

		Input Shaft Assembly - Inspect and Replace Sub-Assembly							
A		Transmission, Remove and install for recondition - [REDACTED] C ; [REDACTED] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[REDACTED]	BOLT	[REDACTED]		[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED] ; [REDACTED] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[REDACTED]	GREASE	1		[REDACTED]
A		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		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		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 CHECK ENGINE LIGHT IS ON, CHECK AND ADVISE [REDACTED] [REDACTED] S LANE INSPECTION OIL & FILTER CHANGE (DIESEL [REDACTED])

### (RO) Cause:

### (RO) Correction:

[REDACTED] DIAGNOSE AND FOUND ENGINE LIGHT ON WITH CODE [REDACTED] FOUND TRANS CODE AND TRANS NOT GOING IN FORWARD GEARS REMOVE TRANS FOR INSPECTION FOUND SNAP RING DISLODGE FROM K1 CLUTCH KIT OPEN UP STAR CASE STAR ADVISE CONTINUE WITH REPAIR REPLACE K1 CLUTCH KIT ALL TORQUE CONVERTER BOLTS AND DIVE SHAFT BOLTS ASSEMBLE BACK TOGETHER ADD FLUID PERFORM QUICK LEARN AND ROAD TEST [REDACTED] SHAFT Transmission, Remove and install for recondition - [REDACTED] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) Transmission, Remove and install for recondition - [REDACTED] propeller shaft equipped [REDACTED] WE HAVE PERFORMED A COMPLIMENTARY MULTI-POINT INSPECTION ON YOUR VEHICLE, WE HAVE CHECKED FLUID LEVELS AND TOPPED THEM OFF IF NEEDED. WE HAVE CHECKED YOUR TIRE TREAD DEPTHS. WE HAVE CHECKED YOUR BRAKE LINING MEASUREMENTS WHEN POSSIBLE. THE INSPECTION SHEET WILL BE PROVIDED AND DISCUSSED WITH YOU BY OUR SERVICE STAFF, ANY DEFICIENCIES IN YOUR VEHICLE'S APPEARANCE OR HEALTH WILL BE ELABORATED UPON. IN THE EVENT OF ANY QUESTIONS, PLEASE FEEL FREE TO CONTACT US FOR CLARIFICATION. [REDACTED] [REDACTED] LANE INSPECTION [REDACTED] Lane Inspection [REDACTED] RAISE VEHICLE ON LIFT, OR UTILIZED DRIVE-OVER PIT FACILITY. PERFORM VISUAL INSPECTION OF COMPONENTS UNDER THE VEHICLE, LUBE WHEN APPLICABLE. DRAIN ENGINE OIL, REMOVE AND REPLACE ENGINE OIL FILTER ASSEMBLY OR CARTRIDGE. RE-INSTALL DRAIN PLUG, CLEAN AND WIPE AFFECTED AREA, CHECK ALL UNDERVEHICLE FLUID LEVELS WHERE APPLICABLE. REFILL ENGINE OIL TO PROPER LEVEL AND RECHECK. PERFORM VISUAL INSPECTION OF UNDER HOOD COMPONENTS, REFILLED FLUID LEVELS WHERE APPLICABLE. OIL & FILTER CHANGE (DIESEL [REDACTED])

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CHECK ENGINE LIGHT IS ON

**(Claim) Cause:**

FOUND ENGINE LIGHT ON WITH CODE [REDACTED] FOUND TRANS CODE AND TRANS NOT GOING IN FORWARD GEARS REMOVE TRANS FOR INSPECTION FOUND SNAP RING DISLodge FROM K1 CLUTCH KIT OPEN UP STAR CASE STAR ADVISE CONTINUE WITH REPAIR

**(Claim) Correction:**

REPLACE K1 CLUTCH KIT ALL TORQUE CONVERTER BOLTS AND DIVE SHAFT BOLTS ASSEMBLE BACK TOGETHER ADD FLUID PERFORM QUICK LEARN AND ROAD TEST [REDACTED] DRIVE SHAFT

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# Warranty Claim Report

## Vehicle Information

<b>Year</b>		<b>Body</b>	D28L92 - RAM 3500	<b>CREW CAB 4X4</b>
<b>Build Date</b>		<b>Plant</b>	TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>

## Claim Information

<b>Claim #</b>		<b>In Service Date</b>	
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	
<b>Expense</b>			
<b>Labor</b>		<b>Sublet</b>	<b>Total Paid</b>

## Dealer Information

<b>Code</b>		<b>Name</b>	
<b>Address</b>			

## Condition Information

Condition Code	Failure Code	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
A	RF	Radio ; Radio, Check Software Level and Perform Update - RSU ONLY						

## RO Narratives

### (RO) Customer Concern:

AUTOMATIC TRANSMISSION CONCERN DLR - MULTI-POINT VEHICLE INSPECTION DLR - TIRE BALANCE AND ROTATE RECALL OR FACTORY CAMPAIGN CONCERNS MISC MISC MOUNT AND BALANCE [REDACTED], DISPOSAL? Y / N ADDI AUTOMATIC TRANSMISSION CONCERN

