piece			[redacted]	FILTER	1		141.56	[redacted]
B	[redacted]	Cover, Fuel Rail/Fuel injector lines ; One piece			[redacted]	FILTER KI	1		86.97	[redacted]
B	[redacted]	Cover, Fuel Rail/Fuel injector lines ; One piece			[redacted]	COVER	1		[redacted]	
C	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	CONVERTER	1	X	[redacted]	
C	[redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] - [redacted] pick up only			[redacted]	CONVERTER	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

DIAGNOSIS CUSTOMER CONCERN LIGHT REPAIR VEHICLE INSPECTION GAS [redacted] COMPLIMENTARY WASH FOR SERVICE GUEST [redacted] CERTIFIES THAT ALL REPAIRS WERE PERF LIGHT REPAIR LIGHT REPAIR LIGHT REPAIR

(RO) Cause:

code p0087 for fuel rail pressure to high causing dpf soot level high code [redacted] scanned check soot battery test bad life left [redacted] replace battery

(RO) Correction:

[redacted] - ACTUATOR, ELECTRONIC FUEL CONTROL [redacted] - - DPF - REPLACE [redacted] TD CUMMINS [redacted] -REAR CONVER [redacted] - TER DPF; [redacted] - Filter, particulate Regen Stationary Regeneration [redacted] - w/ Scan Tool, [redacted] pick up only [redacted] - BATTERY-TEST AND CHARGE AND RETEST AND REPLACE (C)

(RO) Technical Notes:

[redacted] FOR FUEL RAIL PRESSURE TO HIGH C

GCS Narratives

(Claim) Customer Concern:

-TOWED IN- CUSTOMER STATES CRANK NO START ON COLD ST CUST STATES CHECK [redacted] LIGHT ON. VEHICLE RUNS RO CUSTOMER STATES VEHICLE RUNS ROUGH DURING IDELING AN ARTS CUST D DRIVING UGH ONCE STARTED AND IDELING OMER CAIR CLAIM# [redacted]

(Claim) Cause:

DPF SOOT LEVEL HIGH CODE [redacted] SCANNED CHECK SOOT LEVEL AND PRSSURES SOOT LEV LOST FUEL RAIL PRESSURE READING [redacted] WAY TO LOW TO START OR RUN MANUALLY CONNECTED FUEL GAUGE TO INJE CODE [redacted] FOR FUEL RAIL PRESSURE TO HIGH CAUSING RO EL WITH [redacted] SOOTED INLET PRESSURE WAS MAX OUTLET HAD NOTHING NO FLOW THROUGH DPF REPLACED DPF FILTER CTION PUMP OUTPUT TO RAIL PRESSURE WAS 300 [redacted] IN UGH IDLE AN NO START AT TIMES TESTED FUEL PRES JECTION PUMP FAILURE CHECKED FUEL FILTER AND WATE SURE TESTED FUEL CONTROL ACTUATOR STUCK WIDE OPEN C AUSE FUEL SYSTEM TO MAX OUT ON PRESSURE REPLACE R SEPERATOR [redacted]H FULL OF METAL SHAVINGS PULLED FUE L TANK DOWN FUEL TANK WAS FULL OF METAL AS WELL INTA KE LIFT PUMP CLOGGED WITH METAL FULL FUEL SYSTEM RE BUILD REPLACED INEJCTION PUMP ,INJECTORS ,ALL FUEL LINES FEEDS AND RETURNS AND

(Claim) Correction:

REMOVED DPF FILTER CLEANED DOWN PIPE OUT SO SOOT WO ULDNT GO INTO INEW DPF INSTALLED DPF FILTER WITH NEW GASKETS INTALLED TEMP SENSORS AND [redacted] SENSOR REPLACED FUEL CONTROL ACTUATOR VEHICLE IS NOW RU DID A DPF RESET ON [redacted] A PM REGAN AFTERTRE NNING PROPERLY TEST DROVE VEHICLE IS IN PROPER WORK ATMENT SYSTEM CLEAN NO SOOT TEST DROVE TRUCK IN P ING CONDITION FAILED AFTER [redacted] NOTICE FUEL PRUSSURE DROP ERFECT RUNNING CONDITION REMOVED INJECTION PUMP ,ALL FUEL LINES ,FUEL RAIL AN D INJECTOR LINES REMOVED INJECTORS ,REMOVED FUEL TANK AND REMOVED INTANK FUEL PUMP ,REPLACED AND IN STALLED INJECTION PUMP,INJECTORS, FUEL RAIL , AND HA RD FUEL LINES, IN TANK LIFT PUMP,CLEANED [redacted] FUEL FILTER HOUSINGS CLEAN AND BLEW OUT WITH COMPRESSED AIR FEED AND RETURN FROM TA NK, PRIMED FUEL SYSTEM CHECKED FOR LEAKS CRANKED WI TH OUT INJECTORS ON TO CHECK LEAKS UNDER HIGH PRE SSURE NO LEAKS CLEARED CODE STARTED VEHICLE LET RU N ALL PARAMETERING IN PERFECT OPERATION LOPS

Warranty Claim Report

Vehicle Information

VIN	[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***	[redacted]
Address	, ,		

Condition Information

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

INT CUSTOMER STATE CHECK ENGINE LIGHT IS COMING ON ADVISE (CHECK | | ENGINE LIGHT DIAGNOSTIC)

(Claim) Cause:

REDUCTANT LEVEL LOW. DEF FLOW NEEDS TOPPING OFF

(Claim) Correction:

TOP OFF

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition			Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	COOLER	1		403.65	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	[redacted]	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	FLUID AFT	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	[redacted]	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	GASKET	1		[redacted]	
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	COOLER	1		403.65	$35.23
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	[redacted]	1		231.45	$35.23
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	TRANSMISS	1	X	12675.89	$35.23
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]	Transmission, Replace - automatic ; [redacted] piece propeller shaft equipped			[redacted]	GASKET	1		15.11	$35.23
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	[redacted]	1		231.45	$123.31

A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-[redacted])			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]0	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-[redacted])			05189966AE	FLUID AFT	2		[redacted]	$123.31
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-[redacted])			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	LINESASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	FLUID AFT	2		[redacted]	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	GASKET	1		[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM FREE [redacted] INSPECTION CUSTOMER STATE CHECK ENGINE LIGHT IS COMING ON ADVISE (Check Engine Light Diagnostic) CUSTOMER STATE WONT CHANGE [redacted] AND WONT ACELARATE AT TIMES AND WHEN DRIVING POPS OUT OF [redacted]S (Transmission Concern Au tomatic) HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR [redacted] OFF YOU [redacted] USE (UP TO A MAX OF [redacted]) RECEIVE SERVICE RELATED PROMOTIONS THROUGH OUT THE YEAR

(RO) Cause:

Reductant level low. DEF flow needs topping off Concern verified. Active dtcs for gears 1st and [redacted] incorrect ratios. Fluid sample dark, removed pan and found metal debris. Internal component failure. Recommend replacement of trans assembly cooler and lines.

(RO) Correction:

[redacted] INSPECTION PERFORMED - SEE PRINTED COPY FOR DETAILS Add [redacted] def. Removed transmission assembly, swap over power take off to replacement unit and installed. Fit and torque to specification all removed components, topped off fluid level and performed quick learn. removed oil cooler and lines and replaced. transmission operating as intended at this time. DONE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATE WONT CHANGE [redacted] AND WONT ACELARATE AT TIMES | | AND WHEN DRIVING POPS OUT OF [redacted] (TRANSMISSION CONCERN AU | | TOMATIC)

(Claim) Cause:

CONCERN VERIFIED. ACTIVE DTCS FOR [redacted] AND [redacted]H | | INCORRECT RATIOS. FLUID SAMPLE DARK, REMOVED PAN AND FOUND | | METAL DEBRIS. INTERNAL COMPONENT FAILURE. RECOMMEND | | REPLACEMENT OF TRANS ASSEMBLY COOLER AND LINES.

(Claim) Correction:

REMOVED TRANSMISSION ASSEMBLY, SWAP OVER POWER TAKE OFF TO | | 2. ORIG REPLACEMENT UNIT AND INSTALLED. FIT AND TORQUE TO | | 3. SPECIFICATION ALL REMOVED COMPONENTS, TOPPED OFF FLUID LEVEL | | 4. AND PERFORMED QUICK LEARN. REMOVED OIL COOLER AND LINES AND | | 5. REPLACED. | | 6. TRANSMISSION OPERATING AS INTENDED AT THIS TIME.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DD3L93 - RAM 3500	[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**	$832.72	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	BENNETT CHRY-PLYM-DODGE-JEEP LLC	**Zone**	[redacted] ORLANDO
Address	[redacted]				

Condition Information

Condition Code			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Pump, oil ; [redacted] diesel engine	[redacted]	BLOCKED	[redacted]	SEALER	1		13.84	[redacted]
A	[redacted]	Pump, oil ; [redacted] diesel engine	[redacted]	BLOCKED	[redacted]	PUMP	1	X	818.88	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON DIAGNOSTIC CHARGE

(RO) Cause:

VEHICLE ARRIVED ON TOW TRUCK WITH OIL PRESSURE LIGHT ON FLASHING RED. REMOVED OIL FILTER AND FOUND THAT THERE IS ABSOLUTELY NO OIL IN FILTER. NO FLOW THROUGH SYSTEM. REMOVED OIL PUMP AND FOUND THAT IT IS CRACKED AND SEIZED. RECOMMEND REPLACING OIL PUMP. VEHICLE ARRIVED ON TOW TRUCK WITH OIL PRESSURE LIGHT ON FLASHING RED. REMOVED OIL FILTER AND FOUND THAT THERE IS ABSOLUTELY NO OIL IN FILTER. NO FLOW THROUGH SYSTEM. REMOVED OIL PUMP AND FOUND THAT IT IS CRACKED AND SEIZED. RECOMMEND REPLACING OIL PUMP.

(RO) Correction:

REPLACED OIL PUMP, BURPED COOLING SYSTEM. STARTED AND RAN VEHICLE WHILE OBSER[redacted]G OIL PRESSURE. PRESSURE IS HOLDING AT [redacted] WHILE AT IDLE AND INCREASES WITH THROTTLE. REPAIR IS COMPLETE. ENGINE SOUNDS MUCH MORE SMOOTH NOW THAT OIL IS CIRCULATING THROUGH SYSTEM. DIAGNOSTIC PERFORMED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT IS ON

(Claim) Cause:

VEHICLE ARRIVED ON TOW TRUCK WITH OIL PRESSURE LIGHT ON FLASHING RED. REMOVED OIL FILTER AND FOUND THAT THERE IS ABSOLUTELY NO OIL IN FILTER. NO FLOW THRO UGH SYSTEM. REMOVED OIL PUMP AND FOUND THAT IT IS

CRACKED AND SEIZED. RECOMME ND REPLACING OIL PUMP.

(Claim) Correction:

REPLACED OIL PUMP, BURPED COOLING SYSTEM. STARTED AND RAN VEHICLE WHILE OBSER VING OIL PRESSURE. PRESSURE IS HOLDING AT [redacted] WHILE AT IDLE AND INCREASES WITH THROTTLE. REPAIR IS COMPLETE. ENGINE SOUNDS MUCH MORE SMOOTH NOW THAT OI L IS CIRCULATING THROUGH SYSTEM.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]	[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**	$94.53	**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	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]	

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
NA

(Claim) Cause:
NA

(Claim) Correction:
NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	Name	Quantity	Failed	Expense	Expense
A	[redacted]	Diesel Exhaust Fluid System, Trouble Not Found ; Diesel Exhaust Fluid System	ML	CHECK [redacted] SERVICE SO						[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) Check Tire Pressure Engine Performance Concern (Diesel)[Customer States soot light is on in dash. Diagnose and advise.] General Concern #1 [Customer Statesthere is an over the air update forA4A telematics box module software update. Please advise.]

(RO) Cause:

NA

(RO) Correction:

[redacted] MPI COMPLETED, NO ADDITIONALRECOMMENDATIONS MADE Multi-point inspection (according to maintenanceinterval) MULTI POINT INSPECTION [redacted] TIRE PRESSURE TIRE PRESSURE CHECKEDAND ADJUSTED TO SPEC Check Tire Pressure TIRE PRESSURE CHECK AND INFLATE SERVICE PER STATE REGULATION!! DOCUMENT ALLTIRE PRESSURES!!! [redacted] NO ISSUE FOUND [redacted] VEHICLEINSPECTED, OBSERVED EXHAUST BRAKE LIGHT ONDASH, INSPECTED FOUND ONLY STORED [redacted] FORDEF LEVEL LOW. SOOT LEVEL AT NORMAL OPERATINGLEVEL, EXHAUST BRAKE TURNED OFF WITH BUTTONON CENTER CONSOLE. NO TROUBLE FOUND [redacted] OVER THE AIR UPDATE OPT OUT DATE FOROVER THE AIR UPDATE [redacted]. OVERTHE AIR UPDATE ALREADY COMPLETED, NO WORKPERFORMED NO WORK PERFORMED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] PERFORMANCE CONCERN (DIESEL) [CUSTOMER STATES SOOT LIGHT IS ON IN DASH. DIAGNOSE AND ADVISE.]

(Claim) Cause:

[redacted] VEHICLE INSPECTED, OBSERVED EXHAUST BRAKE LIGHT ON DASH

(Claim) Correction:

INSPECTED FOUND ONLY STORED CODE FOR DEF LEVEL LOW. SOOT LEVEL AT NORMAL OPERA TING LEVEL, EXHAUST BRAKE TURNED OFF WITH BUTTON ON CENTER CONSOLE.NO ISSUE FOUND

Warranty Claim Report

Vehicle Information

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

Dealer Information

Code	[redacted]	**Name**	[redacted] 32[redacted]
Address	483 ROUTE 112 , PATCHOGUE, NY 11772		

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	INJECTOR	1	X	[redacted]	
A	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	CONNECTOR	1		[redacted]	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 1 - [redacted]	ML	CHECK E[redacted] SERVICE [redacted] SO	[redacted]	INJECTOR	1	X	3501.85	[redacted]
A	[redacted]	Injector, Fuel ; Cylinder 1 - [redacted]	ML	CHECK E[redacted] SERVICE [redacted] SO	[redacted]	CONNECTOR	1		[redacted]	[redacted]
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	INJECTOR	1	X	3501.85	[redacted]
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	CONNECTOR	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON. VEHICLE RUNS ROUGH.

(Claim) Cause:

CAUSE: OPEN CIRCUIT NUMBE[redacted] INJECTOR. DIAGNOSTIC TROUBLE [redacted] CYLINDER 1 MISFIRE STORED.

(Claim) Correction:

TECHNICIAN FOUND VEHICLE MISFIRING ON CYLINDER [redacted] AND THE [redacted] WAS ACTIV E. TECHNICIAN COMPLETED A [redacted] RUN-UP TEST AND PRESSURE WAS VERY LOW AT THE R AIL. TECHNICIAN THEN COMPLETED A [redacted] SYSTEM VOLUME CHECK TO DETERMINE THE LO W-PRESSURE [redacted] SYSTEM WAS IN GOOD SHAPE AND WITHIN SPECIFICATION. TECH COMPL ETED TEST [redacted] AND FOUND THE VOLUME WAS [redacted] AND GOOD. TECHNICIAN TH EN COMPLETED A [redacted] SYSTEM RETURN CHECK AND AVERAGED [redacted] AFTER RUNNING TH E TEST FOUND THAT CYLINDER [redacted] WAS RETURNING [redacted] OF [redacted] IN [redacted] ONDS AND CAME TO THE CONCLUSION THE INJECTOR WAS FAULTY AND CAUSING THE MISF IRE. TECHNICIAN THEN REPLACED THE CYLINDER 1 [redacted] INJECTOR ALONG WITH THE TRA NSFER TUBE AND TESTED AGAIN TO CONFIRM REPAIR MADE.

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 Code***	[redacted]

Claim Information

Claim #	[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***
[redacted]		Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RELAY	1	X	[redacted]	
A	[redacted]	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:

CUSTOMER STATES THEIR VEHICLE MADE A LOUD CLUNK NOISE IN THE TRANSMISSION. AND NOW IT WILL ONLY GO INTO REVERSE. CUSTOMER WAS NOTIFIED OF SAFETY RECALL. [redacted] TRANSMISSION GEAR. CUSTOMER WAS NOTIFIED OF SAFETY RECALL. [redacted] SENSOR INSPECTION PERFORM MULTI-POINT INSPECTION AND COMPLETE INSPECTION CHECKLIST. CUSTOMER WAS NOTIFIED OF SAFETY RECAL[redacted].

(RO) Cause:

TECHNICIAN FOUND TROUBLE CODE [redacted] GEAR SHIFT INCORRECT RATIO AND CODE [redacted] GEAR [redacted] INCORRECT RATIO. TECHNICIAN FOUND THE K1 SNAP RING WAS DISLODGED FROM CLUTCH. TECHNICIAN FOUND TROUBLE CODE [redacted] [redacted] PRESENT. SNAP RING FAILED, PER RECALL. PER RECALL.

(RO) Correction:

TECHNICIAN INSPECTED AND REPLACED K1 SUB ASSEMBLY PE[redacted] [redacted] PROP SHAFT. 4X4, DEF EQIIPED, W/ SKID PLATE. TECHNICIAN PERFORMED REPAIR UNDE[redacted] REF TO JOB [redacted] PER RECALL. PARTS ON ORDER. PERFORMED INSPECTION, TECHNICIAN NOTED ANY NECESSARY MAINTENANCE ITEMS WHICH WERE BROUGHT TO THE ATTENTION OF THE CUSTOMER. TECHNICIAN REPLACED THE HEATER GRID RELAY.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM RECALL CUSTOMER STATES THEIR VEHICLE MADE A LOUD CLUNK NOISE IN THE TRANSMISSION AND NOW IT WILL ONLY GO INTO REVERSE

(Claim) Cause:

PER RECALL TECH FOUND TROUBLE [redacted] SHIFT INCORRECT RATIO AND [redacted] INCORRECT RATIO. TECH FOUND THE K1 SNAP RING WAS DISLOGGED FROM CLUTC H

(Claim) Correction:

PERFORMED RECALL TECH INSPECTED AND REPLACED K1 SUB ASSEMBLY PER [redacted] PROP SHAFT , 4X4, DEF EQUIPED, W/ SKID PLATE

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Pump, Unit ; [redacted] Diesel								[redacted]
A	[redacted]	Pump, Unit ; Module, Urea Delivery - Replace and Reprogram	ZZ	SERVICE ACTION						[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

DEF FLUID FROZE OVER THE DEF LEVEL SENSOR. DRAINED THE DEF TANK, CLEANED OUT THE DEF PUMP, I REINSTALLED THE DE

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THEY ARE GETTING A SERVICE DEATH SYSTEM CODE PLEASE INSPECT A ND ADVISE

(Claim) Cause:

DEF FLUID FROZE

(Claim) Correction:

INSPECTED, VERIFIED CUSTOMER CONCERN, SCAN TESTED, [redacted], FOLLOWED DIAG, I FO UND THE DEF FLUID FROZE OVER THE DEF LEVEL SENSOR. I DRAINED THE DEF TANK, CL EANED OUT THE DEF PUMP, I REINSTALLED THE DEF PUMP

AND CLEANED OFF FLUID RESI DUE, I REFILLED THE DEF SYSTEM. I CLEARED DTC'S. I STARTED VEHICLE AND CHECKE D FOR LEAKS, I TEST DROVE VEHICLE TO VERIFY PROPER OPERATION OF THE EMISSIONS SYSTEM

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,251.81	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GREASE	1		67.76	$81.88
[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	X	1051.40	$81.88
[redacted]		Transmission - [redacted] equipped pick-up only			05189977AD	FLUID AFT	1		66.01	$81.88
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		67.76	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				CLUTCHKIT	1	X	1051.40	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				FLUID AFT	1		66.01	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C/AS69RC ; Skid plate equipped			[redacted]	GREASE	1		67.76	$40.94
[redacted]		Transmission, Remove and install for recondition - [redacted] C/AS69RC ; 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	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	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]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[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]	FLUID AFT	1		66.01	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THEIR VEHICLE MADE A LOUD CLUNK NOISE IN THE TRANSMISSION. AND NOW IT WILL ONLY GO INTO REVERSE. CUSTOMER WAS NOTIFIED OF SAFETY RECALL. [redacted] TRANSMISSION [redacted]. CUSTOMER WAS NOTIFIED OF SAFETY RECALL. [redacted] SENSOR INSPECTION PERFORM MULTI-[redacted] INSPECTION AND COMPLETE INSPECTION CHECKLIST. CUSTOMER WAS NOTIFIED OF SAFETY RECALL 13A.

(RO) Cause:

TECHNICIAN FOUND TROUBLE [redacted] SHIFT INCORRECT RATIO AND [redacted] INCORRECT RATIO. TECHNICIAN FOUND THE [redacted] WAS DISLODGED FROM CLUTCH. TECHNICIAN FOUND TROUBLE [redacted] PRESENT. SNAP RING FAILED, PER RECALL. PER RECALL.

(RO) Correction:

TECHNICIAN INSPECTED AND REPLACED K1 SUB ASSEMBLY PE[redacted] PROP SHAFT. 4X4, DEF EQIIPED, W/ SKID PLATE. TECHNICIAN PERFORMED REPAIR UNDE[redacted] REF TO JOB [redacted] PER RECALL. PARTS ON ORDER. PERFORMED INSPECTION, TECHNICIAN NOTED ANY NECESSARY MAINTENANCE ITEMS WHICH WERE BROUGHT TO THE ATTENTION OF THE CUSTOMER. TECHNICIAN REPLACED THE HEATER GRID RELAY.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

PERFORM RECALL CUSTOMER STATES THEIR VEHICLE MADE A LOUD CLUNK NOISE IN THE TRANSMISSION AND NOW IT WILL ONLY GO INTO REVERSE

(Claim) Cause:

PER RECALL TECH FOUND TROUBLE [redacted] SHIFT INCORRECT RATIO AND [redacted] INCORRECT RATIO. TECH FOUND THE [redacted] WAS DISLOGGED FROM CLUTC H

(Claim) Correction:

PERFORMED RECALL TECH INSPECTED AND REPLACED [redacted] SUB ASSEMBLY PER TESB [redacted] PROP SHAFT , 4X4, DEF EQUIPED, W/ SKID PLATE

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

Expense

Labor	[redacted]	**Sublet**	$100.60	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

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]	[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)	CERN[redacted]2AA	SENSOR	1	X	98.81	[redacted]

RO Narratives

(RO) Customer Concern:

Emissions Recall [redacted] - Particulate Matter Sensor (Recall Cus tomer Satisfaction Notification 1)

(RO) Cause:

NA

(RO) Correction:

SERVICE MANAGER TEST DROVE [redacted]. NO LIGHTS RETURNED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Emissions Recall [redacted] - Particulate Matter Sensor (Recall Cus tomer Satisfactio

(Claim) Cause:

[redacted]

(Claim) Correction:

SERVICE MANAGER TEST DROVE [redacted]. NO LIGHTS RETURNED

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**	$1,063.45	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	PERFORMANCE [redacted]			**Zone**	63 [redacted]
Address	6822 HIGHWAY 84 , FERRIDAY, LA 71334						

Condition Information

Condition [redacted]	[redacted]	Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
A	[redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, pick up only			[redacted]	EGR VALVE	1	X	[redacted]	
A	[redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] pick up only			[redacted]	GASKET	2		[redacted]	
A	[redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] pick up only			[redacted]	COVER	1		98.44	$98.28
A	[redacted]	[redacted], EGR valve ; [redacted] liter diesel engine - cab chassis			[redacted]	EGR VALVE	1	X	[redacted]	
A	[redacted]	[redacted], EGR valve ; [redacted] liter diesel engine - cab chassis			[redacted]	GASKET	[redacted]			
A	[redacted]	[redacted], EGR valve ; [redacted] liter diesel engine - cab chassis			[redacted]	COVER	1		98.44	$0.00
A	[redacted]	[redacted], EGR [redacted]7 liter diesel engine [redacted] pickup truck	[redacted]	EGR system failure	[redacted]	EGR VALVE	1	X	[redacted]	
A	[redacted]	[redacted], EGR [redacted] diesel engine [redacted] pickup truck	[redacted]	EGR system failure	[redacted]	GASKET	[redacted]			
A	[redacted]	[redacted], EGR [redacted] diesel engine [redacted] pickup truck	[redacted]	EGR system failure	[redacted]	COVER	1		98.44	$70.20
B	[redacted]H	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram (Aisin Transmission)	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CEL ON

(Claim) Cause:

FOUND CODE [redacted] CHECKED CODE AND UPDATED PCM. STILL THROWING SAME CODE AFT ER UPDATE FOUND EGR VALVE MALFUNCTIONING CLOSING CAUSING LOSS OF POWER

(Claim) Correction:

REPLACED EGR VALVE AND COVER AND PERFORMED REGENERATION UPDATED PCM

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

Dealer Information

[redacted]	[redacted]	**Name**	GREG WEEKS CHRYSLER DODGE, INC.	**Zone**	51 [redacted]
Address	10756 STATE HIGHWAY 149 , WEST FRANKFORT, IL 62896				

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 ; 4X4 equipped			[redacted]	FLUID AFT	[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]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	[redacted]		[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]	CLUTCHKIT	1	X	[redacted]	$15.74
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	[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	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]	CLUTCHKIT	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

C/S TRANSMISSION ONLY HAS REVERSE [redacted])

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]	[redacted]	[redacted]
Address	650 MEADOW STREET , LITTLETON, NH 03561				

Condition Information

Condition	[redacted]	***Desc***	***Failure***	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]		Fuel, Trouble Not Found	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [VEHICLE IS LEAKING FUEL, CHECK AND ADVISE] Multi-point inspection (according to maintenance interval)

(RO) Cause:

.

(RO) Correction:

perform insp of fuel system. verifiedcust concern. found fuel leak at pump to railhp line. tighten line nut got [redacted] turn letveh run and perf fuel pressure override forrepair verification. not leaking. all ck ok CUSTOMER REQUESTS DIAGNOSIS OF A FUEL SYSTEM CONCERN perform multipoint insp Multi-point inspection (according to maintenanceinterval) PERFORM [redacted] VISUAL INSPECTION TO INCLUDE BATTERY HEALTH, COOLANT PROTECTION, BRAKE PAD LIFE, TIRE TREAD DEPTH AND MAINTENANCE/REPAIR RECOMMENDATIONS

(RO) Technical Notes:

CUSTOMER STATES FUEL LEAKING CUSTOMER STATES FUEL LEAKING

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES FUEL LEAKING

(Claim) Cause:

TECH PERFORMED INSPECTION OF FUEL SYSTEM, VERIFIED CUSTOMER CONCERN, FOUND FUE L LEAK AT PUMP TO RAIL HP LINE, TIGHTENED LINE NUT, GOT [redacted], LET VEHICL E RUN AND PERFORMED FUEL PRESSURE OVERRIDE FOR REPAIRS VERIFICATION. VERIFIE D NO LONGER LEAKING FUEL.

(Claim) Correction:

VERIFIED CUSTOMER CONCERN OF FUEL LEAK IS CORRECTED.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DD8L93 - RAM 3500 CREW CAB CHASSIS 4X4
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

Labor	$1,127.52	**Sublet**	$10,376.65	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	32
[redacted]	120 GOLD STAR BLVD , WORCESTER, MA 01613				

Condition Information

Condition	[redacted]		Failure	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]	TRANSMISS	[redacted]		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TUBE	1		200.24	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted]				
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	[redacted]	1			
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	COOLER	1		106.89	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]	ML	CHECK [redacted] SERVICE SO	[redacted]	TUBE ASSY	1		361.21	[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	[redacted]	X	[redacted]	[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TUBE	1		200.24	[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		28.27	[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]	1		217.90	[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	COOLER	1		106.89	[redacted]
[redacted]		Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TUBE ASSY	1		361.21	[redacted]
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	[redacted]		[redacted]	

A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE	1		200.24	$93.96
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	BOLT	6		28.27	$93.96
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		217.90	$93.96
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TUBE ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-[redacted])			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-[redacted])			[redacted]	TUBE	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-[redacted])			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-[redacted])			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-[redacted])			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-[redacted])			[redacted]	TUBE ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	TUBE	1		200.24	$281.88
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	TUBE ASSY	1		[redacted]	

RO Narratives

(RO) Customer Concern:

TOW IN- C/S WHEN DRIVING LAST [redacted]K IT SHIFTED HARD THEN SHORTLY AFTER LOST ALL GEARS AND WOULD NOT SHIFT AT ALL- CHECK AND ADVISE transmission replace-automatic,awd/4x4 e transmission replace-automatic,awd/4x4 e transmission replace-automatic,awd/4x4 e transmission replace-automatic,awd/4x4 e transmission replace-automatic,awd/4x4 e transmission replace-automatic,awd/4x4 e transmission cooler and cooler lines

(RO) Cause:

iNTERNAL TRANS DAMAGE internal transmission failure internal transmission failure internal transmission failure internal transmission failure internal transmission failure internal transmission failure REPLACED DUE TO TRANSMISSION REPLACEMENT

(RO) Correction:

INTERNAL TRANSMISSION DAMAGE TRANSMISSION NEEDS REPLACEMENT removed transmission from vehicle and performed tare down -- opened star case [redacted]5 -- advised to inspect for damage caused by failing snap ring -- removed K1 and K2 assemblies -- heavy amounts of damage and debris to interior of transmission , k1,k2 and b2 -- debris through out transmission -- Advised by star that if a great deal of debris is present inside the transmission that replacement of the unit is the best coarse to consider -- As this unit is full of damage and debris caused by the k1 failure replacement unit placed on order -- Installed new transmission unit -- cooler and lines due to the amount of debris present -- performed fluid fill and quick learn procedures -- road tested -- operates normally at this time 4x4 Equipped Lines, transmission and torque converter oil cooler [redacted] or [redacted] (1 - S Oil cooler, external auxiliary Cooler (2 - Skilled) [redacted] Quick Learn 8-Speed - Reset [redacted] Quick Learn 8-Speed - Inspect and REMOVED AND REPLACED TRANS COOLER LINES/HOSES AND TRANSMISSION COOLER ASSY|COMBINE WITH LINE C

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

OW IN- C/S WHEN DRIVING LAST [redacted]K IT SHIFTED HARD THEN SHORTLY AFTER LOST ALL GEARS AND WOULD NOT SHIFT AT ALL- CHECK AND ADVISE

(Claim) Cause:

INTERNAL FAILURE

(Claim) Correction:

REMOVED AND REPLACED TRANSMISSION ASSYCOOLER AND COOLER LINES, UPDATED [redacted] TO CURRENT LEVEL PERFORMED QUICK LEARN ROAD TESTED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28M81 - RAM 3500 LIMITED [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**	7[redacted]	[redacted]
Address	[redacted]						

Condition Information

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

RO Narratives

(RO) Customer Concern:

USED CAR DETAIL LEVEL [redacted] SERVICE SEE WI ADVISOR FOR DETAILS DEF FLUID [redacted]

(RO) Cause:

.

(RO) Correction:

USED CAR DETAIL LEVEL [redacted] USED CAR DETAIL LEVEL [redacted]. SHOP CHARGES DIESEL EXH FLUID

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	[redacted] - 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] OF PLACENTIA	***Zone***	[redacted] LOS ANGELES
Address	[redacted]				

Condition Information

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

RO Narratives

(RO) Customer Concern:

Check Tire Pressure Multi-point inspection TRANSMISSION CONCERN- - -CUSTOMER STATES THE VEHICLE ONLY WORKS IN REVERSE. CHECK AND ADVISE. TOWED IN Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] CUSTOMER STATES CHECK ENGINE LIGHT IS ON / DIAGNOSE AND ADVISE ON CONCERN

(RO) Cause:

TRANSMISSION CONCERN . CHECK ENGINE LIGHT DIAGNOSIS

(RO) Correction:

Check Tire Pressure [redacted] DODGE [redacted] RAM OF [redacted] PARK WILLCHECK AND RESET YOUR TIRE PRESSURE TO MANUFACTURERS SPECIFICATIONS Multi-point inspection [redacted] DODGE [redacted] RAM OF [redacted] PARK WILLPERFORM A COMPLIMENTARY NO CHARGE MULTI POINT INSPECTION. SEE ADVISOR FOR DETAILS AND RECOMMENDATIONS FROM MULTI POINT INSPECTION. [redacted] CONFIRMED CUSTOMER CONCERN. CHECKEDFOR STORED DTCS AND FOUN[redacted] 1 SHIFTINCORRECT RATIO. DROPPED TRANSMISSION PAN TOINSPECT. FOUND METAL DEBRIS IN TRANSMISSION.FOUND DEBRIS IS FROM CLUTCH PACK. REPLACEDTRANSMISSION ASSEMBLY. TEST DROVE VEHICLE.VEHICLE NOW OPERATING AS DESIGNED TRANSMISSION CONCERN TOW TRANSMISSION CONCERN SUBLET REPAIRS [redacted] REPLACED HEATER GRID RELAY PERCAMPAIGN Recall / Customer Satisfaction Notification1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] RECALL [redacted] SEE LINE C CUSTOMER STATES CHECK ENGINE LIGHT IS ON / DIAGNOSE AND ADVISE ON CONCERN

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE VEHICLE ON WORKS IN REVERSE

(Claim) Cause:

FOUND [redacted] [redacted] RATIO

(Claim) Correction:

CONFIRMED CUSTOMER CONCERN. CHECKED FOR STORED DTCS AND FOUN[redacted] GEAR 1 SHI FT INCORRECT RATIO. DROPPED TRANSMISSION PAN TO INSPECT. FOUND METAL DEBRIS IN TRANSMISSION. FOUND DEBRIS IS FROM CLUTCH PACK. REPLACED TRANSMISSION ASS EMBLY. TEST DROVE VEHICLE. VEHICLE NOW OPERATING AS DESIGNED

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**	[redacted]

Claim Information

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]	[redacted]	OF PLACENTIA	**Zone**	[redacted] LOS ANGELES
Address	[redacted]						

Condition Information

Condition [redacted]		Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission, Replace - automatic ; AS68RC/AS69RC	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Check Tire Pressure Multi-point inspection TRANSMISSION CONCERN- - -CUSTOMER STATES THE VEHICLE ONLY WORKS IN REVERSE. CHECK AND ADVISE. TOWED IN Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] CUSTOMER STATES CHECK ENGINE LIGHT IS ON / DIAGNOSE AND ADVISE ON CONCERN

(RO) Cause:

TRANSMISSION CONCERN . CHECK ENGINE LIGHT DIAGNOSIS

(RO) Correction:

Check Tire Pressure [redacted] DODGE [redacted] RAM OF [redacted] PARK WILLCHECK AND RESET YOUR TIRE PRESSURE TO MANUFACTURERS SPECIFICATIONS Multi-point inspection [redacted] DODGE [redacted] RAM OF [redacted] PARK WILLPERFORM A COMPLIMENTARY NO CHARGE MULTI POINT INSPECTION. SEE ADVISOR FOR DETAILS AND RECOMMENDATIONS FROM MULTI POINT INSPECTION. [redacted] CONFIRMED CUSTOMER CONCERN. CHECKEDFOR STORED DTCS AND FOUN[redacted] GEAR 1 SHIFTINCORRECT RATIO. DROPPED TRANSMISSION PAN TOINSPECT. FOUND METAL DEBRIS IN TRANSMISSION.FOUND DEBRIS IS FROM CLUTCH PACK. REPLACEDTRANSMISSION ASSEMBLY. TEST DROVE VEHICLE.VEHICLE NOW OPERATING AS DESIGNED TRANSMISSION CONCERN TOW TRANSMISSION CONCERN SUBLET REPAIRS [redacted] REPLACED HEATER GRID RELAY PERCAMPAIGN Recall / Customer Satisfaction Notification1 [Safety Recall [redacted]-Intake Air Grid Heater Relay **] RECALL [redacted] SEE LINE C CUSTOMER STATES CHECK ENGINE LIGHT IS ON / DIAGNOSE AND ADVISE ON CONCERN

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE VEHICLE ON WORKS IN REVERSE

(Claim) Cause:

FOUND [redacted] [redacted] 1 SHIFT INCORRECT [redacted] RATIO

(Claim) Correction:

CONFIRMED CUSTOMER CONCERN. CHECKED FOR STORED DTCS AND FOUN[redacted] [redacted] [redacted] INCORRECT RATIO. DROPPED TRANSMISSION PAN TO INSPECT. FOUND METAL DEBRIS IN TRANSMISSION. FOUND DEBRIS IS FROM CLUTCH PACK. REPLACED TRANSMISSION ASS EMBLY. TEST DROVE VEHICLE. VEHICLE NOW OPERATING AS DESIGNED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500	[redacted]	CREW CAB 4X4
Build Date	[redacted]	**Plant**	[redacted]	TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]	

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,620.95	**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 - [redacted] equipped pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GREASE	1		82.92	$104.30
[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	2		161.56	$104.30
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	CLUTCHKIT	1	X	1286.69	$208.61
[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		82.92	$208.61
[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	2		161.56	$208.61
[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] ; [redacted] propeller shaft equipped			[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]	BOLT	4		[redacted]	
A	[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]	FLUID AFT	[redacted]		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / 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]				[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE HAS NO FORWARD GEAR, ONLY REVERSE PERFORM COMPLEMENTARY MULTI-POINT INSPECTION

(RO) Cause:

REMOVED TRANSMISSIONAND FOUND K1 SNAP RING DISLODGED.

(RO) Correction:

[redacted] REMOVED OIL PUMP AND K1 ASSEMBLY.REPLACED ASSEMBLY AND OIL PUMP SEALS.REINSTALLED PARTS AND FILLED FLUID TO PROPERLEVEL. PERFORMED QUICK LEARN AND ROAD TEST.OK AT THIS TIME Transmission, Remove and install for recondition - [redacted] [redacted] Clutch /Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) [redacted] DRIVESHAFT [redacted] PICKUP 4X4 EQUIPPED [redacted] DRIVESHAFT [redacted] PICKUP 4X4 EQUIPPED PERFORM COMPLEMENTARY MULTI-POINT INSPECTION

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE HAS NO FORWARD GEAR, ONLY REVERSE.

(Claim) Cause:

REMOVED TRANSMISSION AND FOUND K1 SNAP RING DISLODGED.

(Claim) Correction:

REMOVED OIL PUMP AND K1 ASSEMBLY. REPLACED ASSEMBLY AND OIL PUMP SEALS. REINST ALLED PARTS AND FILLED FLUID TO PROPER LEVEL. PERFORMED QUICK LEARN AND ROAD TEST. OK AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28P92 - RAM 3500 [redacted]
Build Date	[redacted]	**Plant**	[redacted]	TRUCK ASSEMBLY PLANT	**Coverage Code** [redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	[redacted] Expense	Expense
[redacted]		Transmission, Replace - automatic ; [redacted]			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted]			[redacted]	OIL PUMP	1	X	[redacted]	
[redacted]		Transmission, Replace - automatic ; [redacted]			[redacted]	CONVERTER	[redacted]			
[redacted]		Torque converter - replace ; Torque converter- Replace w/ [redacted] Auto Trans (3 - Highly Skilled)			[redacted]	GASKET	1		[redacted]	
[redacted]		Torque converter - replace ; Torque converter- Replace w/ [redacted] Auto Trans (3 - Highly Skilled)			[redacted]	OIL PUMP	1	X	2527.00	
[redacted]		Torque converter - replace ; Torque converter- Replace w/ [redacted] Auto Trans (3 - Highly Skilled)			[redacted]	CONVERTER	1		3241.00	
A	[redacted]	Pump, assembly front ; Pump assembly [redacted] Transmission (3 [redacted]ly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	6[redacted]	GASKET	1		[redacted]	
A	[redacted]	Pump, assembly front ; Pump assembly [redacted] Transmission (3 [redacted]ly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	6[redacted]	OIL PUMP	1	X	2527.00	
A	[redacted]	Pump, assembly front ; Pump assembly [redacted] Transmission (3 [redacted]ly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	6[redacted]	CONVERTER	1		3241.00	
B	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	2		[redacted]	
B	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	

B	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TOC ASSY	1		155.40	$63.77
B	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	2		31.50	$414.53
B	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	6594.00	$414.53
B	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TOC ASSY	1		[redacted]	
B	21002762	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	2		[redacted]	
B	21002762	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
B	21002762	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TOC ASSY	1		155.40	$21.26
B	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	FLUID AFT	2		31.50	$63.77
B	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TRANSMISS	1	X	[redacted]	
B	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES VEHICLE SLAMS IN GEAR AND FEELS LIKE VEHICLE HAS NO POWER THENWILL SUDDENLY SLAM FORWARD AND ACCELERATE (CHEK AND ADVISE) PERFORM REPORT CARD INSPECTION

(RO) Cause:

VERIFIED CONCERN,.trans has shift flare. and harsh engagement. no dtcs. fluid leak at pump with scraping noise. removed trans, removed t/c found pump/converter bushing seized to torque converter snout. verified end play on input ok. removed pump to verify any further damage. none found. replaced pump and torque converter. still has harsh engagement and flare [redacted]. needs transmission star case [redacted] mpi

(RO) Correction:

installed trans and road tested. delayed engagerment into drive, delayed harsh into reverse. [redacted] flare. replaced transmission, flushed cooler, replaced bypass valve. performed quick learn and road tested. transmission operating as designed.

(RO) Technical Notes:

SHIFT FLARE HARSH ENGAGEMENT HARSH ENGAGEMENT STAR CASE D TO 02 FOR TOPUP, AS THIS TRANSMISSION UNIT COMES PREFILLED AND CLOSE TO ROAD READY. 2)REMOVE [redacted] NOT SUPPORTED AS NO VALVE IS REPLACED . THANK YOU FROM THE [redacted] WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE C ONTACT THE [redacted], INCLUDE VIN & CONCERN.

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE SLAMS IN GEAR AND FEELS LIKE VEHICLE HAS NO POWER THE NWILL SUDDENLY SLAM FORWARD AND ACCELERATE (CHEK AND ADVISE)

(Claim) Cause:

STILL HAS HARSH ENGAGEMENT AND FLAR[redacted] SHIFT. NEEDS TRANSMISSION STAR CASE VERIFIED CONCERN,.TRANS HAS SHIFT FLARE. AND HARSH ENGAGEMENT. NO DTCS. FLUI D LEAK AT PUMP WITH SCRAPING NOISE. REMOVED TRANS,

[redacted]

(Claim) Correction:

REMOVED T/C FOUND PUMP/CONVERTER BUSHING SEIZED TO TORQUE CONVERTER SNOUT. VE STILL HAS HARSH ENGAGEMENT AND FLARE 2-3 SHIFT. NEEDS TRANSMISSION STAR CASE RIFIED END PLAY ON INPUT OK. REMOVED PUMP TO VERIFY ANY FURTHER DAMAGE. NON[redacted] FOUND. REPLACED PUMP AND TORQUE CONVERTER.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28P92 - RAM 3500 [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	[redacted]
Address	1110 US HIGHWAY 31 S , ATHENS, AL 35611				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TOC ASSY	1		184.44	$529.15
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	COOLER	1		279.15	$529.15
A	[redacted]	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; Skid plate equipped			[redacted]	TRANSMISS	1	X	7826.14	$54.27
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]	COOLER	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD equipped			[redacted]	COOLER	1		279.15	$81.41
A	[redacted]	Transmission, Replace - automatic ; 4x4/AWD			[redacted]	TRANSMISS	1	X	[redacted]	

		equipped								
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TOC ASSY	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] (1 - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
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]	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TOC ASSY	1		[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Customer states UPON HAVING TRANSMISSION REPLACED AND TEST DRIVING. THERE WAS A POP AND FLUID STARTED POURING OUT OF THE BELLHOUSING AREA. PLEASE CHECK AND ADVISE

(RO) Cause:

after replacing trans front pump came apart on test drive and blew all fluid out removed trans pan, pan full of metal

(RO) Correction:

approved in ptpa replaced and quicklean trans replaced trans cooler and oil cooler road test ok [redacted]

(RO) Technical Notes:

FRONT PUMP CAME APART AND THRU METAL THROUGHTOUT

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES UPON HAVING TRANSMISSION REPLACED AND TEST DRIVING. THERE WAS A POP AND FLUID STARTED POURING OUT OF THE BELLHOUSING AREA

(Claim) Cause:

AFTER REPLACING TRANS FRONT PUMP CAME APART ON TEST DRIVE AND BLEW ALL FLUID O UT REMOVED TRANS PAN, PAN FULL OF METAL

(Claim) Correction:

APPROVED IN PTPA REPLACED AND QUICKLEAN TRANS REPLACED TRANS COOLER AND OIL CO OLER ROAD TEST OK

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted] Desc	Failure Code	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Deck Lid Pull Down/Liftgate/Fuel Door Release	UC	UNCODABLE (NARRATIVE REQUIRED)					[redacted]

RO Narratives

(RO) Customer Concern:

23 [redacted] INSPECTION GENERAL CONCERN EXTERIOR CONCERN

(RO) Cause:

FOUND TAILGATE HANDLE INOP. LOAD TESTED WIRING

(RO) Correction:

[redacted]

(RO) Technical Notes:

PIN PUSHED OUT AT [redacted] 1

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE TAILGATE IS NOT WORKING PROPERLY.

(Claim) Cause:

FOUND TAILGATE HANDLE INOP. LOAD TESTED WIRING AND FOUND HIGH RESISTANCE ON [redacted] FROM BCN TO HANDLE. INSPECTED WIRING AND FOUND PIN PUSHED OUT AT [redacted] P IN 1.

(Claim) Correction:

REPAIRED CIRCUIT [redacted] AT [redacted] AND RETEST OK.

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

Condition Information

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

PERFORM MUTI-POINT INSPECTION [redacted] [redacted] AISIN TransmissionGear [redacted] DIESEL PM SENSOR

(RO) Cause:

RECALL

(RO) Correction:

PERFORM MUTI-POINT INSPECTION PERFORM MULTI POINT INSPECTION [redacted] completed already. Nofurther action required. [redacted] Customer Satisfaction Notification [redacted] - Aisin Transmission - Inspect K1Clutch / Input Shaft Assembly - Verify No Failures Have Occurred orSymptoms are Present (3 -Highly Skilled) [redacted] ordered [redacted] DIESEL PM SENSOR

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	***Desc***	***Failure Code***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	[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]2AA	SENSOR	[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)	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] - Particulate Matter Sensor **] VEHICLE TOWED IN....NO DRIVE & CLUNKS IN REVERSE-MULTIPLE MIL'S ONDASH...CHECK & ADVISE VEHICLE TOWED IN....ABS LIGHT ON DASH PERFORM MULTIPOINT INSPECTION AND FILL OUT REPORT CARD TIRE PRESSURE CHECK AND INFLATE SERVICE PER STATE REGULATION!! DOCUMENT ALL TIRE PRESSURES!!! HARSH SHIFT AFTER K1 AND K3 REBUILD RECALL/[redacted]

(RO) Cause:

NA

(RO) Correction:

[redacted] RECALL [redacted] SENSOR INSTALLED,Successfully flashed ECU from old part number52421232AG to current part number [redacted], Recall / Customer Satisfaction Notification1 [Emissions Recall [redacted] -Particulate Matter Sensor**] RECALL/[redacted] SNAP RING [redacted] VEHICLE INSPECTED FOUNDACTIVE CODE [redacted] 1 Shift IncorrectRatio PRESENT, PER TSB: [redacted] REV. BTRANSMISSION REMOVED, INSPECTED FOUND K1CLUTCH SNAPRING DISLODGED DAMAGING [redacted] HUB, [redacted] AND [redacted] HUBREPLACED, TRANSMISSION REINSTALLED, VEHICLEROAD TESTED FOUND TO HAVE HARSH SHIFTING FROM1ST TO [redacted] PER TSB: [redacted] UPDATED TOLATEST SOFTWARE LEVEL VEHICLE BROUGHT TOOPERATING TEMPERATURE AND PERFORMEDQUICKLEARN. DURING ROAD TEST OBSERVED DELAYED2-3 UPSHIFT, AND DELAYED SHIFT INTO REVERSEPER STAR, TRANSMISSION REMOVED, [redacted] CLUTCHREMOVED [redacted] AND K3 CLUTCH REMOVED, K3CLUTCH ASSEMBLY REBUILD WITH NEW PARTS, ANDREASSEMBLED. TRANSMISSION REINSTALLED. FILLEDTO PROPER LEVEL, BROUGHT TO OPERATINGTEMPERATURE AND QUICKLEARN PERFORMED. VEHICLEROAD TESTED AND SAME SYMPTOMS OBSERVED,DELAYED HARD ENGAGEMENT INTO [redacted] ANDREVERSE. PER STAR RECOMMENDATION ANDAUTHORIZATION FOR TRANSMISSION ASSEMBLYREPLACEMENT. PERFORM TSB REPLACE CLUTVH KIT SUB ASSEMBLY

REBUILD [redacted] KIT UPDATE [redacted] SOFTWARE CUSTOMER STATES TRANSMISSION CUSTOMER STATES TRANSMISSION CUSTOMER STATES TRANSMISSION [redacted] SEE [redacted] SEE [redacted] FOR REPAIRDETAILS SEE [redacted] FOR REPAIR BRAKE SYSTEM REPAIR [redacted] COMPLETED, NO ADDITI

(RO) Technical Notes:

HARSH SHIFT INTO [redacted] AND [redacted] DELAYED INTO REVERSE AND DO NOT OVERLAP, [redacted], THE TRANSMISSION REPAIR PER STAR, THE TRANSMISSION REPLACEMENT PER STAR, INCLUDED CASES TO SUPPORT, THANK YOU

GCS Narratives

(Claim) Customer Concern:

HARSH SHIFT AFTER K1 AND K3 REBUILD VEHICLE TOWED IN....NO DRIVE & CLUNKS IN REVERSE-[redacted] ON DASH...CHEC K & ADVISE

(Claim) Cause:

AFTER K1 AND [redacted] REBUILD HARSH SHIFT INTO [redacted] AND [redacted] DELAYED INTO REVER DURING ROAD TEST OBSERVED DELAYED 2-3 UPSHIFT, AND DELAYED SHIFT INTO REVERSE PER TSB: [redacted] UPDATED TO LATEST SOFTWARE LEVEL SE VEHICLE INSPECTED FOUND ACTIVE CODE [redacted] GEAR [redacted] INCORRECT RATIO PR ESENT, PER TSB:[redacted] REV. B

(Claim) Correction:

PER STAR TRANSMISSION REPLACED. QUICKLEARN PERFORMED VEHICLE ROAD TESTED ADDIT PER STAR, TRANSMISSION REMOVED, [redacted] REMOVED, [redacted] AND [redacted] R SUCCESSFULLY FLASHED ECU FROM OLD PART NUMBER [redacted] TO CURRENT PART NUMBE EMOVED [redacted] ASSEMBLY REBUILD WITH NEW PARTS, AND REASSEMBLED. TRANSMISSI IONAL [redacted], FLUID ADJUSTED TO PROPER LEVEL. R [redacted], TRANSMISSION REMOVED, INSPECTED FOUND [redacted] SNAPRING DISLODGED DAMAGING [redacted] HUB, [redacted] SUBASSEMBLY AND [redacted] HUB REPLACED, TRANSMISSION REINSTA ON REINSTALLED. FILLED TO PROPER LEVEL, BROUGHT TO OPERATING TEMPERATURE AND QUICKLEARN PERFORMED. VEHICLE ROAD TESTED AND SAME SYMPTOMS OBSERVED, DELAY LLED, VEHICLE ROAD TESTED FOUND TO HAVE HARSH SHIFTING FROM [redacted] TO [redacted]. PER ED HARD ENGAGEMENT INTO [redacted] AND REVERSE. PER STAR RECOMMENDATION AND TSB: [redacted] UPDATED TO LATEST SOFTWARE LEVE AUTHORIZATION FOR TRANSMISSION ASSEMBLY REPLACEMENT.

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**		**Zone**	71
Address	, ,				

Condition Information

Condition [redacted]		Failure [redacted]	Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	BOLT	[redacted]		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]			[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	HUB	1		381.01	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	9		142.18	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	1		15.80	[redacted]
[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]	1	X	[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	HUB	[redacted]		[redacted]	[redacted]
[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	
[redacted]0	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	FLUID AFT	1		15.80	[redacted]
[redacted]0	Transmission, Remove and install for			[redacted]	[redacted]	1	X	[redacted]	

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

		[redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	1395.81	$1,001.01
B	[redacted]	Transmission ; [redacted] equipped [redacted] 4x4 pick-up only			[redacted]	GASKET	1		41.54	[redacted]
B	[redacted]	Transmission ; [redacted] equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]				[redacted]
B	[redacted]	Transmission ; [redacted] equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]	1		[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]	1		[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]	1		[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] 4x4 pick-up only			[redacted]	DISC	5	X	472.08	[redacted]
B	[redacted]	Transmission ; [redacted] equipped [redacted] 4x4 pick-up only			[redacted]	SP[redacted]	1		146.18	[redacted]
B	[redacted]	Transmission ; [redacted] equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]	1		[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] 4x4 pick-up only			[redacted]	D[redacted]	1		[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] 4x4 pick-up only			[redacted]	D[redacted]	1		[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] 4x4 pick-up only			[redacted]	DRUM	1		351.28	[redacted]
B	[redacted]	Transmission ; [redacted] equipped [redacted] 4x4 pick-up only			[redacted]	O[redacted]	1		34.01	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	GASKET	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	[redacted]				
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	[redacted]	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	[redacted]	1		[redacted]	[redacted]

B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SNAP RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	[redacted]	5	X	[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	SPRING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	[redacted]	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	D-RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	D-RING	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	DRUM	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Remove and install for recondition			[redacted]	O-RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	DEFECT	[redacted]	GASKET	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	DEFECT	[redacted]	PLATE	5		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	DEFECT	[redacted]	SNAP RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for	[redacted]	DEFECT	[redacted]	[redacted]	1		[redacted]	

		recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)								
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	DEFECT	[redacted]	SNAP [redacted]	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	DEFECT	[redacted]	DISC	5	X	[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	DEFECT	[redacted]	SP[redacted]	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	DEFECT	[redacted]	[redacted]	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	DEFECT	[redacted]	D-[redacted]	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	DEFECT	[redacted]	D-[redacted]	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	DEFECT	[redacted]	DRUM	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Complete Reconditioning of Transmission (3 - Highly Skilled)	[redacted]	DEFECT	[redacted]	O-[redacted]	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition -			[redacted]	GASKET	1		[redacted]	

		[redacted]C ; [redacted] equipped								
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]	SNAP RING	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	SNAP RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	DISC	5	X	[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	SPRING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			[redacted]	DRUM	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] equipped			68244579AA	O-RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	GASKET	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] shaft equipped			[redacted]	[redacted]			[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ;			[redacted]	SNAP RING	1		[redacted]	

		[redacted] shaft equipped								
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] shaft equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] shaft equipped			[redacted]	SNAP RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] shaft equipped			[redacted]	[redacted]	5	X	[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] shaft equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] shaft equipped			[redacted]	[redacted]	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] shaft equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] shaft equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] shaft equipped			[redacted]	DRUM	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	O-RING	1		[redacted]	
C	[redacted]	Transmission ; DEF equipped ; [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
C	[redacted]	Transmission ; DEF equipped ; [redacted] pick-up only			[redacted]	BOLT	6		[redacted]	
C	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
C	21002712	Transmission, Replace - automatic ; [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		26.76	$848.68
C	21002762	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]

C	[redacted]	Transmission, Replace - automatic ; [redacted] propeller shaft equipped			[redacted]	[redacted]			[redacted]	
C	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
C	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
D	[redacted]	Module, Transmission Control (TCM) ; Module, Transmission Control (TCM) - Inspect Software Level	[redacted]	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] - Particulate Matter Sensor **] VEHICLE TOWED IN....NO DRIVE & CLUNKS IN REVERSE[redacted] ONDASH...CHECK & ADVISE VEHICLE TOWED IN....ABS LIGHT ON DASH PERFORM MULTIPOINT INSPECTION AND FILL OUT REPORT CARD TIRE PRESSURE CHECK AND INFLATE SERVICE PER STATE REGULATION!! DOCUMENT ALL TIRE PRESSURES!!! HARSH SHIFT AFTER K1 AND K3 REBUILD RECALL/RRT [redacted]

(RO) Cause:

NA

(RO) Correction:

[redacted] RECALL [redacted] [redacted] SENSOR INSTALLED,Successfully flashed ECU from old part number52421232AG to current part number [redacted], Recall / Customer Satisfaction Notification1 [Emissions Recall [redacted] -Particulate Matter Sensor**] RECALL/[redacted] SNAP RING [redacted], [redacted], [redacted], [redacted], [redacted], [redacted], [redacted] VEHICLE INSPECTED FOUNDACTIVE CODE [redacted] Gear 1 Shift IncorrectRatio PRESENT, PER TSB: [redacted] REV. BTRANSMISSION REMOVED, INSPECTED FOUND K1CLUTCH SNAPRING DISLODGED DAMAGING K2 CLUTCHHUB, [redacted] SUBASSEMBLY AND K2 CLUTCH HUBREPLACED, TRANSMISSION REINSTALLED, VEHICLEROAD TESTED FOUND TO HAVE HARSH SHIFTING FROM [redacted] TO [redacted] PER TSB: [redacted] UPDATED TOLATEST SOFTWARE LEVEL VEHICLE BROUGHT TOOPERATING TEMPERATURE AND PERFORMEDQUICKLEARN. DURING ROAD TEST OBSERVED DELAYED2-3 UPSHIFT, AND DELAYED SHIFT INTO REVERSEPER STAR, TRANSMISSION REMOVED, [redacted] CLUTCHREMOVED, K2 CLUTCH AND [redacted] REMOVED, [redacted] ASSEMBLY REBUILD WITH NEW PARTS, ANDREASSEMBLED. TRANSMISSION REINSTALLED. FILLEDTO PROPER LEVEL, BROUGHT TO OPERATINGTEMPERATURE AND QUICKLEARN PERFORMED. VEHICLEROAD TESTED AND SAME SYMPTOMS OBSERVED,DELAYED HARD ENGAGEMENT INTO [redacted] ANDREVERSE. PER STAR RECOMMENDATION ANDAUTHORIZATION FOR TRANSMISSION ASSEMBLYREPLACEMENT. PERFORM TSB REPLACE CLUTVH KIT SUB ASSEMBLY REBUILD [redacted] KIT UPDATE TCM SOFTWARE CUSTOMER STATES TRANSMISSION CUSTOMER STATES TRANSMISSION CUSTOMER STATES TRANSMISSION [redacted] SEE [redacted] B SEE [redacted] B FOR REPAIRDETAILS SEE [redacted] B FOR REPAIR BRAKE SYSTEM REPAIR [redacted] [redacted] [redacted] COMPLETED, NO ADDITI

(RO) Technical Notes:

HARSH SHIFT INTO [redacted] AND [redacted] DELAYED INTO REVERSE AND DO NOT OVERLAP, [redacted], THE TRANSMISSION REPAIR PER STAR, THE TRANSMISSION REPLACEMENT PER STAR, INCLUDED CASES TO SUPPORT, THANK YOU

GCS Narratives

(Claim) Customer Concern:

HARSH SHIFT AFTER K1 AND K3 REBUILD VEHICLE TOWED IN....NO DRIVE & CLUNKS IN REVERSE-[redacted] ON DASH...CHEC K & ADVISE

(Claim) Cause:

AFTER K1 AND [redacted] REBUILD HARSH SHIFT INTO [redacted] AND [redacted] DELAYED INTO REVER DURING ROAD TEST OBSERVED DELAYED 2-3 UPSHIFT, AND DELAYED SHIFT INTO REVERSE PER TSB: [redacted] UPDATED TO LATEST SOFTWARE LEVEL SE VEHICLE INSPECTED FOUND ACTIVE CODE [redacted] GEAR 1 SHIFT INCORRECT RATIO PR ESENT, PER TSB: [redacted] REV. B

(Claim) Correction:

PER STAR TRANSMISSION REPLACED. QUICKLEARN PERFORMED VEHICLE ROAD TESTED ADDIT PER STAR, TRANSMISSION REMOVED, [redacted] REMOVED, [redacted] AND [redacted] R SUCCESSFULLY FLASHED ECU FROM OLD PART NUMBER [redacted] TO CURRENT PART NUMBE EMOVED [redacted] ASSEMBLY REBUILD WITH NEW PARTS, AND REASSEMBLED. TRANSMISSI IONAL [redacted], FLUID ADJUSTED TO PROPER LEVEL. R [redacted], TRANSMISSION REMOVED, INSPECTED FOUND [redacted] SNAPRING DISLODGED DAMAGING [redacted] HUB, [redacted] SUBASSEMBLY AND [redacted] HUB REPLACED, TRANSMISSION REINSTA ON REINSTALLED. FILLED TO PROPER LEVEL, BROUGHT TO OPERATING TEMPERATURE AND QUICKLEARN PERFORMED. VEHICLE ROAD TESTED AND SAME SYMPTOMS OBSERVED, DELAY LLED, VEHICLE ROAD TESTED FOUND TO HAVE HARSH SHIFTING FROM [redacted] TO [redacted], PER ED HARD ENGAGEMENT INTO [redacted] AND REVERSE. PER STAR RECOMMENDATION AND TSB: [redacted] UPDATED TO LATEST SOFTWARE LEVE AUTHORIZATION FOR TRANSMISSION ASSEMBLY REPLACEMENT.