### (RO) Cause:

Checked radio screen cuts out primarily after

### (RO) Correction:

PERFORMED MULTI-POINT INSPECTION, ROAD TEST PERFORMED TIRE BALANCING AND ROTATION, Left front [REDACTED] Q - [REDACTED] FOUND FUEL PUDDLE UNDER VEHICLE, FUEL FILTER

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

NA

### (Claim) Cause:

NA

### (Claim) Correction:

NA



# Warranty Claim Report

## Vehicle Information

<b>Build Date</b>		<b>Year</b>		<b>Body</b>	D28L92 - RAM 3500		CREW CAB 4X4
<b>Plant</b>				TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>		

## Claim Information

<b>Claim #</b>		<b>In Service Date</b>	
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	
<b>Expense</b>			
<b>Labor</b>		<b>Sublet</b>	\$0.00
<b>Part</b>		<b>Total Paid</b>	\$0.00

## Dealer Information

<b>Code</b>		<b>Name</b>	
<b>Address</b>			

## Condition Information

Condition Code	Desc	Code	Desc	Number	Name	Quantity	Unit	Expense	Expense
	Transmission Driveability, Trouble Not Found ; Transmission Other	OD							

## RO Narratives

### (RO) Customer Concern:

NA

### (RO) Cause:

NA

### (RO) Correction:

NA

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

C/S TRANSMISSION GETS STUCK IN [REDACTED] AFTER [REDACTED] ALSO DOES NOT DOWN SHIFT. TRANS WAS REBUILT BY [REDACTED], RE FLASH WAS ALSO PERFORMED

### (Claim) Cause:

COULDN'T CONFIRM CONCERN AT THIS TIME, NO DTCS PRESENT, TCM IS UP TO DATE. TEST DROVE VEHICLE OF EQUAL SIZE AND DRIVETRAIN. VEHICLE OPERATES AS DESIGNED AT THIS TIME, TEST DROVE THE WAY THE CUSTOMER HAS EXPLAINED HOW THEY DRIVE VEHICLE WILL NOT DOWNSHIFT WHILE ASCENDING WHEN THROTTLE INPUT IS NOT INCREASED [REDACTED] VEHICLES OPERATE THE SAME.

### (Claim) Correction:

NOT DUPLICATED AT THIS TIME, THIS LINE IS COVERED UNDER WARRANTY PER [REDACTED]



# Warranty Claim Report

## Vehicle Information

VIN		Year		Body	
Build Date		Plant	TRUCK ASSEMBLY PLANT	Coverage Code	

## Claim Information

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

## Expense

Labor		Sublet		\$0.00	Total Paid	
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## Dealer Information

Code		Name	
Address			

## Condition Information

Condition	Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
	UC	UNCODABLE (NARRATIVE REQUIRED)		RELAY	1	X		
A	UC	UNCODABLE (NARRATIVE REQUIRED)						

## RO Narratives

### (RO) Customer Concern:

NA

### (RO) Cause:

NA

### (RO) Correction:

NA

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

Customer Satisfaction Notification - Aisin Transmission FLEET COMPANY STAT Safety Recall - Intake Air Grid Heater Relay (Recall Customer Satisfaction)

### (Claim) Cause:

VERIFIED VERIFIED TRANS HAS FAILURE AND VERIFIED RECALL

### (Claim) Correction:

COMPLETED TSB [REDACTED] PER RECALL REPLACED BURNT UP SUB ASSEMBLY / K1 INPUT SHA REPLACED HEATER GRID PER RECALL ALL OK

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# Warranty Claim Report

## Vehicle Information

VIN		Year		Body	
Build Date		Plant		ASSEMBLY PLANT	Coverage Code

## Claim Information

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

## Expense

Labor		Sublet	\$1,915.53		\$50.00	Total Paid	
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## Dealer Information

Code		Name	
Address			

## Condition Information

Condition	Failure	Failure	Name	Quantity	Failed	Expense	Expense
Transmission, Remove and install for recondition - equipped			BOLT	6		31.13	
Transmission, Remove and install for recondition - equipped			CLUTCHKIT	1	X	1623.29	
Transmission, Remove and install for recondition - equipped			FLUID AFT	9		218.85	
Transmission, Remove and install for recondition - equipped			ADHESIVE	1		17.94	
Transmission, Remove and install for recondition - equipped			FLUID AFT	1		24.32	
Transmission, Remove and install for recondition - propeller shaft equipped							
Transmission, Remove and install for recondition - C; Two piece propeller shaft equipped			CLUTCHKIT	1	X		
Transmission, Remove and install for recondition - C; Two piece propeller shaft equipped			FLUID AFT	9		218.85	\$42.38
Transmission, Remove and install for recondition - propeller shaft equipped			ADHESIVE	1			
Transmission, Remove and install for recondition - propeller shaft equipped			FLUID AFT	1			
Transmission, Remove and install for recondition - K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION					