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

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Module, powertrain/engine control (PCM-[redacted]) ; Reset Module Unit to Clear Active Concern/Issue	ML	CHECK [redacted] SERVICE SO						[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.								[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE RED LIGHTING BOLT LIGHT IS ON PLEASE CHECK AND ADVISE [redacted] MOPAR EXPRESS LANE INSPECTION

(RO) Cause:

F PER CUSTOMER REQUEST.

(RO) Correction:

[redacted] software found active dtc p061b.cleared dtc, found dtc to return. foundsoftware in pcm to be out of date. flashedand reprogrammed new software to pcm. cleareddtc, test drove vehicle, found no dtcs toreturn. Module, powertrain/enginecontrol (PCM-[redacted]) Reset Module U DIAGNOSTICS [redacted] MOPAR EXPRESS LANE INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE RED LIGHTING BOLT LIGHT IS ON PLEASE CHECK AND ADVISE

(Claim) Cause:

SOFTWARE FOUND ACTIVE [redacted]

(Claim) Correction:

SOFTWARE FOUND ACTIVE DTC [redacted]. CLEARED DTC, FOUND DTC TO RETURN. FOUND SOFT WARE IN PCM TO BE OUT OF DATE. FLASHED AND REPROGRAMMED NEW SOFTWARE TO PCM. CLEARED DTC, TEST DROVE VEHICLE, FOUND NO DTCS TO RETURN

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	***Year***	[redacted]	***Body***	DP0L93 - 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]	***Total Paid***	[redacted]

Dealer Information

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

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)	[redacted]	RELAY	1	X	[redacted]	
C	25[redacted]182	Pump, Unit ; Replace Urea Delivery Module	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	MODULE	1	X	[redacted]	
[redacted]		Module, Diesel Emission Fluid System ; Inspect and Reprogram DEF Control Unit (DCU)	UC	UNCODABLE (NARRATIVE REQUIRED)						[redacted]
[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:

MULTI POINT INSPECTION CUSTOMER REQUESTS PERFORM Safety Recall [redacted] - Intake Air Grid HeaterRelay. SOR [redacted]. CUSTOMER REQUESTS PERFORM Customer Satisfaction Notification [redacted] - Diesel Exhaust Fluid. SOR [redacted]. CUSTOMER REQUESTS PERFORM Customer Satisfaction Notification [redacted] - Diesel Fluid Fluid. SOR [redacted]. [DID HAVE TRANSMISSION REPLACED ON [redacted] CUSTOMER REQUESTS PERFORMCustomer Satisfaction Notification [redacted] - Aisin Transmission. UPON INSPECTION FOUND CHECK ENGINE LIGHT TO BE ON DASH. CUSTOMER ADVISED OF RECOMMENDED MAINTENANCE FOR PERFORM SERVICE LIGHT. HAS DECIDED TO DEFER MAINTENANCE AT THIS TIME.

(RO) Cause:

E E E E E

(RO) Correction:

[redacted] complete MULTI POINT INSPECTION [redacted] completed [redacted] recall, removed andreplaced intake heater relay per recallinstructions, no issues found at this time Replace Relay, Intake AirHeater [redacted] Current [redacted] Number: [redacted] New [redacted] Number: [redacted] Inspect and update DCU software level [redacted] Drained and saved DEF. Removed DEFpump, installed new DEF pump and O-ring.Filled DEF tank and performed Reductant PumpPrime Test. Cleared codes and test drove,vehicle checks out ok at this time. RECALL [redacted] DJ/D2/DD/DP [redacted] DIESEL EXHAUST [redacted] completed [redacted] recall, found repairhad already been completed, returned vehicleto customer RECALL [redacted]: AISIN TRANSMISSION [redacted] during inspection found MIL to beactive, code P20B9 active, tested and foundhigh resistance in DEF line heater, removedand replaced DEF line assembly, test drovevehicle, no further

issues found at this time Line, Pump to Injector, [redacted] CUSTOMER ADVISED OF RECOMMENDED MAINTENANCE. HAS DECIDED TO DEFER MAINTENANCE AT THIS TIME.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] UPON INSPECTION FOUND CEL ON

(Claim) Cause:

DURING INSPECTION FOUND MIL TO BE ACTIVE, [redacted] ACTIVE, TESTED AND FOUND HIGH RESISTANCE IN DEF LINE HEATER

(Claim) Correction:

DRAINED AND SAVED DEF. REMOVED DEF PUMP, INSTALLED NEW DEF PUMP AND O-RING. FI FLASHED DCU [redacted] TO [redacted] REPAIR PREV COMPLETED REPLACED INTAKE HEATER RELAY LLED DEF TANK AND PERFORMED REDUCTANT PUMP PRIME TEST. CLEARED CODES AND TES T DROVE, VEHICLE CHECKS OUT OK AT THIS TIME. REMOVED AND REPLACED DEF LINE ASSEMBLY, TEST DROVE VEH, NO FURTHER ISSUES FOUN D AT THIS TIME

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	**Name**	[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] 1	Line, Pump to Injector ; 6.7 liter diesel	ML	CHECK [redacted] SERVICE SO	[redacted]	TUBE	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

MULTI POINT INSPECTION CUSTOMER REQUESTS PERFORM Safety Recall [redacted] - Intake Air Grid HeaterRelay. SOR [redacted] CUSTOMER REQUESTS PERFORM Customer Satisfaction Notification [redacted] - Diesel Exhaust Fluid. SOR [redacted]. CUSTOMER REQUESTS PERFORM Customer Satisfaction Notification [redacted] - Diesel Fluid Fluid. SOR [redacted]. [DID HAVE TRANSMISSION REPLACED ON [redacted] CUSTOMER REQUESTS PERFORMCustomer Satisfaction Notification [redacted] - Aisin Transmission. UPON INSPECTION FOUND CHECK [redacted] LIGHT TO BE ON DASH. CUSTOMER ADVISED OF RECOMMENDED MAINTENANCE FOR PERFORM SERVICE LIGHT. HAS DECIDED TO DEFER MAINTENANCE AT THIS TIME.

(RO) Cause:

E E E E E

(RO) Correction:

[redacted] complete MULTI POINT INSPECTION [redacted] completed [redacted] recall, removed andreplaced intake heater relay per recallinstructions, no issues found at this time Replace Relay, Intake AirHeater [redacted] Current Part Number: [redacted] NewPart Number: [redacted] Inspect and update DCU software level [redacted] Drained and saved DEF. Removed DEFpump, installed new DEF pump and O-ring.Filled DEF tank and performed Reductant PumpPrime Test. Cleared codes and test drove,vehicle checks out ok at this time. RECALL [redacted] DJ/D2/DD/DP [redacted] DIESEL EXHAUST [redacted] completed [redacted] recall, found repairhad already been completed, returned vehicleto customer RECALL [redacted] AISIN TRANSMISSION [redacted] during inspection found MIL to beactive, code [redacted] active, tested and foundhigh resistance in DEF line heater, removedand replaced DEF line assembly, test drovevehicle, no further issues found at this time Line, Pump to Injector, [redacted] CUSTOMER ADVISED OF RECOMMENDED MAINTENANCE. HAS DECIDED TO DEFER MAINTENANCE AT THIS TIME.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] UPON INSPECTION FOUND CEL ON

(Claim) Cause:

DURING INSPECTION FOUND MIL TO BE ACTIVE, [redacted] ACTIVE, TESTED AND FOUND HIGH RESISTANCE IN DEF LINE HEATER

(Claim) Correction:

DRAINED AND SAVED DEF. REMOVED DEF PUMP, INSTALLED NEW DEF PUMP AND O-RING. FI FLASHED [redacted] TO [redacted] REPAIR PREV COMPLETED REPLACED INTAKE HEATER RELAY LLED DEF TANK AND PERFORMED REDUCTANT PUMP PRIME TEST. CLEARED CODES AND TES T DROVE, VEHICLE CHECKS OUT OK AT THIS TIME. REMOVED AND REPLACED DEF LINE ASSEMBLY, TEST DROVE VEH, NO FURTHER ISSUES FOUN D AT THIS TIME

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$2,567.[redacted]	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	6[redacted]
Address	1300 NORTH DIXIE FREEWAY , NEW SMYRNA BEACH, FL 32168				

Condition Information

Condition [redacted]			Failure	Failure	Number	Part Name	Part Quantity	[redacted] Failed	Expense	Expense
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	BOLT	6		32.91	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	BOLT	5		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	GREASE	1		110.60	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68637534AA	CLUTCHKIT	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	HUB	1		468.45	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; equipped			[redacted]	FLUID AFT	6		154.24	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; propeller shaft equipped			[redacted]	BOLT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; propeller shaft equipped			[redacted]	[redacted]			[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	GREASE	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		32.91	[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	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	HUB	1		[redacted]	[redacted]
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 HEARD A CLUNK FROM THE TRANS AND LOST ALL FO RWARD [redacted] PLEASE ADVISE (AUTOMATIC TRANSMISSION CONCERN) MULTI-POINT INSPECTION FREE CAR WASH

(RO) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF VEHICLE WILL NOT MOVE IN FORWARD [redacted], WILL ONLY MOVE IN REVERSE. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE WAS MANUFACTURED WITH A DEFECTIVE [redacted] DRUM SNAP RING. FREE CAR WASH

(RO) Correction:

REMOVE AND DISASSEMBLE TRANSMISSION TO FIND [redacted] SNAP RING DISLOGED. REPLACE [redacted] ASSY AND ALL RELATED SEALS. VERIFIED CORRECT SHAFT ENDPLAY. REASSEMBLED AND REINSTALLED TRANSMISSION. TOPPED OFF FLUID, PERFORMED QUICK LEARN. ROAD TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS. THE SYSTEM IS NOW OPERATING AS DESIGNED. COMPLETED SERVICE FREE CAR WASH

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES HEARD A CLUNK FROM THE TRANS AND LOST ALL [redacted] PLEA SE ADVISE (AUTOMATIC TRANSMISSION CONCERN)

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF VEHICLE WILL NOT MOVE IN [redacted], WI LL ONLY MOVE IN REVERSE. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER S TATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE WAS MANUFACT URED WITH A DEFECTIVE K1 CLUTCH DRUM SNAP RING.

(Claim) Correction:

REMOVE AND DISASSEMBLE TRANSMISSION TO FIND K1 CLUTCH SNAP RING DISLOGED. REP LACE [redacted] CLUTCH ASSY AND ALL RELATED SEALS. VERIFIED CORRECT SHAFT ENDPLAY. RE ASSEMBLED AND REINSTALLED TRANSMISSION. TOPPED OFF FLUID, PERFORMED QUICK LEA RN. ROAD TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS. THE SYSTEM IS NOW OPE RATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

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

Dealer Information

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

Condition Information

[redacted]			**Failure**	**Failure Desc**	**Part Number**	**Part Name**	[redacted] **Quantity**	**Failed**	**Expense**	**Expense**
[redacted]		Starter ; diesel engine	[redacted]	[redacted]	[redacted]	STARTER	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUST STATES VEH DOES NOT CRANK OR START (Engine Mechanical C oncern)

(RO) Cause:

INTERNAL FAILURE WITHIN STARTER MOTOR

(RO) Correction:

REPLACED STARTER THEN RETEST/OK

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES VEH DOES NOT CRANK OR START

(Claim) Cause:

INTERNAL FAILURE WITHIN STARTER MOTOR

(Claim) Correction:

REPLACED STARTER THEN RETEST/OK

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	***Name*** [redacted]
Address	10743 EAST ARAPOHOE RD , ENGLEWOOD, CO 80111

Condition Information

Condition	[redacted]	[redacted]	***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	[redacted] ***Failed***	***Expense***	***Expense***
[redacted]		Sending unit or switch, oil pressure ; 6.7 liter diesel engine equipped	ML	CHECK [redacted] SERVICE SO	[redacted]	SENSOR	1	X	94.92	[redacted]

RO Narratives

(RO) Customer Concern:

Customer requested to have Multi Point Inspection performed this visit CUSTOMER STATES WHILE AT IDLE THE OIL PRESSURE GOES TO 0 BUT WHEN THEY START TO DRIVE AGAIN IT GOES BACK UP. CHECK AND ADVISE Declined Wiper Blade /Insert Replacement

(RO) Cause:

PERFORMED MULTI POINT INSPECTION E

(RO) Correction:

Customer requested to have Multi Point Inspection performed thisvisit YOUR BATTERY TESTED GOOD ON THIS VISIT BRAKES TEST GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME TIRES ARE GOOD AT THIS TIME. [redacted] OR GREATER. Customer requested to have Multi Point Inspection performed this visit YOUR BATTERY TESTED GOOD ON THIS VISIT BRAKES TEST GOOD AT THIS TIME - NO ATTENTION NEEDED AT THIS TIME TIRES ARE GOOD AT THIS TIME. [redacted] OR GREATER. 20125 [redacted] 50 General Concern [redacted] MISC BODY REPAIR Declined Wiper Blade /Insert Replacement

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHILE AT IDLE THE OIL PRESSURE GOES TO 0 BUT WHEN THEY START T O DRIVE AGAIN IT GOES BACK UP. CHECK AND ADVISE

(Claim) Cause:

HAD STORED FAULT CODE [redacted]

(Claim) Correction:

HAD STORED FAULT CODE [redacted]. RAN VEHICLE TO OPERATING TEMPERATURE AND OIL PRES SURE NEVER WENT DOWN TO [redacted]. INSPECTED OIL PRESSURE SWITCH AND FOUND THAT OIL WAS LEAKING THROUGH INTO THE CONNECTOR. REPLACED OIL PRESSURE SWITCH AND CLEANED CONNECTOR.

Warranty Claim Report

Vehicle Information

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

Dealer Information

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

Condition Information

Condition			Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]		Ground	[redacted]	HARNESS NOT CLIPPED OR STRAPPE						[redacted]
A	[redacted]	Loaner Car ; High Line Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

Tire Inflation Service Advanced Malfunction Indicator Lamp Diagnosis customer states that check engine light came back on advise Rental Vehicle

(RO) Cause:

Per [redacted] ([redacted]) requirements, check tire pressure on all tires affixed to the vehicle (does not include spare tire unless mounted on a driven wheel) and inflate to vehicle or tire manufacturer specifications. [redacted] ACTIVE DTC FOR INTAKE HEATER PERFORMANCE. GROUND CIRCUIT [redacted] HAS EXCESSIVE RESISTENCE WHEN LOAD TESTED. UPON INSPECTION FOUND CHASSIS PAINT NOT ALLOWING GROUND TO CORRECTLY TERMINATE. Rental vehicle provided per vehicle manufacturer. Must return with same fuel level. No smoking or pets in vehicle.

(RO) Correction:

Checked and inflated front tires to _60____ PSI and rear tires to __80___ PSI. GAINED ACCESS TO INTAKE HEATER GRID GROUND BY REMO[redacted]G INTAKE HEATER GRID/MAINIFOLD. CLEANED GROUND LOCATION AND RESECURED. REINSTALLED ALL PREVIOUSLY REMOVED COMPONENTS. CLEARED DTC'S AND VERIFIED REPAIR UPON COLD START. [redacted] rental vehicle provided per vehicle manufacturer. Customer returned rental vehicle.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

ADVANCED MALFUNCTION INDICATOR LAMP DIAGNOSIS CUSTOMER STATES THAT CHECK ENGIN E LIGHT CAME BACK ON ADVISE

(Claim) Cause:

[redacted] ACTIVE DTC FOR INTAKE HEATER PERFORMANCE. GROUND CIRCUIT [redacted] HAS EXCESSI VE RESISTENCE WHEN LOAD TESTED. UPON INSPECTION FOUND CHASSIS PAINT NOT ALL OWING GROUND TO CORRECTLY TERMINATE.

(Claim) Correction:

GAINED ACCESS TO INTAKE HEATER GRID GROUND BY REMOVING INTAKE HEATER GRID/MAIN IFOLD. CLEANED GROUND LOCATION AND RESECURED. REINSTALLED ALL PREVIOUSLY REM OVED COMPONENTS. CLEARED DTC'S AND VERIFIED REPAIR UPON COLD START.

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

Expense

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

Dealer Information

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

[redacted]

Condition Information

Condition Code	***LOP***	***LOP Desc***	***Failure Code***	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	***LOP Expense***
[redacted]		Safety Recall 13A - Intake Air Grid Heater Relay ; [redacted] Heater Relay	UC	UNCODABLE ([redacted] REQUIRED)	CSTP13A1AA	RELAY	1	X	[redacted]	
B	2590A182	Pump, Unit ; Replace Urea Delivery Module	UC	UNCODABLE ([redacted] REQUIRED)	CCGN90A1AA	MODULE	1	X	328.03	$135.55
[redacted]		Pump, Unit ; Replace Urea Delivery Module	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	FLUID	[redacted]			[redacted]
C	[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	[redacted]	
[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]				[redacted]
C	[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]	NUT	1		1.65	[redacted]

RO Narratives

(RO) Customer Concern:

RECALL RECALL RECALL CHECK ENGINE LIGHT IS ON

(RO) Cause:

CHECKED DTC'S, PCM HAS PCM [redacted] Cylinder 1

(RO) Correction:

[redacted] - DIAGNOSTIC ALLOWANCE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT IS ON

(Claim) Cause:

CHECKED DTC'S, PCM HAS PCM [redacted] CYLINDER 1 IN JECTION TIMING-, [redacted] INJECTION TIMING PERF ORMANCE-, [redacted] PARTICULATE FILTER REGENE RATION FREQUENCY, [redacted] B. RELATED TO [redacted], NOT [redacted], WARMED UP ENGINE TO OPERATING TEMP, PREFORMED FUEL SYSTEM RUN UP TEST, RUN UP TEST FAILED DETECTED PROBLEM WITH #1. WILL NEED TO REPLACE INJECTOR AND RETEST.

(Claim) Correction:

REPLACED #1 INJECTOR, RESET QUANTITY, WARMED ENGINE UP TO [redacted] AND RAN FUEL R UN UP TEST, SYSTEM PASSED

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP0L66 - 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]	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	[redacted]	35 [redacted]
Address	[redacted]				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[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 ; 4X4 equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
B	[redacted]	Tube/Hose, DEF Heater ; Line, heater	ML	CHECK [redacted] /SERVICE SO	[redacted]	TUBE	1	X	[redacted]	
B	[redacted]	Operation diagnostics - With repair ; Must be [redacted] appropriate repair Labor Operation.			[redacted]	TUBE	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

TRANSMISSION CONCERN CHECK ENGINE LIGHT

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

C/S CEL ON. C/S HARSH SHIFT IN FORWARD GEARS. REVERSE OK.

(Claim) Cause:

CODE PRESENT FOR HEATER SUCTION LINE OPEN CIRCUIT. TESTED POWER, GROUND AND FO PERFORMED HEALTH CHECK AND FOUND CODE PRESENT FOR FIRST GEAR SHIFT INCORRECT R ATIO. [redacted] FOUND K1 CLUTCH SNAP RING OUT OF POSITION UND NO POWER PRESENT.

(Claim) Correction:

DISASSEMBLED TRANS AND REINSTALLED NEW SNAP RING KIT. PERFORMED A QUICK LEARN REPLACED DIESEL EXHAUST TUBE. CLEARED CODES AND VERIFIED PROPER OPERATION. AND ROAD TESTED FOR PROPER FUNCTIONALITY.

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**	$2,851.79	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]			Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	Expense
A	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	INJECTOR	1	X	[redacted]	
A	[redacted]	Injector, Fuel ; [redacted] liter primary labor operation			[redacted]	CONNECTOR	1		[redacted]	
A	[redacted]	Injector, Fuel ; Cylinder 1 - 6.7 liter	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	INJECTOR	1	X	2652.46	$67.78
A	[redacted]	Injector, Fuel ; Cylinder 1 - 6.7 liter	ML	CHECK ENGINE/SERVICE ENGINE SO	[redacted]	CONNECTOR	1		199.33	$67.78
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	INJECTOR	1	X	[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	CONNECTOR	1		[redacted]	

RO Narratives

(RO) Customer Concern:

RECALL RECALL RECALL CHECK ENGINE LIGHT IS ON

(RO) Cause:

CHECKED DTC'S, PCM HAS PCM [redacted] Cylinder 1

(RO) Correction:

[redacted] - DIAGNOSTIC ALLOWANCE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK ENGINE LIGHT IS ON

(Claim) Cause:

CHECKED DTC'S, PCM HAS PCM [redacted] CYLINDER 1 IN JECTION TIMING-, [redacted] INJECTION TIMING PERF ORMANCE-, [redacted] PARTICULATE FILTER REGENE RATION FREQUENCY, [redacted] B. RELATED TO [redacted], NOT [redacted], WARMED UP ENGINE TO OPERATING TEMP, PREFORMED FUEL SYSTEM RUN UP TEST, RUN UP TEST FAILED DETECTED PROBLEM WITH #1. WILL NEED TO REPLACE INJECTOR AND RETEST.

(Claim) Correction:

REPLACED #1 INJECTOR, RESET QUANTITY, WARMED ENGINE UP TO [redacted], AND RAN FUEL R UN UP TEST, SYSTEM PASSED

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**	$3,197.08	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition		Desc	Failure Code	Failure Desc	Part Number	Part Name	Quantity	Failed	Expense	Expense
[redacted]		Transfer Case ; [redacted] diesel	[redacted]	[redacted]	[redacted]	TRANSFER	1	X	[redacted]	$271.10
[redacted]		Transfer Case ; [redacted] diesel	[redacted]	[redacted]	[redacted]	[redacted]				
A	21020101	Transfer Case ; [redacted] diesel	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]			$271.10
A	[redacted]	[redacted] Case ; [redacted] Shaft			[redacted]	TRANSFER	1	X	[redacted]	[redacted]
A	[redacted]	Transfer Case ; [redacted] Propeller Shaft			[redacted]	[redacted]				[redacted]
A	[redacted]	Transfer Case ; [redacted] Propeller Shaft			[redacted]	[redacted]	[redacted]			
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSFER	1	X	[redacted]	[redacted]
[redacted]		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]				[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

MISC

(RO) Cause:

VEHICLE HAS FORWARD GEARS, I WAS ABLE TO DRIVE

(RO) Correction:

[redacted] - DIAGNOSTIC ALLOWANCE[redacted] - DIAGNOSTIC ALLOWANCE; [redacted] - DIAGNOSTIC ALLOWANCE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER WAS COMING DOWN THOMPSON HILL, RPM'S WE NT UP, STEPPED ON ACCELERATOR, NO FORWARD GEAR S, TOWED IN

(Claim) Cause:

VEHICLE HAS FORWARD GEARS, I WAS ABLE TO DRIVE INTO STALL, CONNECTED SCAN TOOL , CHECKED DTC'S, [redacted]-00 OUTPUT SPEED SENSOR/WHEEL SPEED RATIONALITY, [redacted] INVALID DATA RECEIVED FROM ANTI-LOCK BRAKE SYSTEM (ABS) CONTROL MODULE "A"- CLEARED DTC'S, TEST DROVE, ENGINE IS RACING AT [redacted], UNABLE TO GET [redacted]. MONITORED ACTUAL VS. TARGET GEARS FOR TRANS, IT WILL COMM AN[redacted],AFTER TEST DRIVE.

(Claim) Correction:

IMPLAUSIBLE DATA RECEIVED FROM T-CASE, SET IN [redacted], VEHICLE FEELS LIKE IT'S STU CK IN LOW RANGE, REMOVED T-CASE, CHECKED GEAR RATIO OF TCASE, THERE IS A [redacted] WHILE IN [redacted], SHOULD BE A 1:1. ORDERED T-CASE, REPLACED T-CASE AND TEST DROVE, VERIFIED TRUCK IS ABLE TO OBTAIN [redacted] AT [redacted]

Warranty Claim Report

Vehicle Information

VIN	[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**	$1,761.06	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	TOWN&COUNTRY CAR/TRK CNTR INC	**Zone**	[redacted]
[redacted]	20 KRAFT EXTENSION , ALAMOSA, CO 81101				

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]	[redacted]				
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	HUB	1		287.00	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	9		141.75	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	5		78.75	[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	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	HUB	1		287.00	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		141.75	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	5		78.75	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1	X	1051.40	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition -			[redacted]	[redacted]				[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 ; Skid plate equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1051.40	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	1		3.36	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]		1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]		1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE ACTION	[redacted]	FLUID AFT	[redacted]			[redacted]
B	[redacted]	Console, Overhead	64	MISALIGNED OR MISMATCHED	[redacted]	CONSOLE	1	X	198.80	[redacted]

RO Narratives

(RO) Customer Concern:

TRANSMISSION AND/OR TRANSFER CASE HEATER SYSTEM REPAIR ELECTRICAL REPAIR BODY & TRIM REPAIR

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES ROOF CONSOLE HAS A METAL PIECE STICKING OUT OF IT CUSTOMER STATES VEHICLE HAD EXTREMELY HARD DOWN SHIFT AND NOW WONT MOVE AT ALL

(Claim) Cause:

FOUND SPRING HAD FAILED ON THE SUNGLASSES HOLDER ON THE ROOF CONSOLE VEHICLE HAD [redacted]. HAD REVERSE AND NO FORWARD GEARS. PER TSB 21-002-23, REMOVED TRANSMISSION. FOUND VEHICLES [redacted] CLUTCH SNAP RING HAD FAILED AND BECOME DISLODGED. THIS CAUSED DAMAGE TO THE K2 CLUTCH HUB.

(Claim) Correction:

REPLACED CONSOLE REPLACED K1 AND K2 ASSEMBLIES. INSTALLED NEW SHIM AND TRANSMISSION PUMP SEALS PER TSB. TORQUED TRANSMISSIO N PUMP. CHECKED GEAR TRAIN ENDPLAY- WITHIN SPECIFICAT ION. REINSTALLED TRANSMISSION. REFILLED TRANSMISSION FLUID. TEST DROVE VEHICLE AND RECHECKED-OK.

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***	$163.99	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

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

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]	[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)	CERN[redacted]3AA	[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	54.98	

RO Narratives

(RO) Customer Concern:

Emissions Recall [redacted]- Particulate Matter Sensor (Recall Cus tomer Satisfaction Notification 2) Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1)

(RO) Cause:

Y-[redacted]

(RO) Correction:

INSTALLED PM SENSOR AND UODATED PCM INSTALLED INTAKE HEATER GRID RELAY F2 List

(RO) Technical Notes:

[redacted]

GCS Narratives

(Claim) Customer Concern:

Emissions Recall [redacted] - Particulate Matter Sensor (Recall Cus tomer Satisfactio Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfactio

(Claim) Cause:

[redacted]

(Claim) Correction:

INSTALLED INTAKE HEATER GRID RELAY INSTALLED PM SENSOR AND UODATED PCM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DP0L63 - 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]	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	UNDERWOOD MOTORS INC	**Zone**	42 [redacted]
Address	2626 CLEVELAND RD , WOOSTER, OH 44691				

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	[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]	SEAL RING	4		55.19	$190.03
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		7.91	$190.03
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GASKET	1		43.13	$190.03
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			68085955AA	WASHER	1		9.36	$190.03
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	9		147.63	$190.03
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	SEAL RING	4		55.19	[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]	SEAL RING	1		7.91	[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]	GASKET	1		43.13	[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]	WASHER	1		9.36	[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]	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:

VEHICLE HEALTH REPORT WILL GO IN REVERSE BUT WONT GO FORWARD TOW IN DRIVE SHAFT BOLTS NOT INSTALLED PER TOW TRUCK TOW CHARGES

(RO) Cause:

verified concerns and found [redacted] DTCs [redacted], [redacted]

(RO) Correction:

[redacted]; [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WILL GO IN REVERSE BUT WONT GO FORWARD, TOWED IN

(Claim) Cause:

VERIFIED CONCERNS AND FOUND [redacted], [redacted] AND [redacted] ALL STORED. FOUND TSB [redacted] RELATED TO CONCERN OF K1 CLUTCH SNAP RING DISLODGED

(Claim) Correction:

REMOVED [redacted] TRANS WITH [redacted] AND TRANS MOUNTED [redacted]. REPLACED K1 CLUTCH HUB ASSEMBLY AND ALL NEEDED GASKETS AND SEALS. REASSEMBLE ALL AND REFILL FLUID A ND WARM UP AND PERFORM QUICK LEARN PROCEDURE. TEST DROVE TO VERIFY REPAIR

Warranty Claim Report

Vehicle Information

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

Claim Information

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**	UNDERWOOD MOTORS INC	**Zone**	42 [redacted]
Address	2626 CLEVELAND RD , WOOSTER, OH 44691				

Condition Information

Condition [redacted]	LOP	LOP Desc	Failure [redacted]	Failure Desc	Part Number	Part Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[redacted]	SERVICE [redacted]						[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles								[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER SRTATES WILL MOVE IN REVERSE BUT NOT FORWARDS

(Claim) Cause:

SERVICE ACTION

(Claim) Correction:

[redacted] CLUTCH SNAP RING DISLODGED RENTAL LEFT OFF CLAIM

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	***Name***	[redacted]	***Zone***	[redacted]
Address	1421 N.E. 6TH ST , GRANTS PASS, OR 97526				

Condition Information

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

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES WHEN LEAVING HOUSE (ON A HILL) VEHICLE WILL CLUNKS INTO GEAR WHEN SLOWING DOWN INTO [redacted]. ALSO HAS A HARSH SHIFT WHEN COMING TO A STOP. INSPECT AND ADVISE PERFORM DIESEL OIL AND FILTER SERVICE. NEW GENERATION CUMMINS. PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. GREEN REPAIR ORDER PROCESSING AND STORAGE FEE

(RO) Cause:

.

(RO) Correction:

[redacted] no problem found could not verify,test drove vehicle to duplicate concern,could not duplicate at this time, checked fordtcs, no dtcs found at this time, checked forstar cases or tsbs regarding customerconcern, none found at this time, found tcmsoftware update regarding harsh shifts,performed software update, test drovevehicle, rechecked for dtcs, no dtcs at thistime, vehicle is operating as designed atthis time [redacted]RT Module, TransmissionControl ([redacted]) - Inspect and Reprogram (0 -Introduction) 2 - Automatic Transmission [redacted] TRANSMISSION [redacted] completed PERFORM DIESEL OIL AND FILTER SERVICE. NEW GENERATION CUMMINS [redacted] completed PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S. DOC GREEN REPAIR ORDER PROCESSING AND STORAGE FEE GREEN REPAIR ORDER PROCESSING AND STORAGE FEE GREEN REPAIR ORDER PROCESSING AND STORAGE FEE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES WHEN LEAVING HOUSE (ON A HILL) VEHICLE WILL CLUNKS INTO GEAR W HEN SLOWING DOWN INTO [redacted], ALSO HAS A HARSH SHIFT WHEN COMING TO A STOP . INSPECT AND ADVISE

(Claim) Cause:

NO PROBLEM FOUND

(Claim) Correction:

COULD NOT VERIFY, TEST DROVE VEHICLE TO DUPLICATE CONCERN, COULD NOT DUPLICATE AT THIS TIME, CHECKED FOR DTCS, NO DTCS FOUND AT THIS TIME, CHECKED FOR STA R CASES OR TSBS REGARDING CUSTOMER CONCERN, NONE FOUND AT THIS TIME, FOUND [redacted] SOFTWARE UPDATE REGARDING HARSH SHIFTS, PERFORMED SOFTWARE UPDATE, TEST DRO VE VEHICLE, RECHECKED FOR DTCS, NO DTCS AT THIS TIME, VEHICLE IS OPERATING A S DESIGNED AT THIS TIME

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**	$2,628.76	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted] SUPERCENTER	**Zone**	6[redacted]
Address	4120 W 6TH AVE , STILLWATER, OK 74074				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	[redacted]	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Flexplate, torque converter dr[redacted] transmission ; Cummins Diesel Engine	11	BROKEN OR CRACKED	[redacted]	FLYWHEEL	1	X	[redacted]	
A	[redacted]	Flexplate, torque converter dr[redacted] transmission ; Cummins Diesel Engine	11	BROKEN OR CRACKED	[redacted]	FLYWHEEL	1		[redacted]	
A	[redacted]	Flexplate, torque converter dr[redacted] transmission ; Cummins Diesel Engine	11	BROKEN OR CRACKED	[redacted]	BOLT	9		316.58	$573.62
A	[redacted]	Flexplate, torque converter dr[redacted] transmission ; Cummins Diesel Engine	11	BROKEN OR CRACKED	[redacted]	BOLT	1		[redacted]	$573.62
A	[redacted]	Flexplate, torque converter d[redacted] tr[redacted] Plate Equipped			[redacted]	FLYWHEEL	1	X	1834.85	[redacted]
A	[redacted]	Flexplate, torque converter dr[redacted] transmission ; Skid Plate Equipped			[redacted]	FLYWHEEL	1		442.15	$[redacted]
A	[redacted]	Flexplate, torque converter [redacted] automatic tr[redacted]mission ; Skid Plate Equipped			[redacted]	[redacted]				$[redacted]
A	[redacted]	Flexplate, torque converter d[redacted] tr[redacted] Plate Equipped			[redacted]	BOLT	1		[redacted]	$[redacted]
A	[redacted]	Flexplate, torque converter dr[redacted] transmission ; [redacted] Propeller Shaft			[redacted]	FLYWHEEL	1	X	1834.85	$32.78
A	[redacted]	Flexplate, torque converter dr[redacted] tr[redacted] ; [redacted] Propeller Shaft			[redacted]	FLYWHEEL	1		442.15	$32.78
A	[redacted]	Flexplate, torque converter dr[redacted] transmission ; [redacted] Propeller Shaft			[redacted]	[redacted]				$32.78

A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] Propeller Shaft			[redacted]		1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] AWD equipped			[redacted]	FLYWHEEL	1	X	[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] AWD equipped			[redacted]	FLYWHEEL	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] AWD equipped			[redacted]		9		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; [redacted] AWD equipped			[redacted]		1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLYWHEEL	1	X	1834.85	$81.95
A	[redacted]	Flexplate, torque converter drive automatic transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLYWHEEL	1		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; DEF equipped [redacted] pick-up only			[redacted]		9		[redacted]	
A	[redacted]	Flexplate, torque converter drive automatic transmission ; DEF equipped [redacted] pick-up only			[redacted]		1		[redacted]	

RO Narratives

(RO) Customer Concern:
RECALL DIAGNOSE MULTI POINT

(RO) Cause:
NA

(RO) Correction:
COMPLETE

(RO) Technical Notes:
NA

GCS Narratives

(Claim) Customer Concern:
CUSTOMER STATES CRANK NO START

(Claim) Cause:
FOUND ENGINE FLEX PLATE BROKEN

(Claim) Correction:

REMOVE TRANSFER CASE, REMOVE TRANSMISSION , RE PLACE FLEX PLATE , INSTALL TRANSMISSION , INST ALL TRANSFER CASE , START VEHICLE , VEHICLE STARTE D NORMALLY

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28L92 - RAM 3500 [redacted] CREW CAB 4X4
Build Date	[redacted]	***Plant***	[redacted]	ASSEMBLY PLANT	***Coverage*** [redacted]

Claim Information

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

Expense

Labor	[redacted]	***Sublet***	$61.08	[redacted]	$0.00	***Total Paid***	[redacted]

Dealer Information

[redacted]	***Name***	NORTHGATE CHRYSLER DODGE JEEP, INC.	[redacted]
Address	8[redacted] COLERAIN AVE , CINCINNATI, OH 45251		

Condition Information

Condition [redacted]	[redacted]		***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]	[redacted] RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted] RING	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Skid plate equipped			[redacted]	[redacted] RING	1	X	[redacted]	
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1	X	10.34	$573.41
B	[redacted]	Safety Recall [redacted] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Safety Recall [redacted]- Intake Air Recall / Customer Satisfaction Notification 2 [Customer Satisfaction Notificat ion [redacted]- Aisin Transmission **] Grid Heater Relay **]

(Claim) Cause:

. RECALL [redacted]

(Claim) Correction:

COMPLETED RECALL [redacted] REPLACED GRID HEATER RELAY LOP: [redacted] TIME: [redacted] PERFORMED RECALL ON SNAP RING IN TRANSMISSION RS TECH: [redacted]

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	DP0L94 - RAM 5500 [redacted] CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$632.80	**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	[redacted] Name	Quantity	Failed	Expense	LOP Expense
A	[redacted]4	Transmission Wiring			[redacted]	SHAFT	1	X	[redacted]	
A	[redacted]	Propeller shaft, with universal joints ; Transfer case to front axle	M4	U-JOINT BROKEN OR CRACKED	[redacted]	SHAFT	1	X	[redacted]	
A	[redacted]	Propeller shaft, with universal joints ; [redacted] equipped (front shaft only)				SHAFT	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall 1) CUSTOMER STATES THE VEHICLE WILL NOT GO OVER [redacted] POOR PER FORMANCE LOW POWER ADVISE (Diagnose Automatic Transmission C oncern) TRANSMISSION WONT GO ABOVE [redacted] CEL ON (Multi-point inspection according to maintenance interval)

(RO) Cause:

FACTORY REQUIRED RECALL INSPECTED AND FOUND FRONT DRIVESHAFT FAILURE HAS OCCURRED AND DAMAGED THE CROSSOVER TRANSMISSION HARNESS MOUNTED ON THE LOWER CROSSMEMBER BELOW FRONT DRIVESHAFT. NEED TO REPLACE FRONT DRIVESHAFT AND REPAIR THE TRANSMISSION HARNESS. 68521939AB

(RO) Correction:

Replace Relay, Intake Air Heater [redacted] REMOVED AND REPLACED FRONT DRIVESHAFT IN ACCORDANCE WITH SERVICE PROCEDURES, INSPECTED TRANSMISSION WIRING HARNESS AND FOUND DRIVESHAFT HAS DAMAGED [redacted] IN THE CROSSOVER HARNESS THAT RUNS UNDER DRIVESHAFT ACROSS CROSSMEMBER. REPAIRED AL[redacted] IN ACCORDANCE WITH CHRYSLER WIRING REPAIR PROCEDURES, USING SPARE WIRES AND SOLDER FROM TECHNICIANS STOCK. RELOOMED THE WIRING HARNESS, CLEARED ALL CODES AND TEST DROVE VEHICLE UNDER NEIGHBORHOOD AND HIGHWAY CONDITIONS AND FOUND VEHICLE DRIVES AND OPERATES AS DESIGNED AT THIS TIME AND NO CODES RETURN. ALL OKAY AT THIS TIME. [redacted] -A/T -[redacted]
*****Multi Point Inspection*****

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE VEHICLE WILL NOT GO [redacted] POOR PER FORMANCE LOW POWE CUSTOMER STATES THE VEHICLE WILL NOT GO [redacted] POOR PER FORMANCE LOW POWE CUSTOMER STATES THE VEHICLE WILL NOT GO [redacted] POOR PER FORMANCE LOW POWE

(Claim) Cause:

INSPECTED AND FOUND FRONT DRIVESHAFT FAILURE HAS OCCURRED AND DAMAGED THE CROS INSPECTED AND FOUND FRONT DRIVESHAFT FAILURE HAS OCCURRED AND DAMAGED THE CROS INSPECTED AND FOUND FRONT DRIVESHAFT FAILURE HAS OCCURRED AND DAMAGED THE CROS

(Claim) Correction:

REMOVED AND REPLACED FRONT DRIVESHAFT IN ACCORDANCE WITH SERVICE PROCEDURES, I REMOVED AND REPLACED FRONT DRIVESHAFT IN ACCORDANCE WITH SERVICE PROCEDURES, I REMOVED AND REPLACED FRONT DRIVESHAFT IN ACCORDANCE WITH SERVICE PROCEDURES, I

Warranty [redacted] 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

[redacted] **#**	[redacted]	**In Service Date**	[redacted]
[redacted] **Type**	S - Safety (Recalls)	**Repair Date**	[redacted]
[redacted] **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	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Safety Recall 13A - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

([redacted]) Customer Concern:

Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall 1)

([redacted]) Cause:

FACTORY REQUIRED RECALL

([redacted]) Correction:

Replace Relay, Intake Air Heater [redacted]

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***	$833.79	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted] Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted] Pump, Unit ; Diesel	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	MODULE	1	X	[redacted]	
A	[redacted] Pump, Unit ; Diesel	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	GASKET	1		19.81	[redacted]
A	[redacted] Pump, Unit ; Diesel	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	FLUID	1		40.45	[redacted]
A	[redacted] Pump, Unit ; Diesel	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	NOZZLE	1		[redacted]	
A	[redacted] 1 [redacted] Injector ; [redacted] liter diesel			[redacted]	MODULE	1	X	769.32	$65.16
A	[redacted] 1 [redacted] Injector ; [redacted] liter diesel				GASKET	1		19.81	$65.16
A	[redacted] 1 [redacted] Injector ; [redacted] liter diesel				FLUID	1		40.45	$65.16
A	[redacted] 1 [redacted] Injector ; [redacted] liter diesel				NOZZLE	1		4.21	$65.16

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] - Particulate Matter Sensor **] Multi-point inspection (according to maintenance interval) INSTALL REMOTE START CHECK [redacted] LIGHT IS ON

(RO) Cause:

DEF PUMP

(RO) Correction:

Recall / Customer Satisfaction Notification1 [Emissions Recall [redacted] -Particulate Matter Sensor**] RECALL INSPECT AND PERFORM RECALL Multi-point inspection (according to maintenanceinterval) FREIGHT MOPAR EXPRESS LANE INSPECTION MISC. SHOP CHARGES ELECTRICAL CONCERNS [redacted] STARTED WITH CLEARING THE CODES ANDATTEMPTED AN AFTER TREATMENT TEST. AFTERTREATMENT TEST WAS NOT ABLE TO BE COMPLETED.CONTINUED WITH PRIMING THE SYSTEM TO CHECKFOR LEAKS ON LINES AND HOSES. NO VISIBLELEAKS PRESENT. NEED TO REMOVE DEF INJECTOR TOCHECK FOR LEAK AT

[redacted] FOR FOR ANY BUILD UP,BUT NEED GASKET TO FOR REMOVAL. AFTERREMOVING DEF [redacted] AND VISUALLY INSPECTED, NODEBRIS FOUND AND NO BLOCKAGE FOUND. PERFORMEDA [redacted] FLOW TEST AND DID DOZE THE AMOUNT OF [redacted] WITHIN THE TIME OF [redacted]. OEM SPECIS A [redacted] OF 86 AND [redacted] OF [redacted]. [redacted] DOESFUNCTION AS REQUIRED. PERFORMED AN AFTERTREATMENT TEST AND THIS WAS THE RESULT; THETEST SHOWS THE PUMP CAN NOT SUPPLY ENOUGH TOTHE [redacted] AND IS CAUSING OUR CODE TO RETURN.WOULD ADVISE REPLACEMENT OF THE DEF SUPPLYPUMP. Test Status Aftertreatment SCRPerformance Test Status - Test CompleteAftertreatment DEF Doser Performance TestStatus - Test Fail Aftertreatment NOxRationality Test Status - InactiveAftertreatment SCR Catalyst PerformanceStatus - Test Inactive DEF PUMP REPLACED WITHNEW UNIT AND PRIMED. DID AFTER TREATMENT TESTAND IT RESULTED Test has been completed.TestStatus Aftertreatment SCR PerformanceTest Status Test Complete Aftertreatment DEFDoser Performance Test StatusTest PassAftertreatment NOx Rationality Test Status SONOX Sensor Pass Aftertreatment SCR CatalystPerformance StatusPASS TEST DROVE VEHICLEAND CHECKED CODES. NO FURTHER CODES CAME BACKAFTER TEST OR DRIVE. NO FURTHER REPAIRSNEEDED. CHECK [redacted] LIGHT IS ON FREIGHT FRT FOR SPECIAL ORDER CHARGED

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CHECK [redacted]E LIGHT IS ON.

(Claim) Cause:

STARTED WITH CLEARING THE CODES AND ATTEMPTED AN AFTER TREATMENT TEST. AFTER TREATMENT TEST WAS NOT ABLE TO BE COMPLETED. CONTINUED WITH PRI[redacted]G THE SYSTE M TO CHECK FOR LEAKS ON LINES AND HOSES. NO VISIBLE LEAKS PRESENT. NEED TO R EMOVE DEF INJECTOR TO CHECK FOR LEAK AT [redacted] FOR FOR ANY BUILD UP, BUT NEED GASKET TO FOR REMOVAL. AFTER REMOVING DEF [redacted] AND VISUALLY INSPECTED, NO DE BRIS FOUND AND NO BLOCKAGE FOUND. PERFORMED A [redacted] FLOW TEST AND DID DOZE TH E AMOUNT OF [redacted] WITHIN THE TIME O[redacted]. OEM SPEC IS A[redacted] OF 86 AND [redacted] O[redacted]. [redacted] DOES FUNCTION AS REQUIRED. PERFORMED AN AFTER TREATMENT TEST AND THIS WAS THE RESULT; THE TEST SHOWS THE PUMP CAN NOT SUPPLY ENOUGH TO TH E [redacted] AND IS CAUSING OUR CODE TO RETURN. WOULD ADVISE REPLACEMENT OF THE D EF SUPPLY PUMP. TEST STATUS AFTERTREATMENT SCR PERFORMANCE TEST STATUS - TEST COMPLETE AFTERTREATMENT DEF DOSER PERFORMANCE TEST STATUS - TEST FAIL AFTERT REATMENT NOX RATIONALITY TEST STATUS - INACTIVE AFTERTREATMENT SCR CATALYST PERFORMANCE STATUS - TEST INACTIVE DEF PUMP

(Claim) Correction:

REPLACED WITH NEW UNIT AND PRIMED. DID AFTER TREATMENT TEST AND IT RESULTED T EST HAS BEEN COMPLETED. TESTSTATUS AFTERTREATMENT SCR PERFORMANCE TEST STATUS TEST COMPLETE AFTERTREATMENT DEF DOSER PERFORMANCE TEST STATUSTEST PASS AFT ERTREATMENT NOX RATIONALITY TEST STATUS SO NOX SENSOR PASS AFTERTREATMENT SCR CATALYST PERFORMANCE STATUSPASS TEST DROVE VEHICLE AND CHECKED CODES. NO FUR THER CODES CAME BACK AFTER TEST OR DRIVE. NO FURTHER REPAIRS NEEDED.

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**	$442.06	**Part**	$160.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted]	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted] RING	1	X	13.80	$109.36
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RING	1		[redacted]	
[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RING	1		8.84	$109.36
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1		39.45	$109.36
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68244638AA	GASKET	1		48.18	$109.36
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			68085955AA	WASHER	[redacted]			
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	[redacted]			
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			06506497AA	BOLT	4		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			06509166AA	BOLT	4		[redacted]	
[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	2		[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1	X	[redacted]	
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			[redacted]	[redacted] RING	1		15.41	$218.72
[redacted]	Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	[redacted]	1		8.84	$218.72
[redacted]	Transmission, Remove and install for recondition -			[redacted]	[redacted]	1		39.45	$218.72

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	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			06509166AA	BOLT	4		[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] ; Two piece propeller shaft equipped			[redacted]	SNAP RING	1	X	13.80	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	SEAL RING	1		15.41	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	SEAL RING	1		8.84	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	O-RING	1		39.45	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	GASKET	1			
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	WASHER	1			
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	6			
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	4		35.79	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			06509166AA	BOLT	4		35.79	[redacted]
A	[redacted]	Transmission, Remove and install for recondition -			[redacted]	FLUID AFT	2		203.30	[redacted]

		[redacted]; Two piece propeller shaft equipped								
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]	SEAL 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]	SEAL 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]	O-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]	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]	WASHER	1		10.46	$801.99
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]	
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	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]	BOLT	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]	FLUID AFT	2		203.30	$801.99
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	SNAP RING	1	X	[redacted]	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	GASKET	1		[redacted]	

A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	WASHER	1		10.46	$[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	BOLT	6		31.04	$[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	BOLT	4		35.79	[redacted]
A	[redacted]	Loaner Car ; Standard Line Vehicles			[redacted]	BOLT	4		35.79	[redacted]
A	95400141	Loaner Car ; Standard Line Vehicles			[redacted]	FLUID AFT	2		203.30	$[redacted]

RO Narratives

(RO) Customer Concern:

BODY SEALING [CUSTOMER RETURNING FOR EXTERIOR PAINT ISSUES - SEE [redacted] PO Recall / Customer Satisfaction Notification 6 [Customer Satisfaction Notification [redacted] Transmission **] Steering/Suspension Concern [Customer states rear air suspension m[redacted] appears to charge up and release abnormally please test air suspension functions and advise] Driveability Concern [Customer states theres a scratch on drivers rear door] Information line [Customer request full detail] Replace [redacted] Interior Concern [Customer states there is water coming through A pillar noticable by grab handle. Please advise.]

(RO) Cause:

E .

(RO) Correction:

BODY SEALING [CUSTOMER RETURNING FOR EXTERIOR PAINT ISSUES - SEE [redacted] BODY SEALING SUBLET [redacted] RA[redacted] SUBLET SUBLET REPAIRS [redacted] PERFORMED [redacted] RECALL. REPLACED K1SNAP RING. FILLED TRANSMISSION. ROAD TESTED.VERIFIED REPAIRS. Recall / Customer Satisfaction Notification6 [Customer Satisfaction Notification [redacted] Transmission **] RECALLS [redacted] OPERATED REAR AIR SUSPENSION. UNABLETO DUPLICATE CUSTOMER CONCERN. FOUND VEHICLEOPERATING NORMALLY AS COMPARED TO SIMILARVEHICLE. Steering/Suspension Concern [Customer states rear air suspension m[redacted] appears to charge up and release abnormally please test air suspension functions and advise] SUSPENSION Driveability Concern [Customer states theres ascratch on drivers rear door] BUMPER REPAIR DRIVEABILITY SUBLET REPAIRS Information line [Customer request full detail] INFORMATION [redacted] REPLACED [redacted] FUEL FILTERS Replace [redacted] REPLACE [redacted] FUEL FILTERSIN THE EXPRESS [redacted] WATER TESTED VEHICLE. VERIFIEDCUSTOMER CONCERN. FOUND WATER LEAK COMINGFROM LEFT MOST CAB LIGHTS. REPLACED CABLIGHTS. VERIFIED REPAIRS. Interior Concern [Customer states there iswater coming through A pillar noticable by grab handle. Please advise.] BODY INTERIOR

(RO) Technical Notes:

WATER LEAKING CAB LIGHT

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THERE IS WATER COMING THROUGH A PILLAR NOTICABLE BY GRAB HAND LE. PLEASE ADVISE

(Claim) Cause:

WATER TESTED VEHICLE. VERIFIED CUSTOMER CONCERN. FOUND WATER LEAK COMING FROM LEFT MOST CAB LIGHTS

(Claim) Correction:

REPLACED CAB LIGHTS

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***	DAYTON [redacted]S INC	[redacted]	66 [redacted]
Address	2388 GULF TO BAY BOULEVARD , CLEARWATER, FL 33765				

Condition Information

Condition Code	[redacted]		***Failure***	***Failure Desc***	***Part Number***	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	[redacted]2	Lamp, clearance/Identification ; One	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LAMP	2	X	[redacted]	[redacted]
A	[redacted]	Lamp, clearance/Identification ; Each additional clearance lamp				LAMP	2	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

BODY SEALING [CUSTOMER RETURNING FOR EXTERIOR PAINT ISSUES - SEE BRANDON [redacted] [redacted] PO Recall / Customer Satisfaction Notification 6 [Customer Satisfaction Notification [redacted] - [redacted] Transmission **] Steering/Suspension Concern [Customer states rear air suspension m[redacted] appears to charge up and release abnormally please test air suspension functions and advise] Driveability Concern [Customer states theres a scratch on drivers rear door] Information line [Customer request full detail] Replace [redacted] Interior Concern [Customer states there is water coming through A pillar noticable by grab handle. Please advise.]

(RO) Cause:

E .

(RO) Correction:

BODY SEALING [CUSTOMER RETURNING FOR EXTERIOR PAINT ISSUES - SEE BRANDON [redacted] BODY SEALING SUBLET [redacted] RENTAL RA# [redacted] SUBLET SUBLET REPAIRS [redacted] PERFORMED [redacted] RECALL. REPLACED K1SNAP RING. FILLED TRANSMISSION. ROAD TESTED.VERIFIED REPAIRS. Recall / Customer Satisfaction Notification6 [Customer Satisfaction Notification [redacted] - [redacted] Transmission **] RECALLS [redacted] OPERATED REAR AIR SUSPENSION. UNABLETO DUPLICATE CUSTOMER CONCERN. FOUND VEHICLEOPERATING NORMALLY AS COMPARED TO SIMILARVEHICLE. Steering/Suspension Concern [Customer states rear air suspension m[redacted] appears to charge up and release abnormally please test air suspension functions and advise] SUSPENSION Driveability Concern [Customer states theres ascratch on drivers rear door] BUMPER REPAIR DRIVEABILITY SUBLET REPAIRS Information line [Customer request full detail] INFORMATION OP [redacted] REPLACED [redacted] FUEL FILTERS Replace [redacted] REPLACE [redacted] FUEL FILTERSIN THE EXPRESS LANE [redacted] WATER TESTED VEHICLE. VERIFIEDCUSTOMER CONCERN. FOUND WATER LEAK COMINGFROM LEFT MOST CAB LIGHTS. REPLACED CABLIGHTS. VERIFIED REPAIRS. Interior Concern [Customer states there iswater coming through A pillar noticable by grab handle. Please advise.] BODY INTERIOR

(RO) Technical Notes:

WATER LEAKING CAB LIGHT

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THERE IS WATER COMING THROUGH A PILLAR NOTICABLE BY GRAB HAND LE. PLEASE ADVISE

(Claim) Cause:

WATER TESTED VEHICLE. VERIFIED CUSTOMER CONCERN. FOUND WATER LEAK COMING FROM LEFT MOST CAB LIGHTS

(Claim) Correction:

REPLACED CAB LIGHTS

Warranty Claim Report

Vehicle Information

[redacted]	[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	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	, ,		

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]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]	NUT	2		2.94	[redacted]
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM, Quicklearn, and New VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	LABEL	1		[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM MULTI-POINT INSPECTION AND COMPLETE INSPECTION CHECKLIST. [redacted] RECALL

(RO) Cause:

PER RECALL

(RO) Correction:

PERFORMED INSPECTION, TECHNICIAN NOTED ANY NECESSARY MAINTENANCE ITEMS WHICH WERE BROUGHT TO THE ATTENTION OF THE CUSTOMER. TECHNICIAN INSPECTED AND REPLACED THE PM SENSOR AND FLASHED PCM FROM [redacted] TO [redacted], PER RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:
PERFORM RECALL

(Claim) Cause:
PER RECALL

(Claim) Correction:
PERFORMED RECALL

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	**Year**	[redacted]	**Body**	[redacted]
Build Date	[redacted]	**Plant**	[redacted] ASSEMBLY PLANT	**Coverage Code**	560

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition	[redacted]		Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	Failed	Expense	Expense
A	[redacted]	Transmission, Remove and install for repair - [redacted] C [redacted] engine			[redacted]	TRANSMISS	[redacted]			[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] C [redacted] engine			[redacted]	CONVERTER	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] C [redacted] engine			[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] C [redacted] engine			[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] C [redacted] engine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C [redacted] engine			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] C [redacted] engine			[redacted]	WASHER	1		[redacted]	
A	[redacted]1	Transmission, Remove and install for repair - [redacted] C [redacted] engine			[redacted]	SEAL RING	3		49.08	[redacted]
A	[redacted]1	Transmission, Remove and install for repair - [redacted] C [redacted] engine			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]1	Transmission, Remove and install for repair - [redacted] C [redacted] engine			[redacted]	SCREW	1		[redacted]	
A	[redacted]1	Transmission, Remove and install for repair - [redacted] C [redacted] engine			[redacted]	[redacted]				[redacted]
A	[redacted]	Transmission, Remove and install for repair - AS66RC ; 6.4 liter engine - 4X4 equipped			[redacted]	TRANSMISS	1		[redacted]	
A	[redacted]	Transmission, Remove and install [redacted]ir - AS66RC [redacted] engine - 4X4 equipped			[redacted]	CONVERTER	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for repair -			[redacted]	[redacted]				[redacted]

		[redacted]C [redacted] engine - [redacted] equipped								
A	[redacted]	Transmission, Remove and install for repair - [redacted] engine - [redacted] equipped			[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] engine - [redacted] equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] engine - [redacted] equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] engine - [redacted] equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] engine - [redacted] equipped			[redacted]	[redacted] RING	3		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] engine - [redacted] equipped			[redacted]	[redacted] RING	1		9.38	$268.63
A	[redacted]	Transmission, Remove and install for repair - [redacted] engine - [redacted] equipped			[redacted]	SCREW	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] engine - [redacted] equipped			[redacted]	NUT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] engine - Skid plate equipped			68269470AB	TRANSMISS	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] engine - Skid plate equipped			[redacted]	CONVERTER	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] engine - Skid plate equipped			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] engine - Skid plate equipped			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] engine - Skid plate equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] engine - Skid plate equipped			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] engine - Skid plate equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] engine - Skid plate equipped			[redacted]	[redacted] RING	3		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] engine - Skid plate equipped			[redacted]	[redacted] RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair -			[redacted]	SCREW	1		[redacted]	

		[redacted]C [redacted] engine - Skid plate equipped								
A	21002961	Transmission, Remove and install for repair - [redacted] [redacted] engine - Skid plate equipped			[redacted]	NUT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] [redacted] engine - [redacted]			[redacted]	TRANSMISS	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] [redacted] engine - [redacted]			[redacted]	CONVERTER	1	X	3660.80	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] [redacted] engine - [redacted]			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] [redacted] engine - [redacted]			[redacted]	FLUID AFT	5		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] [redacted] engine - [redacted]			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] [redacted] engine - [redacted]			[redacted]	O-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] [redacted] engine - [redacted]			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] [redacted] engine - [redacted]			[redacted]	SEAL RING	3		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for repair - [redacted] [redacted] engine - [redacted]			[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] [redacted] engine - [redacted]			[redacted]	SCREW	1		[redacted]	
A	[redacted]	Transmission, Remove and install for repair - [redacted] [redacted] engine - [redacted]			[redacted]	NUT	1		[redacted]	
A	[redacted]	Torque converter - replace ; Replace - All others (3 - Highly Skilled)	H9	BALANCE WEIGHT FELL OFF	[redacted]	TRANSMISS	1		[redacted]	
A	[redacted]	Torque converter - replace ; Replace - All others (3 - Highly Skilled)	H9	BALANCE WEIGHT FELL OFF	[redacted]	CONVERTER	1	X	3660.80	[redacted]
A	[redacted]	Torque converter - replace ; Replace - All others (3 - Highly Skilled)	H9	BALANCE WEIGHT FELL OFF	[redacted]	FLUID AFT	5		128.70	[redacted]
A	[redacted]	Torque converter - replace ; Replace - All others (3 - Highly Skilled)	H9	BALANCE WEIGHT FELL OFF	[redacted]	FLUID AFT	5		[redacted]	[redacted]

A	[redacted]	Torque converter - replace ; Replace - All others (3 - Highly Skilled)	H9	BALANCE WEIGHT FELL OFF	[redacted]	GASKET	1		51.14	$48.84
A	[redacted]	Torque converter - replace ; Replace - All others (3 - Highly Skilled)	H9	BALANCE WEIGHT FELL OFF	[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Torque converter - replace ; Replace - All others (3 - Highly Skilled)	H9	BALANCE WEIGHT FELL OFF	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Torque converter - replace ; Replace - All others (3 - Highly Skilled)	H9	BALANCE WEIGHT FELL OFF	[redacted]	SEAL RING	3		[redacted]	
A	[redacted]	Torque converter - replace ; Replace - All others (3 - Highly Skilled)	H9	BALANCE WEIGHT FELL OFF	[redacted]	SEAL RING	1		[redacted]	
A	[redacted]	Torque converter - replace ; Replace - All others (3 - Highly Skilled)	H9	BALANCE WEIGHT FELL OFF	[redacted]	SCREW	1		[redacted]	
A	[redacted]	Torque converter - replace ; Replace - All others (3 - Highly Skilled)	H9	BALANCE WEIGHT FELL OFF	[redacted]	NUT	1		16.36	$48.84
A	[redacted]	Pump, assembly front ; Pump assembly[redacted] Transmission (3 - Highly Skilled)			[redacted]	TRANSMISS	1		[redacted]	[redacted]
A	[redacted]	Pump, assembly front ; Pump assembly[redacted] Transmission (3 - Highly Skilled)			[redacted]	CONVERTER	1	X	[redacted]	[redacted]
A	[redacted]	Pump, assembly front ; Pump assembly[redacted] Transmission (3 - Highly Skilled)			[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Pump, assembly front ; Pump assembly[redacted] Transmission (3 - Highly Skilled)			[redacted]	FLUID AFT	5		[redacted]	[redacted]
A	[redacted]	Pump, assembly front ; Pump assembly[redacted] Transmission (3 - Highly Skilled)			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Pump, assembly front ; Pump assembly[redacted] Transmission (3 - Highly Skilled)			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Pump, assembly front ; Pump assembly[redacted] Transmission (3 - Highly Skilled)			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Pump, assembly front ; Pump assembly[redacted] Transmission (3 - Highly Skilled)			[redacted]	SEAL RING	3		[redacted]	[redacted]
A	[redacted]	Pump, assembly front ; Pump assembly[redacted] Transmission (3 - Highly Skilled)			[redacted]	SEAL RING	1		9.38	$146.53
A	[redacted]	Pump, assembly front ; Pump assembly[redacted] Transmission (3 - Highly Skilled)			[redacted]	SCREW	1		[redacted]	
A	[redacted]	Pump, assembly front ; Pump assembly[redacted] Transmission (3 - Highly Skilled)			[redacted]	NUT	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	TRANSMISS	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with			[redacted]	CONVERTER	1	X	[redacted]	

		appropriate repair Labor Operation.								
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		51.14	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	O-RING	1		41.87	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	S[redacted]	3		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	SCREW	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]				

RO Narratives

(RO) Customer Concern:

Automatic Transmission Concern A DIAG1 [CUSTOMER STATES THE TRANSMISSION SHIFTS EXTREMELY HARD AND IS VERY JERKY. PLEASE CHECK HISTORY AND ADVISE.] Replace synthetic engine oil and filter [[redacted] [redacted]] Multi-point inspection (according to maintenance interval) REPLACE AND REPAIR STRIPPED BOLTS PER PREVIOUS REPAIR

(RO) Cause:

NA

(RO) Correction:

[redacted] TECH VERIFIED CUSTOMER CONCERN THATTHERE IS A HARSH SHIFTS. TECH PERFORMEDTRANSMISSION QUICK LEARN AND STILL THEPROBLEM STAYED THE SAME. TECH LIFTED THEVEHICLE ON A HOIST AND DROVE VEHICLE AT [redacted] PER HOUR AND USED A STETHOSCOPE TOLISTEN TO NOISES AND FOUND LOUD WHINE NOISEFROM THE TORQUE CONVERTER AREA. TECHREQUESTED TO TEAR DOWN TRANSMISSION. VERIFIEDTHE CUSTOMER'S CONCERN OF TORQUE CONVERTERSHUDDER. CHECKED SERVICE LIBRARY FORTECHNICAL SERVICE BULLETINS, STAR CASES,RAPID RESPONSE TRANSMITTALS, RAPID SERVICEUPDATES AND RECALLS AND FOUND NO DOCUMENTSRELATED TO THE VEHICLES CONCERN. REQUIREDPUSHING VEHICLE INTO REPAIR FACILITY ANDPLACING ON HOIST. ROAD TESTED THE VEHICLE [redacted]. ACCESSED THE DIAGNOSTIC PORT ANDPERFORMED A SCAN TO FIND NO CURRENT RELEVANTCODES. RESEARCHED AND ANALYZED FOR THISSYSTEM. FOUND NO DOCUMENTS RELATED TO THEVEHICLES CONCERN. CHECKED

FOR ANY SOFTWAREUPDATES TO FIND NO RELEVANT SOFTWARE UPDATESDUE. PERFORMED STRATEGY BASED DIAGNOSTICSACCESSED THE DIAGNOSTIC PORT, PERFORMED ADIAGNOSTIC SCAN RESEARCHED THE VEHICLESCOMPLETE SERVICE HISTORY CHECKED FOR ANYAPPLICABLE TECHNICAL SERVICE BULLETINSSERVICE MESSAGES SERVICE UPDATES FIELDACTIONS CAMPAIGNS AND PRELIMINARYINFORMATION. CHECKED TRANSMISSION FLUID [redacted] CONDITION TO FIND THE TRANSMISSION FLUIDLEVEL IS FULL. DIRECTION OF DIAGNOSTICSPERFORMED INDICATED REPAIR OF TRANSMISSIONLEARN. ROAD TESTED THE VEH[redacted] A [redacted] EXAMINATION ANDDIAGNOSTIC. REMOVED THE TRANSMISSION ASSEMBLYAND PERFORMED A DIAGNOSTIC DISASSEMBLY ANDTEARDOWN FOR COMPREHENSIVE EXAMINATION TOFIND [redacted] AND TRANSMISSION PUMPFAILED. FURTHER EXAMINATION FOUND THE [redacted]R IS SHUDDER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN A DIAG1 [CUSTOMER STATES THE TRANSMISSION SHIFT S EXTREMELY HARD AND IS VERY JERKY. PLEASE CHECK HISTORY AND ADVISE.]

(Claim) Cause:

TECH VERIFIED CUSTOMER CONCERN THAT THERE IS A HARSH SHIFTS. TECH PERFORMED TRANSMISSION QUICK LEARN AND STILL THE PROBLEM STAYED THE SAME. TECH LIFTED THE VEHICLE ON A HOIST AND DROVE VEHICLE AT [redacted] AND USED A STE THOSCOPE TO LISTEN TO NOISES AND FOUND LOUD WHINE NOISE FROM THE [redacted] R AREA. TECH REQUESTED TO TEAR DOWN TRANSMISSION. VERIFIED THE CUSTOMER 'S CONCERN OF [redacted] SHUDDER. CHECKED SERVICE LIBRARY FOR TECHNI CAL SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, RAPID SERVICE UPDATES AND RECALLS AND FOUND NO DOCUMENTS RELATED TO THE VEHICLES CONCERN . REQUIRED PUSHING VEHICLE INTO REPAIR FACILITY AND PLACING ON HOIST. ROAD T ESTED THE VEH[redacted]. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED A SC AN TO FIND NO CURRENT RELEVANT CODES. RESEARCHED AND ANALYZED FOR THIS SYSTE M. FOUND NO DOCUMENTS RELATED TO THE VEHICLES CONCERN. CHECKED FOR ANY SOF TWARE UPDATES TO FIND NO RELEVANT SOFTWARE UPDATES DUE. PERFORMED STRATEGY B ASED DIAGNOSTICS ACCESSED THE DIAGNOSTIC PORT, PERFORMED A DIAGNOSTIC SCAN R ESEARCHED THE VEHICLES COMPLETE SERVICE HISTORY CHECKED FOR ANY APPLICABLE T ECHNICAL SERVICE BULLETINS SERVICE MESSAGES SERVICE UPDATES FIELD ACTIONS CA MPAIGNS AND PRELIMINARY INFORMATION. CHECKED TRANSMISSION FLUID LEVEL AND CO NDITION TO FIND THE TRANSMISSION FLUID LEVEL IS FULL. DIRECTION OF DIAGNOS TICS PERFORMED INDICATED REPAIR OF TRANSMISSION LEARN. ROAD TESTED THE VE[redacted] A [redacted] EXAMINATION AND DIAGNOSTIC. REMOVED THE TRANSMISSION ASSEMBLY AND PERFORMED A DIAGNOSTIC DISASSEMBLY AND TEARDO WN FOR COMPREHENSIVE EXAMINATION TO FIND [redacted] AND TRANSMISSION P UMP FAILED. FURTHER EXAMINATION FOUND THE [redacted]R IS SHUDDERING A ND IS FAILED INTERNALLY.

(Claim) Correction:

REMOVED THE TRANSMISSON AND SKID PLATE TO GAIN ACCESS TO THE [redacted]. ACCESSED, REMOVED AND REPLACED THE [redacted] AND REINSTALLED ALL COM PONENTS REMOVED FOR REPAIRS IN THE REVERSE ORDER OF REMOVAL. DUE TO CONSEQUE NTIAL DAMAGE, ALSO ACCESSED, REMOVED AND REPLACED TRANSMISSON OIL PUMP DUE T O INTERNAL MALFUNCTIONING CAUSED BY [redacted] NOT SEATING PROPERLY, D OCUMENTED THE SERVICE MANAGER SIGNATURE. SET AND CORRECTED THE FLUID LEVEL. ACCESSED, REMOVED, AND REPLACED THE FRONT PUMP SEAL THE ORING SEAL AND GASKE T. PERFORMED QUICK LEARN PROCEDURE AS OUTLINED BY MANUFACTURE. CLEARED ALL D IAGNOSTIC TROUBLE CODES AND VERIFIED CODES DID NOT RETURN. PERFORMED A FINAL DIAGNOSTIC SCAN TO CONFIRM REPAIRS. PERFORMED A QUICK LEARN PROCEDURE. CHEC KED AND SET THE TRANSMISSION FLUID TO THE CORRECT LEVEL. FINAL CLEANING AND DEGREASING. ATTACHED A SCAN REPORT. ROAD TESTED THE VEH[redacted] TO VERIFY REPAIRS. THE SYSTEM IS NOW OPERATING AS DESIGNED. THE VEHICLE IS NOW OPERATI NG AS PER THE MANUFACTURERS INTENDED DESIGN VERIFIED BY THE SHOP [redacted].

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$2,234.65	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]			Failure [redacted]	Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]9	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	ML	CHECK E[redacted] SERVICE [redacted] SO	[redacted]	CONVERTER	1	X	[redacted]	
A	[redacted]9	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	ML	CHECK E[redacted] SERVICE [redacted] SO	[redacted]	GASKET	1		[redacted]	
A	[redacted]9	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	ML	CHECK E[redacted] SERVICE [redacted] SO	[redacted]	GASKET	1		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK [redacted]E LIGHT IS ON [redacted] (General C oncern 1)

(RO) Cause:

CONTACTED STAR, AS TRUCK HAS BEEN IN [redacted] WITH A CHECK [redacted] LIGHT ON. USING BORE SCOPE, LOOKED IN DPF. STAR ADVISED REPLACEMENT OF DPF

(RO) Correction:

REPLACED DPF, RESET COMPUTER AND TEST DROVE VEHICLE [redacted] BEFORE RETURNING TO CUSTOMER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK ENGINE LIGHT IS ON [redacted] (General C oncern 1)

(Claim) Cause:

CONTACTED STAR, AS TRUCK HAS BEEN IN [redacted] WITH A CHECK ENGINE LIGHT ON.

(Claim) Correction:

REPLACED DPF, RESET COMPUTER AND TEST DROVE VEHICLE [redacted] BEFORE RETUR

Warranty Claim Report

Vehicle Information

[redacted]		**Year**	[redacted]	**Body**	D28L92 - RAM 3500 [redacted]
Build Date	[redacted]	**Plant**	[redacted]	ASSEMBLY PLANT	**Coverage** [redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	[redacted]	**Failure**	**Failure Desc**	**Part Number**	[redacted] **Name**	**Quantity**	**Part Failed**	[redacted] **Expense**	[redacted] **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	[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]	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 ([redacted] REQUIRED)	[redacted]	[redacted]	1		[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]	

RO Narratives

(RO) Customer Concern:

Recall [Emissions Recall [redacted]- Particulate Matter Sensor ** Customer States order parts he needs truck back [redacted] by 1 he willschedule to come back later for what we dont get done [redacted] RSU [[redacted] 22MY DJD2DDDP [redacted] CUMMINS NO START **] Recall [Safety Recall [redacted] Heater Relay **] Multi-point inspection (according to maintenance interval)

(RO) Cause:

. . .

(RO) Correction:

[redacted] CHECKED SERVICELIBRARY FOR TECHNICAL SERVICE BULLETINS, STARCASES, RAPID RESPONSE TRANSMITTALS, RAPIDSERVICE UPDATES AND RECALLS AND FOUNDAPPLICABLE RECALL. 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 INSTALLED

THE MISSINGPARTICULATE MATTER SENSOR THEN CONNECTED THEBATTERY CHARGER, ACCESSED THE DIAGNOSTICPORT, PERFORMED A DIAGNOSTIC SCAN PERFORMED APOWERTRAIN CONTROL MODULE SOFTWARE UPDATE ASPER EMISSIONS RECALL [redacted] INSTRUCTIONS.CONNECTED THE BATTERY CHARGER, ACCESSED THEDIAGNOSTIC PORT, PERFORMED A DIAGNOSTIC SCANVERIFIED THE SOFTWARE PART NUMBER [redacted] PERFORMED A POWERTRAIN CONTROLMODULE SOFTWARE UPDATE WITH A FINAL SOFTWAREUPDATED PART NUMBER OF [redacted] AS PER THEMANUFACTURERS RECALL [redacted] INSTRUCTIONS.INSTALLED AN AUTHORIZED MODIFICATIONS LABELON THE VEHICLE. DOCUMENTED THE LABOROPERATION NUMBER AS [redacted] AND THE TOTALLABOR TIME AS .60. 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] 20 PERFORMED RSU [redacted] NO START RSU AS PER SERVICE BULLETINPROCEDURE. REF # - [redacted] Starter - Replace Nut, Starter - Replace (1 - Semi-Skilled) [redacted] 20 CHECKED SERVICELIBRARY FOR TECHNICAL SERVICE BULLETINS, STARCASES, RAPID RESPONSE TRANSMITTALS, RAPIDSERVICE UPDATES AND RECALLS AND FOUNDAPPLICABLE RECALL. PERFORMED A COMPLETEVEHICLE IDENTIF

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,116.89	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Pump, Unit ; Module, Urea Delivery - Replace and Reprogram	ZZ	SERVICE ACTION	[redacted]	MODULE	1	X	[redacted]	[redacted]
A	[redacted]	Pump, Unit ; Module, Urea Delivery - Replace and Reprogram	ZZ	SERVICE ACTION	[redacted]	VALVE	1		[redacted]	
A	[redacted]	Pump, Unit ; Module, Urea Delivery - Replace and Reprogram	ZZ	SERVICE ACTION	[redacted]	FLUID	1		18.40	[redacted]
A	[redacted]	Pump, Unit ; Module, Urea Delivery - Replace and Reprogram	ZZ	SERVICE ACTION	[redacted]	FLUID	2		90.60	[redacted]

RO Narratives

(RO) Customer Concern:

Engine Concern [Customer States THAT THE TRUCK IS GOING INTO LIMP MODE CEL IS ON]

(RO) Cause:

.

(RO) Correction:

[redacted] REDICTANT LEVEL SENSOR 1 CIRCUITINTERMITTANT REPLACED DEF PUMP AND VENT [redacted] Engine Concern ENGINE PERFORMANCE DIAGNOSIS (RUNNING ROUGH, OTHER)

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE TRUCK IS GOING INTO LIMP MODE CEL IS ON

(Claim) Cause:

FOUND THAT THE DEF PUMP AND VENT WERE BAD.

(Claim) Correction:

REPLACED DEF PUMP AND VENT PER TSB [redacted].

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28P92 - RAM 3500 [redacted]
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage***	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [redacted]			***Failure*** [redacted]	***Failure Desc***	[redacted] ***Number***	***Name***	***Quantity***	***Failed***	***Expense***	***Expense***
[redacted]		Buyback Inspection ; Perform Road Test Verification	UC	UNCODABLE (NARRATIVE REQUIRED)	00000NPN	FUEL	1	X	[redacted]	
[redacted]		Module, Telematics Box ([redacted]) Backup Flash ; Module, Telematics Box ([redacted]2) - Reprogram	CC	SENDING UNITS/SENSORS						[redacted]

RO Narratives

(RO) Customer Concern:

General Concern [REPORT STATES LIMPMODE TRANSMISSION LEAK] Perform Multipoint Inspection VEHICLE HAS A SERVICE U-CONNECT MESSAGE THAT POPS UP WHEN TURNING THE IGNITION TO THE RUN POSITION --CHECK AND ADVISE

(RO) Cause:

ALL SYSTEMS OPERATING AS DESIGNED F REFERRED TO [redacted] FOR [redacted] UPDATE

(RO) Correction:

[redacted] ALL SYSTEMS OPERATING AS DESIGNEDTESTED VEHICLE TO DUPLICATE CONCERN, FOUNDALL SYSTEMS OPERATING AS DESIGNED ON FIRSTINSPECTION AND TEST. PERFORMED TOPOLOGYINSPECTION TO VERIFY NO SETTING DTCS RELATEDTO THE LISTED CONCERN, AS WELL AS ALL RELATEDMODULES UP TO THE MOST CURRENT SOFTWARELEVEL. PERFORMED IN BAY AND ON HOISTINSPECTION, PERFORMED BUY BACK VEHICLEINSPECTION. VEHICLE PASSES ALL TEST ANDINSPECTIONS. PERFORMED SEVERAL TEST DRIVESSUCCESSFULLY WITH NO ISSUES AND RE INSPECTEDAFTER TEST DRIVES TO VERIFY VEHICLE STILLPASSES INSPECTION AND NO SETTING DTCS RELATEDTO THE CONCERN. VEHICLE PASSES ALL TESTINGAND INSPECTIONS AND ALL COMPONENTS OPERATINGAS DESIGNED AT THIS TIME General Concern SOFTWARE UPDATE/FLASH Perform Multipoint Inspection PERFORM [redacted] INSPECTION AND FILL OUR INSPECTION FORM [redacted] REFERRED TO [redacted] FOR [redacted] UPDATE TESTED AND VERIFIED CONCERN,REFERRED TO [redacted] FOR [redacted] UPDATE FORLISTED CONCERN. RE TESTED AND VERIFIED PROPEROPERATION ELECTRICAL SYSTEM CONCERNFUEL VERIFY DIAG REPAIR AND PERFORM FINAL BUYBACKDRIVE ELECTRICAL SYSTEM CONCERNMISC. SHOP CHARGES

(RO) Technical Notes:

TEST DRIVE, LIFTED AND TESTED. FOUND TRANS WORKING AS DESINGED

GCS Narratives

(Claim) Customer Concern:

UCONNECT MESSAGE ON DASH VEHICLE IN LIMP MODE

(Claim) Cause:

TESTED AND COULD NOT DUPLICATE. FOUND ALL MODULES UP TO DATE AND DROVE AS DESI VERIFIED AND INSPECTED FOR UCONNECT BOX ISSUES. INSPECTED AND FOUND TSB FOR TB M UPDATE NGED. LIFTED AND INSPECTED PARTS AND FOR LEAKS

(Claim) Correction:

UPDATES SYSTEMS FOR UCONNECT AND VERIFIED NOW WORKING AS DESINGED VERIFIED VEHICLE IS WORKING AS DESINGED

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	Name	PERFORMANCE [redacted]	[redacted]
[redacted]	[redacted]		

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	[redacted]	4		97.85	[redacted]
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	OIL	3		190.74	[redacted]
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	SCREW	2		44.96	[redacted]
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	SCREW	2		[redacted]	
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	ENGINE	1	X	[redacted]	[redacted]
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	PIPE	1		[redacted]	[redacted]
A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	GASKET	1		30.11	[redacted]

A	[redacted]	Engine, short block ; Diagnostic Time Allowance, Cummins Diesel Engine, Short and Long Block			[redacted]	[redacted]				
A	09010106 [redacted]	Engine, complete ; 6.7 liter diesel engine	UC	UNCODABLE (NARRATIVE REQUIRED)	68163849AB [redacted]	ANTIFREEZ [redacted]	4		97.85	$1,304.21 [redacted]
A	09010106 [redacted]	Engine, complete ; 6.7 liter diesel engine [redacted]	UC	UNCODABLE (NARRATIVE REQUIRED)	05083285AA [redacted]	FILTER	1		32.98	$1,304.21 [redacted]
A	09010106 [redacted]	Engine, complete ; [redacted] diesel engine	UC	UNCODABLE (NARRATIVE REQUIRED)	68438447PA [redacted]	OIL	3		190.74 [redacted]	$1,304.21 [redacted]
A	[redacted]	Engine, complete ; [redacted] liter diesel engine	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SCREW	2		[redacted]	
A	09010106 [redacted]	Engine, complete ; [redacted] diesel engine	UC	UNCODABLE (NARRATIVE REQUIRED)	06513321AA [redacted]	BOLT	4		41.59 [redacted]	$1,304.21 [redacted]
A	[redacted]	Engine, complete [redacted] liter diesel engine	UC [redacted]	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SCREW	2		10.30	[redacted]
A	[redacted]	Engine, complete [redacted] liter diesel engine	UC [redacted]	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1	X	40336.96	[redacted]
A	[redacted]	Engine, complete ; [redacted] liter diesel engine	UC [redacted]	UNCODABLE (NARRATIVE REQUIRED)	[redacted]C	[redacted]			[redacted]	[redacted]
A	[redacted]	Engine, complete ; [redacted] diesel engine	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		[redacted]	
A	[redacted]	Engine, complete [redacted] liter diesel engine	UC [redacted]	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]			2.68	[redacted]
A	[redacted]	Engine, complete ; With [redacted] wiring connectors.			[redacted]	[redacted]Z	[redacted]			
A	[redacted]	Engine, complete ; With [redacted] wiring connectors.			[redacted]	FILTER	[redacted]			
A	[redacted]	Engine, complete ; With [redacted] wiring connectors.			[redacted]	OIL	3		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] wiring connectors.			[redacted]	SCREW	2		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] wiring connectors.			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] wiring connectors.			[redacted]	SCREW	[redacted]			
A	[redacted]	Engine, complete ; With [redacted] wiring connectors.			[redacted]	[redacted]	1	X	40336.96	[redacted]
A	[redacted]	Engine, complete ; With [redacted] wiring connectors.			[redacted]	[redacted]				[redacted]
A	[redacted]	Engine, complete ; With [redacted] wiring connectors.			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Engine, complete ; With [redacted] wiring connectors.			[redacted]	[redacted]				
A	[redacted]	Engine, complete ; [redacted] Equipped			[redacted]	[redacted]Z	[redacted]			
A	[redacted]	Engine, complete ; [redacted] Equipped			[redacted]	FILTER	1		32.98	[redacted]
A	[redacted]	Engine, complete ; [redacted] Equipped			[redacted]	OIL	3		[redacted]	
A	[redacted]R	Engine, complete ; [redacted] Equipped			[redacted]	SCREW	2		[redacted]	

A	[redacted]	Engine, complete ; [redacted] Equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Engine, complete ; [redacted] Equipped			[redacted]	SCREW	2		[redacted]	
A	[redacted]	Engine, complete ; [redacted] Equipped			[redacted]	[redacted]	1	X	[redacted]	
A	[redacted]	Engine, complete ; [redacted] Equipped			[redacted]	PIPE	1		[redacted]	
A	[redacted]	Engine, complete ; [redacted] Equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Engine, complete ; [redacted] Equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Long block ; Manual Transmission Equipped			[redacted]	[redacted]	4		[redacted]	
A	[redacted]	Long block ; Manual Transmission Equipped			[redacted]	FILTER	1		32.98	
A	[redacted]	Long block ; Manual Transmission Equipped			[redacted]	OIL	3		[redacted]	
A	[redacted]	Long block ; Manual Transmission Equipped			[redacted]	SCREW	2		[redacted]	
A	[redacted]	Long block ; Manual Transmission Equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Long block ; Manual Transmission Equipped			[redacted]	SCREW	2		[redacted]	
A	[redacted]	Long block ; Manual Transmission Equipped			[redacted]	[redacted]	1	X	[redacted]	
A	[redacted]	Long block ; Manual Transmission Equipped			[redacted]	PIPE	1		[redacted]	
A	[redacted]	Long block ; Manual Transmission Equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Long block ; Manual Transmission Equipped			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Long block ; Diesel engine, main and rod bearing inspection			[redacted]	[redacted]	[redacted]			
A	[redacted]	Long block ; Diesel engine, main and rod bearing inspection			[redacted]	FILTER	1		32.98	
A	[redacted]	Long block ; Diesel engine, main and rod bearing inspection			[redacted]	OIL	3		[redacted]	
A	[redacted]	Long block ; Diesel engine, main and rod bearing inspection			[redacted]	SCREW	2		[redacted]	
A	[redacted]	Long block ; Diesel engine, main and rod bearing inspection			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Long block ; Diesel engine, main and rod bearing inspection			[redacted]	SCREW	2		10.30	
A	[redacted]	Long block ; Diesel engine, main and rod bearing inspection			[redacted]	[redacted]	1	X	[redacted]	
A	[redacted]	Long block ; Diesel engine, main and rod bearing inspection			[redacted]	PIPE	1		[redacted]	
A	[redacted]	Long block ; Diesel engine, main and rod bearing inspection			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Long block ; Diesel engine, main and rod bearing inspection			[redacted]	GASKET	1		[redacted]	

A	[redacted]	Head, cylinder assembly ; [redacted] Cummins Cylinder head removal for Inspection			[redacted]	ANTIFREEZ	4		[redacted]	
A	[redacted]	Head, cylinder assembly ; [redacted] Cummins Cylinder head removal for Inspection			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Head, cylinder assembly ; [redacted] Cummins Cylinder head removal for Inspection			[redacted]	OIL	3		[redacted]	
A	[redacted]	Head, cylinder assembly ; [redacted] Cummins Cylinder head removal for Inspection			[redacted]	SCREW	2		[redacted]	[redacted]
A	[redacted]	Head, cylinder assembly ; [redacted] Cummins Cylinder head removal for Inspection			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Head, cylinder assembly ; [redacted] Cummins Cylinder head removal for Inspection			[redacted]	SCREW	2		10.30	[redacted]
A	[redacted]	Head, cylinder assembly ; [redacted] Cummins Cylinder head removal for Inspection			[redacted]	[redacted]	1	X	[redacted]	[redacted]
A	[redacted]	Head, cylinder assembly ; [redacted] Cummins Cylinder head removal for Inspection			[redacted]	PIPE	1		[redacted]	
A	[redacted]	Head, cylinder assembly ; [redacted] Cummins Cylinder head removal for Inspection			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Head, cylinder assembly ; [redacted] Cummins Cylinder head removal for Inspection			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	ANTIFREEZ	4		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	FILTER	1		[redacted]	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	OIL	3		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	SCREW	2		[redacted]	
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction			[redacted]	BOLT	4		41.59	[redacted]

		with appropriate repair Labor Operation.								
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	SCREW	[redacted]			[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	[redacted]	1	X	40336.96	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	PIPE	1		1546.93	[redacted]
A	[redacted]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[redacted]	GASKET	1		30.11	[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:

General Concern #1 [CUSTOMER STATES TOW IN, [redacted] FAILURE.. LEFT [redacted] WAITING FOR CUSTOMER TO RETURN CALL , RECENT INVOICE ATTACHED CONTACT [redacted], HEATHER [redacted] [redacted] SERVICE WITH [redacted] AT [redacted] FELT VIBRATION AND WITHIN [redacted] [redacted] STARTED KNOCKING, LOUD NOISE OCCURED AND TRUCK LOST POWER .. FELT LIKE TRANSMISSION MAY HAVE BOUND UP AS WELL, SMELLED BURNING TRANSMISSION FLUID.. , FELT DISTORTION , CHATTERING , REAR END BOUND UP ? ADVISED FOR ESTIMATED TIME FRAME IF [redacted] HAS FAILED WITH WARRANTY PROCEDURES REQUIRED. [redacted] CAIR [redacted] EXT [redacted] BRANDON UPDATE CLAIM APPROVED CUSTOMER NOTIFIED [redacted] RAM CAIR CONTACTED.. SENT PARTS INFO TO EXPEDITE.. PROVIDED IN DATE FOR VECHILE ARRIVAL PERFORM MULTI POINT INSPECTION Inspect for any open Recalls Customer State ADDS [redacted] HAD ORDERED REPLACEMENT FLEX PIPE AND POSSIBLY CATALYTIC CONVERTER.. AFTER SERVICING FOR DPF FAILURE.. [redacted] [redacted] SOOT BUILD UP?ADDS TOW HOOK MAY HAVE PINCHED UNDER VEHICLE LIGHTING WIRING Tech labor

(RO) Cause:

MPI Inspect for any open Recalls

(RO) Correction:

DRAINED ALL FLUIDS,EVAC THE AC SYSTEM, DISCONNECTED HYDRO BOOST LINES, BRAKES, AND WIRING FROMTHE CAB. LIFTED THE CAB TO GAIN ACCES TO THE [redacted]. REMOVED THE [redacted] AND REINSTALLED NEW [redacted]. THEN REASSMEBLED IN REVERSE PROCESS OF DISASSMEBLY. TEST DROVE AND VERIFY VEHICLE OPERATING AS DESIGNED PERFORMED THE INSPECTION AS REQUESTED. inspection NOTES Tech labor

(RO) Technical Notes:

VERIFIED THE CUSTOMERS CONCERN OF NO START. PERFORMED A VISUAL INSP

GCS Narratives

(Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES TOW IN, [redacted] FAILURE.. LEFT [redacted] WAI TING FOR CUSTOMER TO RETURN CALL , RECENT INVOICE ATTACHED CONTACT [redacted], HEATHER [redacted] [redacted] SERVICE WITH [redacted] S AT 70 [redacted] FELT VIBRATION AND WITHIN [redacted] [redacted] STARTED KNOCKING, LOUD NOISE OCCURED A ND TRUCK LOST POWER .. FELT LIKE TRANSMISSION MAY HAVE BOUND UP AS WELL, SME LLED BURNING TRANSMISSION FLUID.. , FELT DISTORTION , CHATTERING , REAR EN D BOUND UP ? ADVISED FOR ESTIMATED TIME FRAME IF [redacted] HAS FAILED WITH

WARR [redacted] REQUIRED. [redacted] RAM CAIR [redacted] EXT [redacted] UPDATE CLAIM APPROVED CUSTOMER NOTIFIED [redacted] RA M CAIR CONTACTED.. SENT PARTS INFO TO EXPEDITE.. PROVIDED IN DATE FOR VECHILE ARRIVAL

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF NO START. PERFORMED A VISUAL INSPECTION AND FOUND HOLE IN THE LEFT SIDE OF BLOCK AND THE FRONT PIPE OF TEH EXHAUST HAS EXPANDED FORM [redacted] BACK PRESSURE. OPENED STAR CASE # [redacted] PER STAR W E NEED THE ENVIRONMENTAL DATA REPORT ATTACHED TO THE CASE. LOCATE THE CUMMI [redacted] DIESEL DUTY CYCLE MONITOR REPORT IN PCM MISC FUNCTIONS. EMAIL ONLY TH E DUTY CYCLE REPORT TO [redacted]. WE NEED A PHOTO OF THE [redacted] HOURS AND OIL CHANGE PERCENTAGE ATTACHED TO THE CASE. WE NEED A PHOTO OF THE UNGR OUPED [redacted] DATA OIL CHANGE MONITOR [redacted] TIME AND OIL CHANGE MONITOR [redacted] DI STANCE ATTACHED TO THE CASE. THEN WE NEED A TOP/DOWN PHOTO OF THE ROCKER AR EA AND A PHOTO OF THE [redacted] SERIAL NUMBER OFF THE VALVE COVER. IF THERE IS A NY QUESTION ABOUT WARRANTY, THEN GET YOUR AREA MANAGER INVOLVED OR CONTACT Y OUR LOCAL BUSINESS CENTER. ONCE WE GET THESE REPORTS WE WILL NEED TO DROP T HE OIL PAN TO GET PHOTOS OF ANY AND ALL FAILED ROD/MAIN BEARINGS TO ATTACHED T O THE CASE. THEN A PHOTO OF THE DAMAGE TO THE CRANKSHAFT. ONCE WE GET THESE WE WILL THEN NEED TO GET A PHOTO OF THE TOP OF THE PISTONS TO SEE IS ANY VA LVE OF CYLINDER HEAD CONTACT WAS MADE BY ANY PISTONS. THIS IS EXPLAINED IN TH E MASTER TECH ARTICLE ([redacted] RESTRICTION [redacted]). SENT THE PICTU RE AND REPORTS OVER THEN REMOVED THE VALVE COVER FOR PICTURES OF THE ROCKERS . SENT THAT PICTURE. REMOVED THE CAB, THEN THE CYLINDER HEAD FOR PICTURES OF THE VALVE FACE AND PISTONS. NEXT REMOVED THE OIL PAN FOR MAIN BEARING INSPECT ION SENT THE PICTURES STAR REQUESTED. NEXT NEED TO ATTACH ALL MAINTENANCE RE CORDS, SENT THEM TO THE STAR AGENT EMAIL AS THE FILE IS TOO BIG TO ADD TO TH E CASE. NEXT NEED TO REMOVE THE WINDAGE TRAY FOR BETTER PICTURES OF THE DAMAGE D ROD. AFTER REMOVING THE WINDAGE UPDATED THE CASE WITH THE NES PICTURES.

(Claim) Correction:

DRAINED ALL FLUIDS,EVAC THE AC SYSTEM, DISCONNECTED HYDRO BOOST LINES, BRAKES, AND WIRING FROMTHE CAB. LIFTED THE CAB TO GAIN ACCES TO THE [redacted] REMOVED THE [redacted] AND REINSTALLED NEW [redacted]. THEN REASSMEBLED IN REVERSE PROCESS OF DISASSMEBLY. TEST DROVE AND VERIFY VEHICLE OPERATING AS DESIGNED

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

Expense

Labor	[redacted]	**Sublet**	$1,684.43	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	66 [redacted]
Address	3000 NORTH MAIN STREET , GAINESVILLE, FL 32609				

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	21[redacted]82	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	68[redacted]	SNAP RING	1		15.96	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Inspect and Replace Snap Ring		UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1	X	[redacted]	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	68[redacted]	[redacted]	1		17.16	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Inspect and Replace Snap Ring		UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		47.28	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Inspect and Replace Snap Ring		UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		67.32	[redacted]
A	[redacted]	Customer Satisfaction Notification 71A - Aisin Inspect and Replace Snap Ring		UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		64.08	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; [redacted] Clutch /	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		48.72	[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]	BEARING	1		51.36	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	68[redacted]	BEARING	1		52.32	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		53.64	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	O-RING	1		43.92	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	WASHER	1		11.64	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL [redacted]				[redacted]
A	[redacted]2	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	[redacted]			[redacted]
A	[redacted]2	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	4		39.84	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	06[redacted]	BOLT	[redacted]			[redacted]
A	[redacted]2	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AE	FLUID AFT	[redacted]		[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	1		[redacted]	[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]	[redacted]

RO Narratives

(RO) Customer Concern:

Cs the vehicle will not move forward only in reverse Heard l oud bang while driving on highway Please check and advise (1 [redacted] DRIVEABILITY MISC) Customer Satisfaction Notification [redacted]- Aisin Transmission (Recall Customer Satisfaction Notification 2) Safety Recall [redacted]- Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1)

(RO) Cause:

Road tested vehicle and found vehicle falls out of gear or has a very delayed engagement. Vehicle will fall in and out of gear while driving and harshly engage especially after [redacted]. Scanned vehicle for codes and updates. None were found. Lifted vehicle and verified proper fluid level. Fluid is at the proper level. Lowered vehicle and performed a transmission quicklearn procedure and road tested vehicle. Vehicle still exhibits harsh shifting. Lifted vehicle and removed the transmission oil pan. Inspected pan for excessive debris or metal. None was found. Diag leads to replacing valve body and retesting. OPEN RECALL FROM THE MANUFACTURER OPEN RECALL FROM THE MANUFACTURER

(RO) Correction:

Removed and replaced valve body per sevice information. Programmed new valve body and cleared codes. Performed fluid fill and level check per service information. Performed quicklearn procedure. Road tested vehicle and verified vehicle is now shifting properly at this time. RECALL COMPLETED RECALL COMPLETED

(RO) Technical Notes:

VEH EXHIBITS HARSH SHIFTING. HILE DRIVING ON HIGHWAY PLEASE CHECK AND ADVISE. ROAD TESTED VEHICLE AND FOUND VEHICLE FALLS OUT OF GEAR OR HAS A VERY DELAYED ENGAGEMENT. VEHICLE WILL FALL IN AND OUT OF GEAR WHILE DRIVING AND HARSHLY ENGAGE ESPECIALLY AFTER [redacted]. SCANNED VEHICLE FOR CODES AND UPDATES. NONE WERE FOUND. LIFTED VEHICLE AND VERIFIED PROPER FLUID LEVEL. FLUID IS AT THE PROPER LEVEL. LOWERED VEHICLE AND PERFORMED A TRANSMISSION QUICKLEARN PROCEDURE AND ROAD TESTED VEHICLE. VEHICLE STILL EXHIBITS HARSH SHIFTING. LIFTED VEHICLE AND REMOVED THE TRANSMISSION OIL PAN. INSPECTED PAN FOR EXCESSIVE DEBRIS OR METAL. NONE WAS FOUND. DIAG LEADS TO REPLACING VALVE BODY AND RETESTING. REMOVED AND REPLACED VALVE BODY PER SEVICE INFORMATION. PROGRAMMED NEW VALVE BODY AND CLEARED CODES. PERFORMED FLUID FILL AND LEVEL CHECK PER SERVICE INFORMATION. PERFORMED QUICKLEARN PROCEDURE. ROAD TESTED VEHICLE AND VERIFIED VEHICLE IS NOW SHIFTING PROPERLY AT THIS TIME.

GCS Narratives

(Claim) Customer Concern:

CS THE VEHICLE WILL NOT MOVE FORWARD ONLY IN REVERSE HEARD LOUD BANG WHILE DRI VING ON HIGHWAY PLEASE CHECK AND ADVISE.

(Claim) Cause:

ROAD TESTED VEHICLE AND FOUND VEHICLE FALLS OUT OF GEAR OR HAS A VERY DELAYED ENGAGEMENT. VEHICLE WILL FALL IN AND OUT OF GEAR WHILE DRIVING AND HARSHLY ENGAGE ESPECIALLY AFTER [redacted]. SCANNED VEHICLE FOR CODES AND UPDATES. NON E WERE FOUND. LIFTED VEHICLE AND VERIFIED PROPER FLUID LEVEL. FLUID IS AT THE PROPER LEVEL. LOWERED VEHICLE AND PERFORMED A TRANSMISSION QUICKLEARN PROC EDURE AND ROAD TESTED VEHICLE. VEHICLE STILL EXHIBITS HARSH SHIFTING. LIFTED VEHICLE AND REMOVED THE TRANSMISSION OIL PAN. INSPECTED PAN FOR EXCESSIVE D EBRIS OR METAL. NONE WAS FOUND. DIAG LEADS TO REPLACING VALVE BODY AND RET ESTING.

(Claim) Correction:

REMOVED AND REPLACED VALVE BODY PER SEVICE INFORMATION. PROGRAMMED NEW VALVE B ODY AND CLEARED CODES. PERFORMED FLUID FILL AND LEVEL CHECK PER SERVICE IN FORMATION. PERFORMED QUICKLEARN PROCEDURE. ROAD TESTED VEHICLE AND VERIFIE D VEHICLE IS NOW SHIFTING PROPERLY AT THIS TIME.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	***Name***	[redacted]	***Zone*** 66	[redacted]
Address	3000 NORTH MAIN STREET , [redacted], FL 32609				

Condition Information

Condition Code	[redacted]	*Desc*	*Failure Code*	*Failure Desc*	*Part Number*	*Part Name*	*Part Quantity*	*Part Failed*	*Part Expense*	*LOP Expense*
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	GASKET	1		83.04	[redacted]
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	BODY ASSY	1	X	[redacted]	
A	[redacted]	Pan, Oil - Related Repairs ; Aisin Transmission			[redacted]	FLUID AFT	8		[redacted]	[redacted]
A	21950158 [redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	68214914AA [redacted]	GASKET	1		83.04	$117.60 [redacted]
A	21950158 [redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	68445748AA [redacted]	BODY ASSY	1	X	3756.00	$117.60 [redacted]
A	21950158 [redacted]	Valve Body ; Valve body - Replace - Aisin AS66RC/AS68RC/AS69RC (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AE [redacted]	FLUID AFT	8		216.00	$117.60 [redacted]

RO Narratives

(RO) Customer Concern:

Cs the vehicle will not move forward only in reverse Heard l oud bang while driving on highway Please check and advise (1 [redacted] DRIVEABILITY MISC) Customer Satisfaction Notification [redacted] - Aisin Transmission (Recall Customer Satisfaction Notification 2) Safety Recall [redacted] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1)

(RO) Cause:

Road tested vehicle and found vehicle falls out of gear or has a very delayed engagement. Vehicle will fall in and out of gear while driving and harshly engage especially after [redacted]. Scanned vehicle for codes and updates. None were found. Lifted vehicle and verified proper fluid level. Fluid is at the proper level. Lowered vehicle and performed a transmission quicklearn procedure and road tested vehicle. Vehicle still exhibits harsh shifting. Lifted vehicle and removed the transmission oil pan. Inspected pan for excessive debris or metal. None was found. Diag leads to replacing valve body and retesting. OPEN RECALL FROM THE MANUFACTURER OPEN RECALL FROM THE MANUFACTURER

(RO) Correction:

Removed and replaced valve body per sevice information. Programmed new valve body and cleared codes. Performed fluid fill and level check per service information. Performed quicklearn procedure. Road tested vehicle and verified vehicle is now shifting properly at this time. RECALL COMPLETED RECALL COMPLETED

(RO) Technical Notes:

VEH EXHIBITS HARSH SHIFTING. HILE DRIVING ON HIGHWAY PLEASE CHECK AND ADVISE. ROAD TESTED VEHICLE AND FOUND VEHICLE FALLS OUT OF GEAR OR HAS A VERY DELAYED ENGAGEMENT. VEHICLE WILL FALL IN AND OUT OF GEAR WHILE DRIVING AND HARSHLY ENGAGE ESPECIALLY AFTER [redacted]. SCANNED VEHICLE FOR CODES AND UPDATES. NONE WERE FOUND. LIFTED VEHICLE AND VERIFIED PROPER FLUID LEVEL. FLUID IS AT THE PROPER LEVEL. LOWERED VEHICLE AND PERFORMED A TRANSMISSION QUICKLEARN PROCEDURE AND ROAD TESTED VEHICLE. VEHICLE STILL EXHIBITS HARSH SHIFTING. LIFTED VEHICLE AND REMOVED THE TRANSMISSION OIL PAN. INSPECTED PAN FOR EXCESSIVE DEBRIS OR METAL. NONE WAS FOUND. DIAG LEADS TO REPLACING VALVE BODY AND RETESTING. REMOVED AND REPLACED VALVE BODY PER SEVICE INFORMATION. PROGRAMMED NEW VALVE BODY AND CLEARED CODES. PERFORMED FLUID FILL AND LEVEL CHECK PER SERVICE INFORMATION. PERFORMED QUICKLEARN PROCEDURE. ROAD TESTED VEHICLE AND VERIFIED VEHICLE IS NOW SHIFTING PROPERLY AT THIS TIME.

GCS Narratives

(Claim) Customer Concern:

CS THE VEHICLE WILL NOT MOVE FORWARD ONLY IN REVERSE HEARD LOUD BANG WHILE DRI VING ON HIGHWAY PLEASE CHECK AND ADVISE.

(Claim) Cause:

ROAD TESTED VEHICLE AND FOUND VEHICLE FALLS OUT OF GEAR OR HAS A VERY DELAYED ENGAGEMENT. VEHICLE WILL FALL IN AND OUT OF GEAR WHILE DRIVING AND HARSHLY ENGAGE ESPECIALLY AFTER [redacted]. SCANNED VEHICLE FOR CODES AND UPDATES. NON E WERE FOUND. LIFTED VEHICLE AND VERIFIED PROPER FLUID LEVEL. FLUID IS AT THE PROPER LEVEL. LOWERED VEHICLE AND PERFORMED A TRANSMISSION QUICKLEARN PROC EDURE AND ROAD TESTED VEHICLE. VEHICLE STILL EXHIBITS HARSH SHIFTING. LIFTED VEHICLE AND REMOVED THE TRANSMISSION OIL PAN. INSPECTED PAN FOR EXCESSIVE D EBRIS OR METAL. NONE WAS FOUND. DIAG LEADS TO REPLACING VALVE BODY AND RET ESTING.

(Claim) Correction:

REMOVED AND REPLACED VALVE BODY PER SEVICE INFORMATION. PROGRAMMED NEW VALVE B ODY AND CLEARED CODES. PERFORMED FLUID FILL AND LEVEL CHECK PER SERVICE IN FORMATION. PERFORMED QUICKLEARN PROCEDURE. ROAD TESTED VEHICLE AND VERIFIE D VEHICLE IS NOW SHIFTING PROPERLY AT THIS TIME.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped			[redacted]	BOLT	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two piece propeller shaft equipped			[redacted]	GREASE	1		87.24	$32.47
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]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	1		7.23	$746.81

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		87.24	$746.81
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]	
B	[redacted]	Transmission, Remove and install for repair - [redacted]C [redacted] engine			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
B	21600552	Pump, assembly front ; Pump assembly, Aisin Transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	TRANSMISS	1	X	[redacted]	
C	[redacted]	Transmission, Replace - automatic ; [redacted] [redacted] engine	ML	CHECK [redacted] SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
C	[redacted]	Transmission, Replace - automatic ; [redacted] [redacted] engine	ML	CHECK [redacted] SERVICE SO	[redacted]	FLUID AFT	2		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Multi-point inspection (according to maintenance interval) General Concern #1 [CUSTOMER STATESVEHICLE WAS TOWED IN AND IS HAVING ISSUES WITH ACCELERATION BELEIVES ISSUE WITH CLUTCH PLEASE ADVISE]

(RO) Cause:

TRANSMISSION INTERNAL FAILURE. [redacted]

(RO) Correction:

Multi-point inspection (according to maintenanceinterval) PLEASE SEE YOUR SEVICE ADVISOR ON YOUR NEXT VISIT PLEASE SEE YOUR ADVISOR ON YOUR NEXT VISIT BATTERY CONDITION IS GOOD. VEHICLE SAFETY CONDITION INSPECTION INCLUDED PLEASE SEE YOUR SEVICE ADVISOR ON YOUR NEXT VISIT PLEASE SEE YOUR ADVISOR ON YOUR NEXT VISIT BATTERY CONDITION IS GOOD[redacted] TRANSMISSION INTERNAL FAILURE. [redacted] VEHICLE TOWED IN. VERIFIEDCONCERN. VEHICLE HAS NO POWER IN ANY GEARONLY 5TH. RETRIEVED DTC. FOUND [redacted] GEAR RATIO IN THE [redacted]. FOUND [redacted]. FOR THE [redacted] SNAP RING. HOISTEDVEHICLE. PERFORMED TSB. FOUND K1 SNAP RINGDOSLODGED. REPLACED K1 INPUT SHAFT DRUM W/KIT. AS TSB STATES. TOPPED OFF. UPON START UPVEHICLE TRANS PUMP WHINING AND VEHICLE STILLDID NOT MOVE IN ANY GEAR INCLUDING REVERSE.CEL TURNED ON FOR SAME DTC [redacted] AND P0868LINE PRESSURE LOW. HOISTED VEHICLE CHECKEDFOR LEAKS. NONE FOUND. VEHICLE TRANSMISSIONIS AT LEVEL. OK. VEHICLE DID NOT ACCEPT QUICKLEARN. REMOVED TRANSMISSION TO INSPECTFAILURE. FOUND TRANS PUMP INTERNAL OIL PUMPGEAR BUSHING COMING APART. GEAR BLUED.REPLACED TRANS PUMP. TORQUED ALL TO SPEC.CLEARANCE PASSED WITHIN SPEC. REASSEMBLEDVEHICLE. TOPPED OFF. PASSED. STARTED VEHICLE.WHINNING WENT AWAY. GOOD. VEHICLE STILL DIDNOT WANT TO PERFORM QUICKLEARN. UPON PARKINGLOT DRIVE, VEHICLE LOSSES POWER AND CELRETURNS FO[redacted] AND [redacted]. CREATED [redacted] ASSIST WITH VEHICLE. [redacted] REP INSISTED TO REPLACETRANSMISSION. DM NOTES WERE CREATED. REPLACEDTRANSMISSION. INSTALLED NEW TORQUE CONVERTORBOLTS. TORQUED ALL TO SPEC. TRANSMISSION CAMETOPPED OFF. GOOD. VEHICLE ACCEPTEDQUICKLEARN. TCM FLASH. PERFORMED TCMADAPTATION AND VERIFICATION. TEST DROVE [redacted] FOR A TOTAL OF [redacted]. GOOD. NOLEAKS. VEHICLE SHIFTS NO

(RO) Technical Notes:

PUMP INTERNAL FAILURE P WAS WHINING AND VEH NOT MOVING IN ANY GEAR. CEL TURNED ON, FOLLOWED DTCS ANDFOUND TRANS PUMP OIL PUMP GEAR BUSING COMING APART. AFTER REPLACEMENT UPON TEST DRIVE FOUND VEH

LOSES POWER. OPENED STAR CASE[redacted] AGENT ADVISED TO REPLACE TRANSMISSION. PLEASE SEE DOCUMENTS ATTACHED AND DM NOTES IN SYSTEM .

GCS Narratives

(Claim) Customer Concern:

AFTER REPLACING K1 INPUT SHAFT DRUM W/ KIT. AS [redacted]. TOPPED OFF. UPON ST AFTER TRANS PUMP REPLACEMENT TORQUED ALL TO SPEC. CLEARANCE PASSED WITHIN SPEC GENERAL CONCERN #1 [CUSTOMER STATES VEHICLE WAS TOWED IN AND IS HAVING ISSUES . REASSEMBLED VEHICLE. TOPPED OFF. PASSED. STARTED VEHICLE. WHINNING WENT AW ART UP VEHICLE TRANS PUMP WHINING AND VEHICLE STILL DID NOT MOVE IN ANY GEAR WITH ACCELERATION BELEIVES ISSUE WITH CLUTCH PLEASE ADVISE] INCLUDING REVERSE. AY. GOOD. VEHICLE STILL DID NOT WANT TO PERFORM QUICKLEARN. UPON PARKING LOT DRIVE, VEHICLE LOSSES POWER AND CEL RETURNS FO[redacted] AND [redacted].

(Claim) Cause:

VEHICLE TOWED IN. VERIFIED CONCERN. VEHICLE HAS NO POWER IN ANY GEAR ONLY 5TH. RETRIEVED DTC. FOUN[redacted] INCORRECT GEAR RATIO IN THE [redacted]. FOUND [redacted] CEL TURNED ON FOR [redacted] [redacted] AND [redacted] LINE PRESSURE LOW. HOISTED VEHICLE CHECKED FOR LEAKS. NONE FOUND. VEHICLE TRANSMISSION IS AT LEVEL. OK. VEHICLE CREATED STAR CASE TO ASSIST WITH VEHICLE. STAR CASE[redacted] REP INSISTED TO [redacted]. FOR THE K1 SNAP RING. HOISTED VEHICLE. PERFORMED TSB. FOUND K1 SNAP RI DID NOT ACCEPT QUICK LEARN. REMOVED TRANSMISSION TO INSPECT FAILURE. FOUND NG DOSLODGED. REPLACE TRANSMISSION. DM NOTES WERE CREATED. TRANS PUMP INTERNAL OIL PUMP GEAR BUSHING COMING APART. GEAR BLUED.

(Claim) Correction:

. REPLACED K1 INPUT SHAFT DRUM W/ KIT. AS [redacted]. TOPPED OFF. UPON START U REPLACED TRANSMISSION. INSTALLED NEW TORQUE CONVERTOR BOLTS. TORQUED ALL TO SP EC. TRANSMISSION CAME TOPPED OFF. GOOD. VEHICLE ACCEPTED QUICKLEARN. [redacted] FLA P VEHICLE TRANS PUMP WHINING AND VEHICLE STILL DID NOT MOVE IN ANY GEAR INCL REPLACED TRANS PUMP. TORQUED ALL TO SPEC. CLEARANCE PASSED WITHIN SPEC. REASSE MBLED VEHICLE. TOPPED OFF. PASSED. STARTED VEHICLE. WHINNING WENT AWAY. GOOD SH. PERFORMED [redacted] ADAPTATION AND VERIFICATION. TEST DROVE [redacted] FOR A TOTA UDING REVERSE. . VEHICLE STILL DID NOT WANT TO PERFORM QUICKLEARN. UPON PARKING LOT DRIVE, L OF [redacted]. GOOD. NO LEAKS. VEHICLE SHIFTS NORMALLY. TRANS LEVEL PASSED. TRANSMISSION REPLACEMENT REMEDIED CONCERN. RETURNED VEHICLE TO CUSTOMER. VEHICLE LOSSES POWER AND CEL RETURNS FO[redacted] AND [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***	$0.00	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

Code	[redacted]	***Name***	LYNCH CHRYSLER DODGE JEEP, INC.	***Zone***	51 [redacted]
Address	[redacted]				

Condition Information

Condition Code	***LOP***	[redacted] ***Desc***	[redacted]	[redacted] ***Desc***	[redacted]
A	[redacted]	Module, Engine Control (ECM) ; Module, Engine Control (ECM) - Reprogram	CC	SENDING UNITS/SENSORS	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

INFO - CUSTOMER STATES CEL IS ON, PLEASE INSPECT AND ADVISE

(Claim) Cause:

SCAN TEST - [redacted] PARTICULATE EFFICIENCY BELOW THESHOLD CHECKED DPF FOR SOOT AND PARTICULATE MATTER SENSOR FOR SOOT REFLASHED PCM PER [redacted] 23 AFTER TREATMENT PERFORMANCE ENHANCEMENT[redacted]

(Claim) Correction:

SCAN TEST - [redacted] PARTICULATE EFFICIENCY BELOW THESHOLD CHECKED DPF FOR SOOT AND PARTICULATE MATTER SENSOR FOR SOOT REFLASHED PCM PE[redacted] 23 AFTER TREATMENT PERFORMANCE ENHANCEMENT[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	S - Safety (Recalls)	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	[redacted]

Expense

Labor	$1,226.53	**Sublet**	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]	[redacted]	**Name**	[redacted]
Address	3400 S CUSHMAN ST , FAIRBANKS, AK 99701		

Condition Information

Condition	[redacted]	[redacted]	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]	NUT	1		2.19	[redacted]
[redacted]	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	1568.46	$210.26
[redacted]	[redacted]	Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	7		164.47	$210.26
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	7		164.47	$210.26
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
[redacted]	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted]			[redacted]	FLUID AFT	[redacted]			

		[redacted] propeller shaft equipped								
B	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two [redacted] propeller shaft equipped			[redacted]	FLUID AFT	[redacted]			$35.04
B	[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]
B	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	[redacted]			[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	[redacted]			[redacted]

RO Narratives

(RO) Customer Concern:

COMPLIMENTARY 23PT INSPECTION [redacted] VEHICLE THAT IS LEFT MORE THAT [redacted] AFTER [redacted] TRANSMISSION DIAG PERFORM RECALL RRT CUSTOMER CONCERN

(RO) Cause:

removed and replaced sccm ,and left side steering

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS CLICKING IN STEERING AND STEERING WHEEL BUTTONS INOP

(Claim) Cause:

VERIFIED CLICKING NOISE AND INOP BUTTONS. FOUND [redacted] FAILING INTERNALLY

(Claim) Correction:

REPLACED [redacted]. FOUND BUTTONS STILL NOT WORKING. FURTHER DIAG

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	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	3400 S CUSHMAN ST , FAIRBANKS, AK 99701		

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]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SENSOR	[redacted]			([redacted]
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		-2.19	([redacted]
[redacted]		Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	CLUTCHKIT	1	X	[redacted]	([redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only				FLUID AFT	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only				FLUID AFT	7		-[redacted]	([redacted]
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped				CLUTCHKIT	1	X	[redacted]	([redacted]
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped				FLUID AFT	7		-[redacted]	([redacted]
[redacted]		Transmission, Remove and install for recondition [redacted] C ; [redacted] equipped				FLUID AFT	7		-[redacted]	([redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	([redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted]			[redacted]	FLUID AFT	7		-[redacted]	([redacted]

		[redacted] propeller shaft equipped								
B	[redacted]	Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two [redacted] propeller shaft equipped			[redacted]	FLUID AFT	7		[redacted]	([redacted])
B	[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])
B	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	7		[redacted]	([redacted])
B	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	7		[redacted]	([redacted])

RO Narratives

(RO) Customer Concern:

COMPLIMENTARY 23PT INSPECTION [redacted] VEHICLE THAT IS LEFT MORE THAT [redacted] AFTER [redacted] TRANSMISSION DIAG PERFORM RECALL RRT CUSTOMER CONCERN

(RO) Cause:

removed and replaced sccm ,and left side steering

(RO) Correction:

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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS CLICKING IN STEERING AND STEERING WHEEL BUTTONS INOP

(Claim) Cause:

VERIFIED CLICKING NOISE AND INOP BUTTONS. FOUND [redacted] FAILING INTERNALLY

(Claim) Correction:

REPLACED [redacted]. FOUND BUTTONS STILL NOT WORKING. FURTHER DIAG

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**	[redacted]	**Part**	[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	[redacted]		Failure	Failure	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Module, steering column control ; [redacted], includes turn signal switch, clock spring, steering angle sensor where applicable	68	NOISY	[redacted]	SWITCH	1		147.34	[redacted]
A	[redacted]	Module, steering column control ; [redacted], includes turn signal switch, clock spring, steering angle sensor where applicable	68	NOISY	[redacted]	CLOCKSPRI	1	X	[redacted]	[redacted]
[redacted]		Switch, steering wheel mounted ; EVIC-Left side			[redacted]	SWITCH	1		147.34	[redacted]
[redacted]		Switch, steering wheel mounted ; EVIC-Left side			[redacted]	CLOCKSPRI	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

COMPLIMENTARY 23PT INSPECTION [redacted] VEHICLE THAT IS LEFT MORE THAT [redacted] AFTER [redacted] TRANSMISSION DIAG PERFORM RECALL RRT CUSTOMER CONCERN

(RO) Cause:

removed and replaced sccm ,and left side steering

(RO) Correction:

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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS CLICKING IN STEERING AND STEERING WHEEL BUTTONS INOP

(Claim) Cause:

VERIFIED CLICKING NOISE AND INOP BUTTONS. FOUND [redacted] FAILING INTERNALLY

(Claim) Correction:

REPLACED [redacted], FOUND BUTTONS STILL NOT WORKING. FURTHER DIAG

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]	**Zone**	70 [redacted]
Address	3400 S CUSHMAN ST , FAIRBANKS, AK 99701				

Condition Information

Condition Code	[redacted]	[redacted]	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 (NARRATIVE REQUIRED)	[redacted]	SENSOR	1	X	[redacted]	
A	[redacted]	Emissions Recall [redacted] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label ([redacted] Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	NUT	1		2.19	[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 (NARRATIVE REQUIRED)	[redacted]	LABEL	1		4.39	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			68637534AA	CLUTCHKIT	1	X	[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	[redacted]			
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	GREASE	1		104.53	[redacted]
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	FLUID AFT	1		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			06506497AA	BOLT	4		[redacted]	
[redacted]		Transmission ; DEF equipped [redacted] pick-up only			[redacted]	BOLT	4		[redacted]	

B	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BOLT	6		30.07	$105.13
B	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SEAL RING	1		8.56	$105.13
B	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	WASHER	1		[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	O-RING	1		[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	GASKET	1		[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BEARING	1		[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	BEARING	1		44.69	$105.13
B	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SEAL RING	1		[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		428.14	$105.13
B	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	SNAP RING	1		[redacted]	[redacted]
B	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	HUB	1		[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	WASHER	1		[redacted]	
B	[redacted]	Transmission ; [redacted] equipped [redacted] pick-up only			[redacted]	RACE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	CLUTCHKIT	1	X	[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	7		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	7		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GREASE	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	1		[redacted]	[redacted]
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	[redacted]

B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			06511777AA	BOLT	6		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68019782AA	SEAL RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	WASHER	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	O-RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GASKET	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BEARING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BEARING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253814AA	RACE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253815AA	RACE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253816AA	RACE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253940AA	SEAL RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68254056AB	HUB	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269568AB	SNAP RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68456960AA	HUB	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68254067AA	WASHER	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68253813AB	RACE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	CLUTCHKIT	1	X	1568.46	$35.04

B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	7		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	FLUID AFT	7		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	GREASE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	FLUID AFT	1		23.50	$35.04
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			06506497AA	BOLT	4		34.67	$35.04
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	4		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BOLT	6		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			68019782AA	SEAL RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	WASHER	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	O-RING	1		38.22	$35.04
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			[redacted]	GASKET	1		46.68	$35.04
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] piece propeller shaft equipped			68253770AA	BEARING	1		45.53	$35.04
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	BEARING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	RACE	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted]			[redacted]	RACE	1		58.58	$35.04

		[redacted] propeller shaft equipped								
B	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two [redacted] propeller shaft equipped			[redacted]	RACE	1		41.14	$35.04
B	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] shaft equipped			[redacted]	SEAL RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] shaft equipped			[redacted]	HUB	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] shaft equipped			[redacted]	SNAP RING	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two [redacted] propeller shaft equipped			[redacted]	HUB	1		[redacted]	
B	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two [redacted] propeller shaft equipped			[redacted]	WASHER	1		13.26	$35.04
B	[redacted]	Transmission, Remove and install for recondition - [redacted]; Two [redacted] propeller shaft equipped			[redacted]		1		42.40	$35.04
B	[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]
B	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	[redacted]			[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	7		164.47	[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GREASE	1		104.53	[redacted]
B	[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		[redacted]	
B	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	4		[redacted]	[redacted]

B	[redacted]	Customer Satisfaction Notification [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	4		[redacted]	
B	[redacted]	Customer Satisfaction Notification [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	[redacted]			
B	[redacted]	Customer Satisfaction Notification [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL RING	1		[redacted]	
B	[redacted]	Customer Satisfaction Notification [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	WASHER	1		10.13	[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	O-RING	[redacted]			
B	[redacted]	Customer Satisfaction Notification [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		46.68	[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BEARING	1		45.53	[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BEARING	1		[redacted]	
B	[redacted]	Customer Satisfaction Notification [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		[redacted]	
B	[redacted]	Customer Satisfaction Notification [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		58.58	[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		[redacted]	
B	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL RING	1		14.93	[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted]	UC	UNCODABLE (NARRATIVE	[redacted]	HUB	[redacted]			

		Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring		REQUIRED)						
B	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission , K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SNAP RING	1		13.89	[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission , K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	6[redacted]	HUB	1		217.20	$[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission , K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	6[redacted]	WASHER	1		13.26	[redacted]
B	[redacted]	Customer Satisfaction Notification [redacted]- Aisin Transmission , K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		42.40	$[redacted]

RO Narratives

(RO) Customer Concern:

COMPLIMENTARY 23PT INSPECTION [redacted] VEHICLE THAT IS LEFT MORE THAT [redacted] AFTER [redacted] TRANSMISSION DIAG PERFORM RECALL RRT CUSTOMER CONCERN

(RO) Cause:

removed and replaced sccm ,and left side steering

(RO) Correction:

[redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CS CLICKING IN STEERING AND STEERING WHEEL BUTTONS INOP

(Claim) Cause:

VERIFIED CLICKING NOISE AND INOP BUTTONS. FOUND [redacted] FAILING INTERNALLY

(Claim) Correction:

REPLACED [redacted], FOUND BUTTONS STILL NOT WORKING. FURTHER DIAG

Warranty Claim Report

Vehicle Information

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

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	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**	ALLEN MELLO DODGE INC	**Zone**	32	NEW YORK
Address	13 MARMON DRIVE , NASHUA, NH 03060					

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 ([redacted] Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	NUT	1		1.75	[redacted]
A	[redacted]	Emissions Recall [redacted]3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label ([redacted] Transmission Only)	UC	UNCODABLE ([redacted] REQUIRED)	CERN[redacted]2AA	SENSOR	1	[redacted]		[redacted]
A	[redacted]	Emissions Recall [redacted]3 - 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:

CUSTOMER STATES PERFORM RECALL[redacted]. [redacted] [redacted] DIESEL PM SENSOR CUSTOMER STATES PERFORM FRE[redacted] [redacted] CHECK OF FLUIDS BELTS HOSES SUSPENSION

(RO) Cause:

.

(RO) Correction:

Performed recall [redacted] Installed PM sensorPCM Current Part Number: [redacted] New PartNumber: [redacted] Applied AuthorizedModifications label Emissions Recall [redacted] - Particulate Matter Sensor- Replace Inspect and Install Particulate Matter Sensor - Includes Reprograming ECM and Replace VECI Label ([redacted] Transmission Only) (1 - Semi-Skilled) PERFORMED [redacted] INSPECTION. PERFORMED FREE [redacted] INSPECTION AND FILLED OUT [redacted] INSPECTION FORM. PERFORMED FREE [redacted] INSPECTION AND FILLED OUT [redacted] INSPECTIONFORM.

(RO) Technical 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 [redacted] CREW CAB 4X2
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**	$126.08	[redacted]	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure Desc	[redacted] Number	[redacted] Name	[redacted] Quantity	[redacted] Failed	[redacted] Expense	[redacted] 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)	CERN[redacted]2AA	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]	[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		[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER REQUESTS RECALL PERFORME[redacted] DESIEL PM SENSOR CHANGE OIL AND FILTER WITH [redacted] OIL FOR SRT . REPLACE [redacted] BAY FUEL FILTER HAS HIS OWN FILTERS CUSTOMER STATES CHECK [redacted] LIGHT ON

(RO) Cause:

CONFIRMED OPEN RECALL . CUSTOMER REQUESTED DIAGNOSIS DUE TO [redacted] LIGHT ON

(RO) Correction:

COMPLETED RECALL AS PER FACTORY GUIDELINES [redacted] OIL AND FILTER CHANGED WITH [redacted]. OIL FOR SRT PERFORMED MULTI-POINT INSPECTION CUSTOMER PROVIDED WITH COST ESTIMATE FOR ANY REPAIRS OR MAINTENANCE SERVICES REPLACE FUEL FILTER

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER REQUESTS RECALL PERFORME[redacted] DESIEL PM SENSOR

(Claim) Cause:

CONFIRMED OPEN RECALL

(Claim) Correction:

COMPLETED RECALL AS PER FACTORY GUIDELINES [redacted]

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**	[redacted]

Claim Information

Claim #	[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**	NEW [redacted]	**Zone**	6[redacted]
Address	1300 NORTH DIXIE FREEWAY , NEW SMYRNA BEACH, FL 32168				

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)	CSTP[redacted]1AA	RELAY	1	X	[redacted]	[redacted]
[redacted]1		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]

RO Narratives

(RO) Customer Concern:

CUSTOME[redacted] [redacted] RECALL [redacted] VEHICLE WILL NOT GO FORWARDS ONLY GO IN REVERSE. PLEASE ADVISE [redacted] INSPECTION FREE CAR WASH CUSTOME[redacted] VEHICLE WILL NOT GO FORWARDS ONLY GO IN REVERSE. PLEASE ADVISE

(RO) Cause:

CUSTOMER REQUESTED CAMPAIGN [redacted] [redacted] BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION [redacted] R STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE CAN EXPERIENCE AN ENGINE COMPARTMENT FIRE ORIGINATING FROM THE GENERATION 1 SOLID STATE INTAKE AIR GRID HEATER RELAY. CUSTOMER REQUESTED CAMPAIGN [redacted] [redacted] BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION [redacted] STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE WAS MANUFACTURED WITH A DEFECTIVE [redacted] [redacted] DRUM SNAP RING. VERIFIED THE CUSTOMER'S CONCERN OF VEHICLE WILL NOT MOVE IN FORWARD GEARS, WILL ONLY MOVE IN REVERSE. PERFORMED A COMPLETE VEHICLE IDENTIFICATION [redacted] STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE WAS MANUFACTURED WITH A DEFECTIVE [redacted] DRUM SNAP RING. FREE CAR WASH EXTRA LABOR TO REMOVE AND REINSTALL PTO NO PARTS NEED

(RO) Correction:

ACCESSED, REMOVED AND INSTALLED A NEW INTAKE AIR HEATER RELAY AS PER SAFETY RECALL [redacted]. THE SYSTEM IS NOW OPERATING AS DESIGNED. VEHICLE WOULD NOT MOVE IN FORWARD [redacted] SET RATIO TROUBLE CODES. VEHICLE REPAIRED BY REPLACING [redacted] ASSEMBLY AND K2 HUB DUE TO DAMAGE FROM SNAP RING. SEE JOB 3. REMOVE AND DISASSEMBLE TRANSMISSION TO FIND [redacted] SNAP RING DISLOGED. REPLACE [redacted] ASSY AND ALL RELATED SEALS. VERIFIED CORRECT SHAFT ENDPLAY. REASSEMBLED AND REINSTALLED TRANSMISSION. TOPPED OFF FLUID, PERFORMED QUICK LEARN. UPDATED TRANSMISSION AND ENGINE CONTROL MODULES TO ENSURE CORRECT OPERATION OF MONITORED SYSTEMS AFTER REPAIR. ROAD TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS. THE SYSTEM IS NOW OPERATING AS DESIGNED. COMPLETED SERVICE FREE CAR WASH REMOVE AND REINSTALL PTO

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT GO FORWARDS ONLY GO IN REVERSE. PLEASE ADVIS E

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF VEHICLE WILL NOT MOVE IN FORWARD GEARS, WI LL ONLY MOVE IN REVERSE. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER S TATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE WAS MANUFACT URED WITH A DEFECTIVE K1 CLUTCH DRUM SNAP RING.

(Claim) Correction:

REMOVE AND DISASSEMBLE TRANSMISSION TO FIND K1 CLUTCH SNAP RING DISLOGED. REP LACE K1 CLUTCH ASSY AND ALL RELATED SEALS. VERIFIED CORRECT SHAFT ENDPLAY. RE ASSEMBLED AND REINSTALLED TRANSMISSION. TOPPED OFF FLUID, PERFORMED QUICK LEA RN. UPDATED TRANSMISSION AND ENGINE CONTROL MODULES TO ENSURE CORRECT OPERAT ION OF MONITORED SYSTEMS AFTER REPAIR. ROAD TESTED THE VEHICLE [redacted] TO VER IFY REPAIRS. THE SYSTEM IS NOW OPERATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

[redacted]	[redacted]	Year	[redacted]	Body	DD8L63 - RAM 3500 REG CAB CHASSIS [redacted]
Build Date	[redacted]	Plant	[redacted]	TRUCK ASSEMBLY PLANT	Coverage Code [redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition 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 ; [redacted] equipped			[redacted]	SNAP RING	1		12.32	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	SEAL RING	[redacted]			[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	SEAL RING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	O-RING	1		33.90	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GASKET	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	WASHER	2		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	BOLT	[redacted]			
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GREASE	1		92.72	[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]	RACE	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			68269548AA	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			68269549AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			68269649AA	DISC	6	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	HUB	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			68269569AA	SEAL RING	5		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68019782AA	SEAL RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	O-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	[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]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GREASE	1		[redacted]	[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]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68269550AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RACE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	DISC	6	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	9		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	HUB	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]	SNAP 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]	SEAL RING	5		[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 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]	O-RING	1		33.90	[redacted]
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]	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	WASHER	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]	BOLT	6		46.13	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - Aisin Transmission ; [redacted] Clutch /	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	4		[redacted]	[redacted]

		Input Shaft Assembly - Inspect and Replace Snap Ring								
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] [redacted] Clutch / [redacted] bly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GREASE	1		92.72	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	HUB	1		192.66	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		37.61	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] [redacted] Clutch / [redacted] bly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BEARING	1		39.64	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] [redacted] Clutch / [redacted] bly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		19.45	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	6[redacted]	RACE	1		20.47	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] [redacted] Clutch / [redacted] bly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RACE	1		20.28	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] [redacted] Clutch / [redacted] bly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	DISC	6	X	375.13	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID AFT	9		187.57	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted] - [redacted] [redacted] Clutch / [redacted] bly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]B	HUB	1		379.76	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / [redacted] [Customer Satisfaction Notification [redacted] - [redacted] Transmission **] Automatic Transmission Concern [Customer States trans went into limp mode in the rain and does not come out] [redacted] Alignment [Customer States steering wheel off center and tires

wearing] C/S TRANS SLIPING BADLY AFTER RECALL . REPAIR PERFORMED

(RO) Cause:

RECALL DIAGNOSIS trans slipping

(RO) Correction:

[redacted] Inspect and Replace Snap Ring21-71 [redacted] Skid Plate 21-00-0A-[redacted] 4x4 Equipped 21-00-0A-[redacted] Recall / CSN 1 [redacted] CHECK FOR FAULTS [redacted] Gear 1Shift Incorrect Ratio- Active recall 71aneeds to be performed first possible failedk1 clutch snap ring ROAD TEST AFTER RECALLWORK PERFORMED STILL HOLDING SHIFTS CONTACTSTAR CENTER Automatic Transmission Concern [redacted] perform 4 wheel alignment PERFORM 4 WHEEL DIGITAL ALIGNMENT. [redacted] 4.3 [redacted] 5.8 Removed transmission assemblyand tear down transmission per star request,during tear down inspection found theexternal seal on the piston within clutch k1to be torn and causing fluid to leak by. Thiswas most likely caused when the snap ringfell out the [redacted] and allowed theclutch pack to move therefore allowing thepiston to overtravel and possibly grabbingthe seal and tearing it. Updated star case tomake them aware of this issue, and replacethe k1 clutch drum, k1 piston, plate,springs, seals and clutch pack and snaprings. Reassemble transmission and verifyinput shaft endplay within spec reading [redacted] install transmission assembly and fillfluid and perform quicklearn test drivevehicle and verify transmission shifting andoperating as designed TRANS

(RO) Technical Notes:

[redacted] ON [redacted] TORN CAUSED BY SNAP RING FAILURE

GCS Narratives

(Claim) Customer Concern:

TRANS WILL NOT SHIFT [redacted] CREATED STAR CASE AND WAS INFORMED TO PERFORM [redacted] PERFORMED RECALL ANF TRANS STILL NOT SHIFTING PROPERLY CAUSED BY [redacted] ON [redacted] TORN CAUSED BY SNAP RING FAILURE ALLOWING [redacted] TO OVERTRAVEL DAMAGGING [redacted] UPDATED STAR CASE AND REPLACED L1 DRUM AN [redacted], SPRINGS, [redacted] AND CLUTCH PACK AND ALL OTHER NEEDED PARTS TO REPAIR

(Claim) Cause:

TRANS WILL NOT SHIFT [redacted] CREATED STAR CASE AND WAS INFORMED TO PERFORM [redacted] PERFORMED RECALL ANF TRANS STILL NOT SHIFTING PROPERLY CAUSED BY [redacted] ON [redacted] TORN CAUSED BY SNAP RING FAILURE ALLOWING [redacted] TO OVERTRAVEL DAMAGGING [redacted] UPDATED STAR CASE AND REPLACED L1 DRUM AN [redacted], SPRINGS, [redacted] AND CLUTCH PACK AND ALL OTHER NEEDED PARTS TO REPAIR

(Claim) Correction:

TRANS WILL NOT SHIFT [redacted] CREATED STAR CASE AND WAS INFORMED TO PERFORM [redacted] PERFORMED RECALL ANF TRANS STILL NOT SHIFTING PROPERLY CAUSED BY [redacted] ON [redacted] TORN CAUSED BY SNAP RING FAILURE ALLOWING [redacted] TO OVERTRAVEL DAMAGGING [redacted] UPDATED STAR CASE AND REPLACED L1 DRUM AN [redacted], SPRINGS, [redacted] AND CLUTCH PACK AND ALL OTHER NEEDED PARTS TO REPAIR

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**	[redacted]

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition [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			[redacted]	GREASE	1		114.37	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	FLUID AFT	7		179.95	[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]	GASKET	1		24.34	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 4X4 equipped			68637534AA	[redacted] T	1	X	[redacted]	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	6		32.91	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted]	4		37.93	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	GREASE	1		114.37	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	FLUID AFT	7		179.95	[redacted]
[redacted]	Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	HUB	1		468.45	[redacted]
[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]	CLUTCHKIT	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	GREASE	1		114.37	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	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]	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]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	CLUTCHKIT	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		32.91	[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		37.93	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOME[redacted] [redacted] RECALL [redacted] VEHICLE WILL NOT GO FORWARDS ONLY GO IN REVERSE. PLEASE ADVISE MULTI-[redacted] INSPECTION FREE CAR WASH CUSTOME[redacted] VEHICLE WILL NOT GO FORWARDS ONLY GO IN REVERSE. PLEASE ADVISE

(RO) Cause:

CUSTOMER REQUESTED CAMPAIGN [redacted] BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION [redacted] R STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE CAN EXPERIENCE AN ENGINE COMPARTMENT FIRE ORIGINATING FROM THE GENERATION 1 SOLID [redacted] [redacted] RELAY. CUSTOMER REQUESTED CAMPAIGN [redacted] [redacted] BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION [redacted] STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE WAS MANUFACTURED WITH A DEFECTIVE K1 CLUTCH DRUM SNAP RING. VERIFIED THE CUSTOMER'S CONCERN OF VEHICLE WILL NOT MOVE IN FORWARD GEARS, WILL ONLY MOVE IN REVERSE. PERFORMED A COMPLETE VEHICLE IDENTIFICATION [redacted] STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE WAS MANUFACTURED WITH A DEFECTIVE [redacted] CLUTCH DRUM SNAP RING. FREE CAR WASH EXTRA LABOR TO REMOVE AND REINSTALL PTO NO PARTS NEED

(RO) Correction:

ACCESSED, REMOVED AND INSTALLED A NEW INTAKE AIR HEATER RELAY AS PER SAFETY RECALL [redacted]. THE SYSTEM IS NOW OPERATING AS DESIGNED. VEHICLE WOULD NOT MOVE IN FORWARD [redacted]S AND SET RATIO TROUBLE CODES. VEHICLE REPAIRED BY REPLACING [redacted] ASSEMBLY AND K2 HUB DUE TO DAMAGE FROM SNAP RING. SEE JOB 3. REMOVE AND DISASSEMBLE TRANSMISSION TO FIND [redacted] SNAP RING DISLOGED. REPLACE [redacted] ASSY AND ALL RELATED SEALS. VERIFIED CORRECT SHAFT ENDPLAY. REASSEMBLED AND REINSTALLED TRANSMISSION. TOPPED OFF FLUID, PERFORMED QUICK LEARN. UPDATED TRANSMISSION AND ENGINE CONTROL MODULES TO ENSURE CORRECT OPERATION OF MONITORED SYSTEMS AFTER REPAIR. ROAD TESTED THE VEHICLE [redacted] TO VERIFY REPAIRS. THE SYSTEM IS NOW OPERATING AS DESIGNED. COMPLETED SERVICE FREE CAR WASH REMOVE AND REINSTALL PTO

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT GO FORWARDS ONLY GO IN REVERSE. PLEASE ADVIS E

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF VEHICLE WILL NOT MOVE IN FORWARD [redacted], WI LL ONLY MOVE IN REVERSE. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER S TATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. THIS VEHICLE WAS MANUFACT URED WITH A DEFECTIVE [redacted] DRUM SNAP RING.

(Claim) Correction:

REMOVE AND DISASSEMBLE TRANSMISSION TO FIND [redacted] SNAP RING DISLOGED. REP LACE [redacted] ASSY AND ALL RELATED SEALS. VERIFIED CORRECT SHAFT ENDPLAY. RE ASSEMBLED AND REINSTALLED TRANSMISSION. TOPPED OFF FLUID, PERFORMED QUICK LEA RN. UPDATED TRANSMISSION AND ENGINE CONTROL MODULES TO ENSURE CORRECT OPERAT ION OF MONITORED SYSTEMS AFTER REPAIR. ROAD TESTED THE VEHICLE [redacted] TO VER IFY REPAIRS. THE SYSTEM IS NOW OPERATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

[redacted]		Year	[redacted]	Body	DD8L63 - RAM 3500 REG CAB CHASSIS 4X4
Build Date	[redacted]	Plant	[redacted]	TRUCK ASSEMBLY PLANT	Coverage Code [redacted]

Claim Information

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

Expense

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

Dealer Information

Code	[redacted]	Name	[redacted]
[redacted]			

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 6.4 liter engine			[redacted]	[redacted]	1		11.76	$775.20
[redacted]		Transmission, Remove and install for recondition [redacted] C ; 6.4 liter engine			68269638AA	[redacted]	1		169.97	$775.20
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 6.4 liter engine			68269649AA	DISC	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C ; 6.4 liter engine			68019663AA	SEAL	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition [redacted] C ; 6.4 liter engine			68244637AA	RING	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition [redacted] C ; 6.4 liter engine			68244632AA	[redacted]	1		8.15	$775.20
[redacted]		Transmission, Remove and install for recondition [redacted] C ; 6.4 liter engine			68269[redacted]AA	DRUM	1	X	959.60	$775.20
[redacted]		Transmission, Remove and install for recondition [redacted] C ; 6.4 liter engine			68269552AA	[redacted]	1		27.69	$775.20
[redacted]		Transmission, Remove and install for recondition [redacted] C ; 6.4 liter engine			68019768AA	[redacted]			[redacted].54	$775.20
[redacted]		Transmission, Remove and install for recondition [redacted] C ; 6.4 liter engine			68269556AB	SPRING	1		31.59	$775.20
[redacted]		Transmission, Remove and install for recondition [redacted] C ; 6.4 liter engine			68019783AB	[redacted] RING	1		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted] C [redacted] engine			[redacted]	PLATE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C [redacted] engine			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C [redacted] engine			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C [redacted] engine			[redacted]	BALANCER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C [redacted] engine			[redacted]	NUT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C [redacted] engine			[redacted]	SCREW	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] C [redacted] engine			[redacted]	FLUID AFT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete reconditioning of transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	WASHER	1		11.76	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete reconditioning of transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	PISTON	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete reconditioning of transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete reconditioning of transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]		1		41.50	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete reconditioning of transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete reconditioning of transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete reconditioning of transmission (3 - Highly Skilled)	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	DRUM	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; Complete	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	D-RING	1		27.69	[redacted]

		reconditioning of transmission (3 - Highly Skilled)								
A	[redacted]	Transmission, Remove and install for recondition - [redacted] Complete reconditioning of transmission (3 - Highly Skilled)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] Complete reconditioning of transmission (3 - Highly Skilled)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]B	SPRING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] Complete reconditioning of transmission (3 - Highly Skilled)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete reconditioning of transmission (3 - Highly Skilled)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]B	PLATE	1		37.61	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete reconditioning of transmission (3 - Highly Skilled)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete reconditioning of transmission (3 - Highly Skilled)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	GASKET	1		41.40	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete reconditioning of transmission (3 - Highly Skilled)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	BALANCER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete reconditioning of transmission (3 - Highly Skilled)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	NUT	4		54.46	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - AS66RC ; Complete reconditioning of transmission (3 - Highly Skilled)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	SCREW	[redacted]			
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Complete reconditioning of transmission (3 - Highly Skilled)	UC	UNCODABLE ([redacted] REQUIRED)	[redacted]	FLUID AFT	8		166.73	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] equipped			[redacted]	[redacted]			[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped			[redacted]	RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped			[redacted]	DRUM	1	X	[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped			[redacted]	SPRING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped			[redacted]	PLATE	1		[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			68244638AA	GASKET	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped			[redacted]	BALANCER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped			[redacted]	NUT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped			[redacted]	SCREW	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] equipped			05189966AE	FLUID AFT	8		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			68254067AA	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	PISTON	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	[redacted]	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	WASHER	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	DRUM	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]C ; Skid plate equipped			[redacted]	D-RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SPRING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	PLATE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SNAP RING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	BALANCER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	NUT	4		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	SCREW	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Skid plate equipped			[redacted]	FLUID AFT	8		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft			[redacted]	WASHER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft			[redacted]	[redacted]	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft			[redacted]	SEAL	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft			[redacted]	RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft			[redacted]	WASHER	1		8.15	$36.06
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] propeller shaft			[redacted]	DRUM	1	X	[redacted]	[redacted]

A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] propeller shaft			[redacted]	D-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] propeller shaft			[redacted]	D-RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] propeller shaft			[redacted]	SPRING	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] propeller shaft			[redacted]	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] propeller shaft			[redacted]	PLATE	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] propeller shaft			68269568AB	SNAP RING	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] propeller shaft			[redacted]	GASKET	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] propeller shaft			[redacted]	BALANCER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] propeller shaft			[redacted]	NUT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] propeller shaft			[redacted]	SCREW	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]; [redacted] propeller shaft			[redacted]	FLUID AFT	8		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

Recall / CSN 1 [Customer Satisfaction Notification [redacted]- Aisin Transmission **] Automatic Transmission Concern [Customer States trans went into limp mode in the rain and does not come out] [redacted] Alignment [Customer States steering wheel off center and tires wearing] C/S TRANS SLIPING BADLY AFTER RECALL . REPAIR PERFORMED

(RO) Cause:

RECALL DIAGNOSIS trans slipping

(RO) Correction:

[redacted] Inspect and Replace Snap Ring [redacted] 71 [redacted] [redacted] Skid Plate [redacted] [redacted] [redacted] 4x4 Equipped [redacted] [redacted] Recall / [redacted] CHECK FOR FAULTS [redacted] [redacted] Gear 1Shift Incorrect Ratio- Active recall 71aneeds to be performed first possible failedk1 clutch snap ring ROAD TEST AFTER RECALLWORK PERFORMED STILL HOLDING SHIFTS CONTACTSTAR CENTER Automatic Transmission Concern [redacted] perform 4 wheel alignment PERFORM 4 WHEEL DIGITAL ALIGNMENT. [redacted] [redacted] 4.3 [redacted] [redacted] .221000150 5.8 Removed transmission assemblyand tear down transmission per star request,during tear down inspection found theexternal seal on the piston within clutch k1to be torn and causing fluid to leak by. Thiswas most likely caused when the snap ringfell out the [redacted] and allowed theclutch pack to move therefore allowing thepiston to overtravel and possibly grabbingthe seal and tearing it. Updated star case tomake them aware of this issue, and replacethe k1 clutch drum, k1 piston, plate,springs, seals and clutch pack and snaprings. Reassemble transmission and verifyinput shaft endplay within spec reading [redacted] install transmission assembly and fillfluid and perform quicklearn test drivevehicle and verify transmission shifting andoperating as designed TRANS

(RO) Technical Notes:

[redacted] ON K1 CLUTCH [redacted] TORN CAUSED BY SNAP RING FAILURE

GCS Narratives

(Claim) Customer Concern:

TRANS WILL NOT SHIFT [redacted] CREATED STAR CASE AND WAS INFORMED TO PERFORM [redacted]- PERFORMED RECALL ANF TRANS STILL NOT SHIFTING PROPERLY CAUSED BY [redacted] ON [redacted] CLUTCH [redacted] TORN CAUSED BY SNAP RING FAILURE ALLOWING [redacted] TO OVERTRAVEL DAMAGGING [redacted]- UPDATED STAR CASE AND REPLACED L1 DRUM AN[redacted], SPRINGS, [redacted]S AND CLUTCH PACK AND ALL OTHER NEEDED PARTS TO REPAIR

(Claim) Cause:

TRANS WILL NOT SHIFT [redacted] CREATED STAR CASE AND WAS INFORMED TO PERFORM [redacted]- PERFORMED RECALL ANF TRANS STILL NOT SHIFTING PROPERLY CAUSED BY [redacted] ON [redacted] CLUTCH [redacted] TORN CAUSED BY SNAP RING FAILURE ALLOWING [redacted] TO OVERTRAVEL DAMAGGING [redacted]- UPDATED STAR CASE AND REPLACED L1 DRUM AN[redacted], SPRINGS, [redacted]S AND CLUTCH PACK AND ALL OTHER NEEDED PARTS TO REPAIR

(Claim) Correction:

TRANS WILL NOT SHIFT [redacted] CREATED STAR CASE AND WAS INFORMED TO PERFORM [redacted]- PERFORMED RECALL ANF TRANS STILL NOT SHIFTING PROPERLY CAUSED BY [redacted] ON [redacted] CLUTCH [redacted] TORN CAUSED BY SNAP RING FAILURE ALLOWING [redacted] TO OVERTRAVEL DAMAGGING [redacted]- UPDATED STAR CASE AND REPLACED L1 DRUM AN[redacted], SPRINGS, [redacted]S AND CLUTCH PACK AND ALL OTHER NEEDED PARTS TO REPAIR

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	[redacted] - [redacted]	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***	$85.68	***Part***	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]			***Failure*** [redacted]	***Failure*** [redacted]	***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]	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]3AB	[redacted]	[redacted]		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

PERFORM RECALL/CAMPAIGN Y43

(Claim) Cause:

NA

(Claim) Correction:

COMPLETE RECALL

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

Dealer Information

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

Condition Information

Condition [redacted]			***Failure*** [redacted]	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	***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]	[redacted]				[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]	SENSOR	1	X	[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]	LABEL	1		3.89	[redacted]

RO Narratives

(RO) Customer Concern:

General Concern #1 [CUSTOMER STATESVEHICLE IS LEAKING TRANSMISSION FLUID] Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] - [redacted]culate Matter Sensor **]

(RO) Cause:

TRANSFERCASE LEAKINGAT [redacted] SEAL WHERE CASE COMES TOGETHER [redacted]

(RO) Correction:

[redacted] TRANSFERCASE LEAKING AT [redacted] SEALWHERE CASE COMES TOGETHER21030112,21030161,21033850 [redacted] REMOVEDTRANSFER CASE, THERE WAS NO DEBRIS FOUND ONDRAIN PLUGS OR INTERNAL TO T CASE.REINSTALLED AND FILLED WITH FLUID, VERIFIEDLEAK NO LONGER PRESENT AND 4X4 OPERATING ASDESIGNED. General Concern #1 MISCELLANEOUS SERVICES Multi-point inspection (according to maintenanceinterval) [redacted] EXPRESS LANE INSPECTION [redacted]

[redacted] INSTALL PM SENSOR ANDREPROGRAM PCM INSTALL AUTHORIZEDMODIFICATIONS LABEL. Recall / Customer Satisfaction Notification1 PERFORM MANUFACTURER RECALL

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

VEHICLE IS LEAKING TRANS FLUID

(Claim) Cause:

TRANSFERCASE LEAKING AT SILICONE WHERE CASE COMES TOGETHER

(Claim) Correction:

[redacted]D FILLED WITH FLUID

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$259.75	[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	Failed	Expense	Expense
A	[redacted] 2	T-case remove and install for repair- ; for repair - [redacted] liter diesel			[redacted]	[redacted] T	[redacted]		[redacted]	[redacted]
A	[redacted]	T-case remove and install for repair- ; for repair - [redacted] liter diesel			[redacted]	[redacted]	1	X	[redacted]	
A	[redacted]	T-case remove and install for repair- ; DEF equipped [redacted] pick-up only			[redacted]	[redacted] T	[redacted]		[redacted]	[redacted]
A	[redacted]	T-case remove and install for repair- ; DEF equipped [redacted] pick-up only			[redacted]	[redacted]	1	X	[redacted]	
A	[redacted]	Reseal transfer case housing ; (2 - Skilled)	[redacted]	CASE LEAKS	[redacted]	LUBRICANT	[redacted]			$129.42
A	[redacted]	Reseal transfer case housing ; (2 - Skilled)	[redacted]	CASE LEAKS	[redacted]	[redacted]	1	X	[redacted]	

RO Narratives

(RO) Customer Concern:

General Concern #1 [CUSTOMER STATESVEHICLE IS LEAKING TRANSMISSION FLUID] Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 1 [Emissions Recall [redacted] - [redacted] culate Matter Sensor **]

(RO) Cause:

TRANSFERCASE LEAKINGAT [redacted] SEAL WHERE CASE COMES TOGETHER [redacted]

(RO) Correction:

[redacted] TRANSFERCASE LEAKING AT [redacted] SEALWHERE CASE COMES TOGETHER [redacted] [redacted] [redacted] 350 REMOVEDTRANSFER CASE, THERE WAS NO DEBRIS FOUND ONDRAIN PLUGS OR INTERNAL TO T CASE.REINSTALLED AND FILLED WITH FLUID, VERIFIEDLEAK NO LONGER PRESENT AND [redacted] OPERATING ASDESIGNED. General Concern #1 MISCELLANEOUS SERVICES Multi-point inspection (according to maintenanceinterval) [redacted] EXPRESS LANE INSPECTION [redacted] [redacted] INSTALL PM SENSOR ANDREPROGRAM PCM INSTALL AUTHORIZEDMODIFICATIONS LABEL. Recall / Customer Satisfaction Notification1 PERFORM MANUFACTURER RECALL

(RO) Technical Notes:

NA

[redacted] Narratives

(Claim) Customer Concern:

VEHICLE IS LEAKING TRANS FLUID

(Claim) Cause:

TRANSFERCASE LEAKING AT SILICONE WHERE CASE COMES TOGETHER

(Claim) Correction:

[redacted]D FILLED WITH FLUID

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition Code	[redacted]	[redacted]	***Failure***	***Failure***	[redacted]	***Part Name***	***Part Quantity***	***Part Failed***	***Part Expense***	***LOP Expense***
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	[redacted]	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] 4x4 pick-up only			[redacted]	FLUID AFT	1		[redacted]	$81.13
[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		[redacted]	$162.25
[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	1		[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	[redacted]T	1	X	[redacted]	[redacted]
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[redacted]	FLUID AFT	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUST STATES VEHICLE WILL NOT MOVE FORWARD, ONLY WILL MOVE IN REVERSE. CUSTOMER PUT VEHICLE IN [redacted] LOW TO OFFLOAD FROM TRAILER AND WILL NOT SHIFT BACK INTO [redacted]. CHECK ADVISE CUSTOMER REQUEST MULTI POINT INSPECTION AND VITAL FLUID ANALYSIS

(RO) Cause:

CONFIRMED CUSTOMER CONCERN [redacted] ACTIVE, GEAR [redacted] INCORRECT RATIO

(RO) Correction:

PERFORME[redacted], K1 CLUTCH SNAP RING FAILURE REPLACED SNAP RING PER TSB AND RETESTED, WORKING AS DESIGNED COMPLETED-SEE ATTACHED COPY

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUST STATES VEHICLE WILL NOT MOVE FORWARD, ONLY WILL MOVE | | IN REVERSE. CUSTOMER PUT VEHICLE IN [redacted] LOW TO OFFLOAD FROM | | TRAILER AND WILL NOT SHIFT BACK INTO [redacted].

(Claim) Cause:

CONFIRMED CUSTOMER CONCERN[redacted] ACTIVE, GEAR 1 SHIFT | | INCORRECT RATIO

(Claim) Correction:

PERFORME[redacted], K1 CLUTCH SNAP RING FAILURE | | REPLACED SNAP RING PER TSB AND RETESTED, WORKING AS DESIGNE

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] RAM	**Zone**	[redacted]
Address	538 N ANDY GRIFFITH PARKWAY , [redacted], NC 27030				

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 ; AS66RC - [redacted] engine	[redacted]	CHECK [redacted] /SERVICE SO	[redacted]	COOLER	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; AS66RC - [redacted] engine	[redacted]	CHECK [redacted] /SERVICE SO	[redacted]	FLUID AFT	1		74.32	[redacted]
A	[redacted]	Transmission, Replace - automatic ; AS66RC - 6.4 liter engine	[redacted]	CHECK [redacted] /SERVICE SO	[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ; AS66RC - [redacted] engine	[redacted]	CHECK [redacted] /SERVICE SO	[redacted]	TUBE	1		[redacted]	[redacted]
A	[redacted]0	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	COOLER	1		85.83	[redacted]
A	[redacted]0	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	FLUID AFT	1		74.32	[redacted]
A	[redacted]0	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]0	Lines, transmission and torque converter oil cooler ; [redacted] or [redacted] - Semi-Skilled)			[redacted]	[redacted]				[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	COOLER	1		[redacted]	
A	[redacted]	Digital Imaging ; Process time			[redacted]	FLUID AFT	1		74.32	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Digital Imaging ; Process time			[redacted]C	TUBE	1		[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT CAME ON AND THE TRUCK STOPPEN PULLING (General Concern 2)
MULTIPONT INSPECTION ACCORDING TO MAINTENANCE INTERVAL

(RO) Cause:

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

(RO) Correction:

REPLACED TRANS, TRANS COOLER, & LINES [redacted], [redacted], [redacted], & [redacted], [redacted] COMPLETED MULTIPOINT INSPECTION

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT CAME ON AND THE TRUCK STOPPEN PU LLING (GENERAL CONCERN 2)

(Claim) Cause:

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

(Claim) Correction:

REPLACED TRANS, TRANS COOLER, & LINES [redacted], [redacted], [redacted], & [redacted], [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	W - Warranty	**Repair Date**	[redacted]
Claim Status	Paid	**Mileage (Miles)**	[redacted]

Expense

Labor	[redacted]	**Sublet**	$7,783.58	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition			Failure	Failure Desc	Part Number	Part Name	Part Quantity	[redacted] Failed	[redacted] Expense	[redacted] Expense
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	PUSH PIN	[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]	COOLER	1		[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission ; DEF equipped [redacted] pick-up only			[redacted]	PUSH PIN	1		10.[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE [redacted] SO	[redacted]	PUSH PIN	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE [redacted] SO	[redacted]	[redacted]	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE [redacted] SO	[redacted]	COOLER	1		[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE [redacted] SO	[redacted]	TRANSMISS	1	X	[redacted]	[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted]		CHECK [redacted] SERVICE [redacted] SO	[redacted]	PUSH PIN	1		10.[redacted]	[redacted]
A	[redacted]6	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	PUSH PIN	[redacted]			[redacted]
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]	[redacted]			
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	[redacted]				
A	[redacted]	Transmission, Replace - automatic ; [redacted] equipped			[redacted]	TRANSMISS	1	X	[redacted]	
A	[redacted]	Transmission, Replace - automatic ;			[redacted]	PUSH PIN	1		10.[redacted]	[redacted]

		4x4/AWD equipped								
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])				PUSH PIN	[redacted]			[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])				ANTIFREEZ	[redacted]			
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])			[redacted]	COOLER	1		242.20	[redacted]
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])				TRANSMISS	1	X	[redacted]	
A	[redacted]	Oil cooler, external / auxiliary ; Cooler ([redacted])				PUSH [redacted]			[redacted]	

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES CHECK [redacted] LIGHT CAME ON - LOSS OF POWER ON HWY - SHUT OFF PERFORM RECALL/CAMPAIGN [redacted] Perform Multi Point Inspection

(RO) Cause:

[redacted] INCORRECT SHIFT [redacted]. VEHICLE LOST ALL FORWARD [redacted] DUE TO INTERNAL TRANSMISSION FAILURE & METAL THROUGHOUT

(RO) Correction:

REPLACED TRANSMISSION AND cooler to complete COMPLETE RECALL Completed Multi Point Inspection

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES CHECK [redacted] LIGHT CAME ON - LOSS OF POWER ON HWY - SHUT OFF CUSTOMER STATES CHECK [redacted] LIGHT CAME ON - LOSS OF POWER ON HWY - SHUT OFF CUSTOMER STATES CHECK [redacted] LIGHT CAME ON - LOSS OF POWER ON HWY - SHUT OFF CUSTOMER STATES CHECK [redacted] LIGHT CAME ON - LOSS OF POWER ON HWY - SHUT OFF

(Claim) Cause:

[redacted] INCORRECT SHIFT [redacted]. VEHICLE LOST ALL FORWARD [redacted] DUE TO IN [redacted] INCORRECT SHIFT [redacted]. VEHICLE LOST ALL FORWARD [redacted] DUE TO IN [redacted] INCORRECT SHIFT [redacted]. VEHICLE LOST ALL FORWARD [redacted]S DUE TO IN [redacted] INCORRECT SHIFT [redacted]. VEHICLE LOST ALL FORWARD [redacted]S DUE TO IN

(Claim) Correction:

REPLACED TRANSMISSION AND cooler to complete REPLACED TRANSMISSION AND cooler to complete REPLACED TRANSMISSION AND cooler to complete REPLACED TRANSMISSION AND cooler to complete

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

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

Condition Information

Condition	[redacted]		***Failure***	***Failure Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	[redacted] ***Expense***
A	[redacted]	Filter, particulate - Regen ; Stationary Regeneration w/ Scan Tool, [redacted] pick up only			[redacted]	SENSOR	1	X	[redacted]	[redacted]
A	[redacted]	Sensor, diesel exhaust pressure differential ; Sensor, [redacted] diesel engine	ML	CHECK [redacted] SERVICE [redacted] SO	[redacted]	SENSOR	1	X	[redacted]	[redacted]
B	0875019B	Starter ; Nut, Starter - Replace	[redacted]	SERVICE ACTION	[redacted]	NUT	1	X	1.96	$30.69

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] DJD2DDDP [redacted] CUMMINS NO START ** [redacted] - CUSTOMER [redacted] TRUCK REGENING [redacted]

(Claim) Cause:

INSPECTED VEHICLE RAN SCAN AND FOUND CODE PCM [redacted] PARTICULATE FILTER [redacted] DJD2DDDP [redacted] CUMMINS NO START ** NERATION FREQUENCY- ACTIVE, VISUALLY INSPECTED DEF SYSTEM AND FOUND THE DPF FAILED AND FULL OF SOOT & FOUND THE DIFF PRESSURE SENSOR OF SOOT

(Claim) Correction:

[redacted] NUT, STARTER - REPLACE (1 - SEMI-SKILLED) 6 - ELECTRICAL AND BO DY SYSTEMS 0.2 [redacted] SENSOR REGENERATION PM SENSOR REGENERATION COMPLETED SUCCESSFULLY! REPL ACED THE DPF WITH DIFFERENTIAL PRESSURE SENSOR CLEAN THE DIFF PRESSURE LINES OF SOOT, REGENERATE THE SYSTEM AND ROAD TEST [redacted]

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	D28P81 - RAM 3500 [redacted]
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$480.57	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

Condition Information

Condition [redacted]	[redacted]	Desc	Failure [redacted]	Failure Desc	Part Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	[redacted]	Pump, Unit ; Replace Urea Delivery Module	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	MODULE	1	X	[redacted]	
A	[redacted]	Pump, Unit ; Replace Urea Delivery Module	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID	1		20.23	[redacted]
A	[redacted]	Pump, Unit ; Replace Urea Delivery Module	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	FLUID	1		49.80	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] 22MY DJD2DDDP [redacted] CUMMINS NO START ** [redacted] - CUSTOMER STATES TRUCK REGENING [redacted]

(Claim) Cause:

INSPECTED VEHICLE RAN SCAN AND FOUND CODE PCM [redacted] PARTICULATE FILTER REGE [redacted] 22MY DJD2DDDP [redacted] CUMMINS NO START ** NERATION FREQUENCY- ACTIVE, VISUALLY INSPECTED DEF SYSTEM AND FOUND

THE DPF FAILED AND FULL OF SOOT & FOUND THE DIFF PRESSURE SENSOR OF SOOT

(Claim) Correction:

[redacted] NUT, STARTER - REPLACE (1 - SEMI-SKILLED) 6 - ELECTRICAL AND BO DY SYSTEMS 0.2 [redacted] SENSOR REGENERATION PM SENSOR REGENERATION COMPLETED SUCCESSFULLY! REPL ACED THE DPF WITH DIFFERENTIAL PRESSURE SENSOR CLEAN THE DIFF PRESSURE LINES OF SOOT, REGENERATE THE SYSTEM AND ROAD TEST [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 Code**	[redacted]		

Claim Information

Claim #	[redacted]	**In Service Date**	[redacted]
Claim Type	W - 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	[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	ML	CHECK [redacted] SERVICE SO	[redacted]	TUBE	1	X	[redacted]	[redacted]

RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THE CHECK [redacted]E LIGHT IS ON...ADVISE

(RO) Cause:

INTERNAL FAULT IN HEATED DEF PRESSURE LINE

(RO) Correction:

[redacted] REPLACED DEF PRESSURE LINE. PRIMEDSYSTEM AND RETESTED. OK AT THIS TIME. DEF PUMP LINE

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATES THE CHECK [redacted] LIGHT IS ON

(Claim) Cause:

VERFIED CONCER[redacted]

(Claim) Correction:

[redacted] SUCTION LINE SONTROL HEATER OPEN FOUND INTERNAL FAULT IN HEATED PRESSURE LINE FROM TANK TO INJECTOR REPLACED LINE AND PRIMED SYSTEM

Warranty Claim Report

Vehicle Information

VIN	[redacted]	***Year***	[redacted]	***Body***	D28P81 - RAM 3500 [redacted] MEGA CAB 4X4
Build Date	[redacted]	***Plant***	[redacted] TRUCK ASSEMBLY PLANT	***Coverage Code***	[redacted]

Claim Information

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

Expense

Labor	[redacted]	***Sublet***	$2,567.44	[redacted]	$0.00	***Total Paid***	[redacted]

Dealer Information

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

Condition Information

Condition Code	[redacted]	[redacted]	***Failure***	***Desc***	[redacted] ***Number***	[redacted] ***Name***	[redacted] ***Quantity***	[redacted] ***Failed***	[redacted] ***Expense***	***LOP Expense***
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	CONVERTER	1	X	[redacted]	
A	[redacted]	Filter diesel particulate (DPF) ; [redacted] diesel engine, [redacted] pick up only	[redacted]	CHECK [redacted] SERVICE SO	[redacted]	GASKET	1		[redacted]	

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

[redacted] - CUSTOMER STATES TRUCK REGENING [redacted]. REPAIR CONTINUATION CLAIM. PARTS BILLED INCORRECTLY TO INTERNAL THEREFORE LABOR INCORRECT. SEE A TTACHED INFO.

(Claim) Cause:

INSPECTED VEHICLE RAN SCAN AND FOUND CODE PCM [redacted] PARTICULATE FILTER RE GENERATION FREQUENCY-ACTIVE, VISUALLY INSPECTED DEF SYSTEM AND FOUND THE DP F FAILED AND FULL OF SOOT & FOUND THE DIFF PRESSURE SENSOR OF SOOT

(Claim) Correction:

PM SENSOR REGENERATION PM SENSOR REGENERATION COMPLETED SUCCESSFULLY! REPL ACED THE DPF WITH DIFFERENTIAL PRESSURE SENSOR CLEAN THE DIFF PRESSURE LIN ES OF SOOT, REGENERATE THE SYSTEM AND ROAD TEST . PART BILLED ON WRONG LINE. CONTINUATION TO [redacted] 3 FOR DPF CATALYTIC CONVERTER REPLACEMENT. REGENERATION F OR SOOOT BUILD UP. REPLACE DPF SENSOR AND CONVERTER. PART MISBILLED TO INTE RNAL. APPLY REPAIR TO LINE 3 WARRANTY REPAIRS. [redacted] [redacted] .4

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DD8L93 - [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	$1,246.72	**Sublet**	[redacted]	**Part**	[redacted]	**Total Paid**	[redacted]

Dealer Information

[redacted]		**Name**	[redacted]	**Zone**	71	LOS ANGELES	
Address	1600 AUTO MALL DR , TURLOCK, CA 95380						

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]	[redacted] RING	1	X	11.25	$116.88
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted] RING	1		12.10	$116.88
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted] RING	1		6.94	$116.88
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	O-RING	1		30.97	$116.88
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GASKET	1		37.83	$116.88
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	[redacted] WASHER	1		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	[redacted]			
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	4		[redacted]	
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	GREASE	1		84.70	$116.88
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	BOLT	4		28.09	$116.88
[redacted]		Transmission - [redacted] equipped pick-up only			[redacted]	RACE	1		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted] RING	1	X	11.25	$233.76
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				[redacted] RING	1		12.10	$233.76
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	[redacted] RING	1		6.94	$233.76
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped				O-RING	1		30.97	$233.76
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] equipped			[redacted]	GASKET	1		37.83	$233.76
[redacted]		Transmission, Remove and install for recondition -			[redacted]	[redacted] R	[redacted]			

		[redacted]C ; 4X4 equipped								
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	6		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	BOLT	4		[redacted]	[redacted]
A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; 4X4 equipped			[redacted]	GREASE	1		84.70	$233.76
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			68253816AA	RACE	1		[redacted]	
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			68269568AB	SNAP [redacted]	1	X	11.25	$38.96
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	SEAL [redacted]	1		12.10	$38.96
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	SEAL [redacted]	1		6.94	$38.96
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] ; [redacted] 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]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	BOLT	4		28.09	$38.96
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; Two piece propeller shaft equipped			[redacted]	GREASE	1		84.70	$38.96
A	[redacted]	Transmission, Remove and install for recondition - [redacted] ; [redacted] shaft equipped			[redacted]	BOLT	4		[redacted]	

A	[redacted]	Transmission, Remove and install for recondition - [redacted]C ; Two piece propeller shaft equipped			[redacted]	RACE	1		[redacted]	
A	[redacted]	Customer Satisfaction Notification [redacted]- [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]AP [redacted]G	1	X	[redacted]	[redacted]
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		[redacted]	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted]- [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	SEAL RING	1		6.94	[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		30.97	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted]- [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GASKET	1		37.83	[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		8.21	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted]- [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	BOLT	6		24.37	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted]- [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted]- [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	GREASE	1		84.70	[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted]- [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	[redacted]	UNCODABLE (NARRATIVE REQUIRED)	[redacted]	[redacted]				[redacted]
A	[redacted]	Customer Satisfaction Notification [redacted]- [redacted] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	6[redacted]	RACE	1		33.34	[redacted]

RO Narratives

(RO) Customer Concern:
NA

(RO) Cause:
NA

(RO) Correction:
NA

(RO) Technical Notes:
FOUND CODE [redacted]

GCS Narratives

(Claim) Customer Concern:
DIESEL EXHAUST FLUID (DEF) ON E, UNABLE TO ROAD TEST.

(Claim) Cause:
DEF LEVEL IN RED, HAS ACTIVE CODE [redacted] FOR REDUCTANT LEVEL TOO LOW.

(Claim) Correction:
ADDE[redacted] AND CLEAR CODE.

Warranty Claim Report

Vehicle Information

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

Dealer Information

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

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26262001	Company Cars Only ; Diesel Exhaust Fluid (DEF)	[redacted]	SCHEDULED MAINTENANCE	[redacted]	FLUID	1	X	[redacted]	[redacted]
A	26262001	Company Cars Only ; Diesel Exhaust Fluid (DEF)	[redacted]	SCHEDULED MAINTENANCE	[redacted]	FLUID	1		17.43	[redacted]
[redacted]		[redacted] Authorization ; Authorization			[redacted]	FLUID	1	X	[redacted]	[redacted]
[redacted]		[redacted] Authorization ; Authorization			[redacted]	FLUID	1		17.43	[redacted]

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

FOUND [redacted]

[redacted] Narratives

(Claim) Customer Concern:

DIESEL EXHAUST FLUID (DEF) ON E, UNABLE TO ROAD TEST.

(Claim) Cause:

DEF LEVEL IN RED, HAS ACTIVE [redacted] FOR REDUCTANT LEVEL TOO LOW.

(Claim) Correction:

ADDE[redacted] AND CLEAR CODE.

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**	$178.55	[redacted]	[redacted]	**Total Paid**	[redacted]

Dealer Information

Code	[redacted]	**Name**	[redacted]	**Zone**	71 [redacted]
Address	700 SAN FERNANDO RD , SAN FERNANDO, CA 91340				

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]	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		[redacted]	[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]	SENSOR	1	X	[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]	NUT	2		[redacted]	[redacted]
[redacted]		Ride Share Service ; [redacted] From Dealer			[redacted]	LABEL	1		[redacted]	[redacted]
[redacted]		Ride Share Service ; [redacted] From Dealer			[redacted]	SENSOR	1	X	[redacted]	[redacted]
[redacted]		Ride Share Service ; [redacted] From Dealer			[redacted]	NUT	[redacted]			
[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:

Emissions Recall [redacted] - [redacted] culate Matter Sensor Customer Re quests [redacted] recall (Recall Customer Satisfaction Notification 2) Safety Recall [redacted] - Intake Air Grid Heater Relay Customer Re quests [redacted] recall (Recall Customer Satisfaction Notification 1) CHECK AND SET TIRE PRESSURE. Preferred method of contact. You consent to receiving texts from us on your cell phone at the number you have

provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a land line [redacted] Due to ongoing issues with the production of and/or supply/delivery of parts necessary to commence or complete the repairs recommended following the diagnosis of your vehicle, customer acknowledges that the commencement of repairs may not begin until [redacted] or more have passed and repairs will not be completed in [redacted]. _____ Customer Signature _____ Customer Name _____ Date

(RO) Cause:

RECALL [redacted] RECALL [redacted]

(RO) Correction:

INSTALLED PARTICULATE MATTER SENSOR AND REPROGRAMMED PCM AS PER RECALL. REPLACED INTAKE AIR HEATER RELAY AS PER RECALL. Done [redacted]

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Emissions Recall [redacted] - Particulate Matter Sensor Customer Re quests [redacted] recall Safety Recall [redacted] - Intake Air Grid Heater Relay Customer Re quests [redacted] recall

(Claim) Cause:

RECALL [redacted] RECALL [redacted]

(Claim) Correction:

INSTALLED PARTICULATE MATTER SENSOR AND REPROGRAMMED PCM AS PER RECALL. REPLACED INTAKE AIR HEATER RELAY AS PER RECALL.

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**	$3,758.03	**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]		Pan, Oil - Related Repairs ; Transmission			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
[redacted]		Pan, Oil - Related Repairs ; Transmission			[redacted]	WIRING	1		486.31	[redacted]
[redacted]		Pan, Oil - Related Repairs ; Transmission			[redacted]	FLUID AFT	[redacted]			[redacted]
[redacted]		Pan, Oil - Related Repairs ; Transmission			[redacted]	SENSOR	1		251.42	[redacted]
[redacted]		Pan, Oil - Related Repairs ; Transmission			[redacted]	GASKET	1		57.23	[redacted]
[redacted]		Pan, Oil - Related Repairs ; Transmission			[redacted]	FILTER	1		140.43	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted]	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted]	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	WIRING	1		486.31	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted]	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	FLUID AFT	[redacted]			[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted]	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	SENSOR	1		251.42	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted]	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	GASKET	1		57.23	[redacted]
A	[redacted]	Valve Body ; Valve body - Replace - [redacted]	[redacted]	BINDS, STICKS, OR SEIZED	[redacted]	FILTER	1		140.43	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	BODY ASSY	1	X	[redacted]	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	WIRING	1		486.31	[redacted]
A	[redacted]	Harness wiring ; Transmission valve body wiring harness -			[redacted]	FLUID AFT	[redacted]			[redacted]

		Replace (3 - Highly Skilled)								
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Harness wiring ; Transmission valve body wiring harness - Replace (3 - Highly Skilled)			[redacted]	FILTER	1		[redacted]	
A	[redacted]	Sensor ; Input Sensor - [redacted] Transmission - Replace (3 - Highly Skilled)			[redacted]	BODY ASSY	1	X	2588.67	[redacted]
A	[redacted]	Sensor ; Input Sensor - [redacted] Transmission - Replace (3 - Highly Skilled)			[redacted]	WIRING	1		[redacted]	
A	[redacted]	Sensor ; Input Sensor - [redacted] Transmission - Replace (3 - Highly Skilled)			[redacted]	FLUID AFT	3		[redacted]	[redacted]
A	[redacted]	Sensor ; Input Sensor - [redacted] Transmission - Replace (3 - Highly Skilled)			[redacted]	SENSOR	1		[redacted]	
A	[redacted]	Sensor ; Input Sensor - [redacted] Transmission - Replace (3 - Highly Skilled)			[redacted]	GASKET	1		[redacted]	
A	[redacted]	Sensor ; Input Sensor - [redacted] Transmission - Replace (3 - Highly Skilled)			[redacted]	FILTER	1		[redacted]	

RO Narratives

(RO) Customer Concern:

STATIONARY REGEN THAT THE CHECK ENIGNE LIGHT IS ON AND IT FLARES BETWEEN SHIFTS Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** [redacted] Ram Heavy Duty GridHeater Relay]

(RO) Cause:

.

(RO) Correction:

[redacted] VERIFIED THE CUSTOMER'S CONCERN OFTRANSMISSION FLARE BETWEEN SHIFTS. CHECKEDSERVICE LIBRARY FOR TECHNICAL SERVICEBULLETINS, STAR CASES, RAPID RESPONSETRANSMITTALS, RAPID SERVICE UPDATES ANDRECALLS AND FOUND NO DOCUMENTS RELATED TO THEVEHICLES 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, RECALLS,TECH FORUM FOR THIS SYSTEM. FOUND NODOCUMENTS RELATED TO THE VEHICLES CONCERN.CHECKED FOR ANY SOFTWARE UPDATES TO FIND NORELEVANT SOFTWARE UPDATES DUE. INSPECTED THETRANSMISSION CLUTCH VOLUME INDEXES WHICH AREOUT OF RANGE. CHECKED TRANSMISSION FLUIDLEVEL AND CONDITION TO FIND THE TRANSMISSIONFLUID LEVEL IS FULL AND CLEAN. USEDTRANSMISSION SIMULATOR TO TEST WITING ANDEVERYTHING TESTED OK. REMOVED TRANS PANANDFLUID AND BOTTOM OF PAN LOOKED OK. REMOVEDVALVE BODY AND PRESSURE CHECKED CLUTCHES. ALLCLUTCHES TESTED OK. CONTACTED SERVICETECHNICAL ASSISTANCE RESOURCE - STAR FOR HELPWITH THE CUSTOMERS CONCERN SERVICE TECHNICALASSISTANCE RESOURCE CASE NUMBER[redacted] ANDSPOKE WITH [redacted] O[redacted] AT [redacted] ANDWAS ADVISED TO REPLACE VALVE BODY. FURTHEREXAMINATION FOUND THE VALVE BODY IS BINDINGINTERNALLY. ACCESSED, REMOVED AND REPLACEDTHE VALVE BODY WITH ALL OTHER RELATED SEALSGASKETS AND NON-REUSABLE HARDWARE ANDREINSTALLED ALL COMPONENTS REMOVED FORREPAIRS IN THE REVERSE ORDER OF REMOVAL. SETAND CORRECTED THE FLUID LEVEL.CALIBRATED/RELEARNED THE QUICKLEARN. CLEAREDALL DIAGNOSTIC TROUBLE CODES. PERFORMED AFINAL DIAGNOSTIC SCAN TO CONFIRM REPAIRS.CHECKED AND SET THE TRANSMISSION FLUID TO THECORRECT LEVEL. ROAD

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

THAT THE CHECK ENGINE LIGHT IS ON AND IT FLARES BETWEEN SHIFTS

(Claim) Cause:

VERIFIED THE CUSTOMER'S CONCERN OF TRANSMISSION FLARE BETWEEN SHIFTS. CHECKED SERVICE LIBRARY FOR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONS E TRANSMITTALS, RAPID SERVICE UPDATES AND RECALLS AND FOUND NO DOCUMENTS REL ATED TO THE VEHICLES CONCERN. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED A SCAN TO FIND ACTIVE CODE[redacted] AND TO FIND NO STORED RELEVANT CODES WH ICH IS RELATED TO GEAR 1 SHIFT INCORRECT RATIO. RESEARCHED AND ANALYZED TE CHNICAL SERVICE BULLETINS, SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRA NSMITTALS, RAPID SERVICE UPDATES, RECALLS, TECH FORUM FOR THIS SYSTEM. FOUND N O DOCUMENTS RELATED TO THE VEHICLES CONCERN. CHECKED FOR ANY SOFTWARE UPDATE S TO FIND NO RELEVANT SOFTWARE UPDATES DUE. INSPECTED THE TRANSMISSION CLU TCH VOLUME INDEXES WHICH ARE OUT OF RANGE. CHECKED TRANSMISSION FLUID [redacted] L AND CONDITION TO FIND THE TRANSMISSION FLUID [redacted] L IS FULL AND CLEAN. US ED TRANSMISSION SIMULATOR TO TEST WITING AND EVERYTHING TESTED OK. REMOVED TRANS PAN ANDFLUID AND BOTTOM OF PAN LOOKED OK. REMOVED VALVE BODY AND PR ESSURE CHECKED CLUTCHES. ALL CLUTCHES TESTED OK. CONTACTED SERVICE TECHNICAL ASSISTANCE RESOURCE - STAR FOR HELP WITH THE CUSTOMERS CONCERN SERVICE TECHNI CAL ASSISTANCE RESOURCE CASE NUMBER [redacted] AND SPOKE WITH [redacted] O[redacted] AND WAS ADVISED TO REPLACE VALVE BODY. FURTHER EXAMINATION FO UND THE VALVE BODY IS BINDING INTERNALLY.

(Claim) Correction:

ACCESSED, REMOVED AND REPLACED THE VALVE BODY WITH ALL OTHER RELATED SEALS GAS KETS AND NON-REUSABLE HARDWARE AND REINSTALLED ALL [redacted] REMOVED FOR RE PAIRS IN THE REVERSE ORDER OF REMOVAL. SET AND CORRECTED THE FLUID [redacted]L. CALIBRATED/RELEARNED THE QUICKLEARN. CLEARED ALL DIAGNOSTIC TROUBLE CODES. P ERFORMED A FINAL DIAGNOSTIC SCAN TO CONFIRM REPAIRS. CHECKED AND SET THE TRA NSMISSION FLUID TO THE CORRECT [redacted]L. ROAD TESTED THE VEHICLE TO VERIFY REPAIR S. THE SYSTEM IS NOW OPERATING AS DESIGNED.

Warranty Claim Report

Vehicle Information

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

Claim Information

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

Expense

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

Dealer Information

[redacted]	[redacted]	**Name**	[redacted] OF FARMVILLE INC	**Zone**	[redacted]
Address	1906 S MAIN ST , FARMVILLE, VA 23901				

Condition Information

Condition	[redacted]	[redacted]	Failure	Failure [redacted]	Number	[redacted] Name	Quantity	Failed	Expense	Expense
A	19705500	Reservoir, pump	71	OIL LEAK	[redacted]	FLUID	2	X	[redacted]	

RO Narratives

(RO) Customer Concern:

PERFORM DIAGNOSIS, IF REPAIR IS COVERED BY FACTORY

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

DIAG AND [redacted] FILL CLEAN AND TEST

GCS Narratives

(Claim) Customer Concern:

CUSTOMER STATESCUSTOMER STATE S VEHICLE LOST POWER ST EERING AND BRAKES. CHECK A ND ADVISE

(Claim) Cause:

WENT OUT TO VEHICLE FOUND POWER STEERING RE SERVOIR EMPTY. ADDED FLUID AND STARTED VEHICLE, FILL ED POWER STEERING SYSTEM TO SPEC INSPECTED SYSTEM FOUND POWER STEERING FLUID LEAKING AT FITTINGS NEAR BRAKE HYDRA BOOST SYSTEM. USING WRENCH [redacted] NUT TO SPEC. CLEAN ED OFF AREA TEST DROVE VEHICLE [redacted] NO LEAKS AT THI S TIME.

(Claim) Correction:

USING WRENC[redacted] NUT TO SPEC. CLEANED OFF AREA TEST DROVE VEHICLE [redacted] NO LEAKS AT THIS TIME.

Warranty Claim Report

Vehicle Information

VIN	[redacted]	**Year**	[redacted]	**Body**	DD3L64 - RAM 3500 REG CAB CHASSIS
Build Date	[redacted]	**Plant**	[redacted] TRUCK ASSEMBLY PLANT	**Coverage Code**	[redacted]

Claim Information

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

Expense

Labor	[redacted]	**Sublet**	$1,879.89	**Part**	$0.00	**Total Paid**	[redacted]

Dealer Information

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

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] ; propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; propeller shaft equipped			[redacted]	BOLT	4		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; Two piece propeller shaft equipped			[redacted]	GREASE	1		88.58	$31.01
[redacted]		Transmission, Remove and install for recondition - [redacted] ; propeller shaft equipped			[redacted]	FLUID AFT	2		[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 ; propeller shaft equipped			[redacted]	FLUID AFT	2		166.90	$31.01
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] ; [redacted] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[redacted]	BOLT	6		[redacted]	
[redacted]		Transmission, Remove and install for recondition - [redacted] C ; [redacted] Clutch /	ZZ	SERVICE ACTION	[redacted]	BOLT	4		[redacted]	