A		Transmission, Remove and install for recondition - [REDACTED]; Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[REDACTED]	CLUTCHKIT	1	X	1623.29	[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED]; Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[REDACTED]	FLUID AFT	9		218.85	[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED]; Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[REDACTED]	ADHESIVE	1			[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED]; Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[REDACTED]	FLUID AFT	1			[REDACTED]
A		Pickup Service			[REDACTED]	BOLT				[REDACTED]
A		Pickup Service			[REDACTED]	CLUTCHKIT	1	X	1623.29	[REDACTED]
A		Pickup Service			[REDACTED]	FLUID AFT	9			[REDACTED]
A		Pickup Service			[REDACTED]	ADHESIVE	1			[REDACTED]
A		Pickup Service			[REDACTED]	FLUID AFT	9			[REDACTED]
A		Delivery Service			[REDACTED]	BOLT				[REDACTED]
A		Delivery Service			[REDACTED]	CLUTCHKIT	1	X	1623.29	[REDACTED]
A		Delivery Service			[REDACTED]	FLUID AFT	9			[REDACTED]
A		Delivery Service			[REDACTED]	ADHESIVE	1			[REDACTED]
A		Delivery Service			[REDACTED]	FLUID AFT	9			[REDACTED]

## RO Narratives

### (RO) Customer Concern:

[REDACTED] MANAGER (FLEET VEHICLE) Customer Satisfaction Notification [REDACTED] - Aisin Transmission FLEET COMPANY STATES VEHICLE WILL NOT ACCELERATE IN DRIVE ON LY IN REVERSE PLEASE CHECK AND ADVISE (Recall Customer Satis faction Notification 2) Safety Recall [REDACTED] - Intake Air Grid Heater Relay (Recall Cus tomer Satisfaction Notification 1) PICK UP / DELIVERY SERVICE EXPRESS LANE COURTESY INSPECTION PERFORM ALL INSPECTIONS PER ATTACHED CHECKLIST. NOTE THE CONDITION OF ALL LISTED COMPONENTS & ADVISE OF ANY CONCERNS NOTE: THIS INCLUDES UNDER VEHICLE, EXTERIOR, & UNDER HOOD. HAVE WE MENTIONED OUR MORGAN PLATINUM CARD? IN HOUSE FINANCING WITH DEFERRED INTEREST FOR [REDACTED] OFF YOU [REDACTED] USE ([REDACTED] MAX OF [REDACTED] RECEIVE SERVICE RELATED PROMOTIONS THROUGHOUT THE YEAR LIMITED TIME PROMO OF [REDACTED] DEPOSIT CONTROL TRIAL PERIOD.

### (RO) Cause:

FLEET COMPANY VEHICLE TOTAL APPROVED - APPROVED BY - AUTHORIZATION NUMBER (IF APPLICABLE) - VERIFIED TRANS HAS FAILURE AND VERIFIED RECALL VERIFIED RECOMMENDED

### (RO) Correction:

FLEET COMPANY. COMPLETED [REDACTED] PER RECALL REPLACED BURNT UP SUB ASSEMBLY / [REDACTED] INPUT SHAFT PER [REDACTED] [REDACTED] .2 [REDACTED] [REDACTED] REPLACED HEATER GRID PER RECALL ALL OK INSPECTION COMPLETE...SEE ATTACHED INSPECTION REPORT SEE RECOMMENDED SERVICES. HAVE WE MENTIONED OUR MORGAN PLATINUM CARD?

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

Customer Satisfaction Notification [REDACTED] - Aisin Transmission FLEET COMPANY STAT Customer Satisfaction Notification [REDACTED] - Aisin Transmission FLEET COMPANY STAT Customer Satisfaction Notification [REDACTED] - Aisin Transmission FLEET COMPANY STAT

**(Claim) Cause:**

VERIFIED TRANS HAS FAILURE AND VERIFIED RECALL VERIFIED TRANS HAS FAILURE AND VERIFIED RECALL VERIFIED TRANS HAS FAILURE AND VERIFIED RECALL

**(Claim) Correction:**

COMPLETED TSB [REDACTED] PER RECALL REPLACED BURNT UP SUB ASSEMBLY / K1 INPUT SHA COMPLETED TS [REDACTED] PER RECALL REPLACED BURNT UP SUB ASSEMBLY / K1 INPUT SHA COMPLETED TSB [REDACTED] PER RECALL REPLACED BURNT UP SUB ASSEMBLY / K1 INPUT SHA

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# Warranty Claim Report

## Vehicle Information

VIN	[REDACTED]	Year	[REDACTED]	Body	[REDACTED]	CREW CAB 4X4
Build Date	[REDACTED]	Plant	TRUCK ASSEMBLY PLANT	Coverage Code	[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]
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## Dealer Information

Code	[REDACTED]	Name	GREENWAY CHRYSLER-JEEP-DODGE, INC.	Zone	[REDACTED]
Address	9051 EAST COLONIAL DRIVE, [REDACTED], FL 32817				

## Condition Information

Condition Code	Failure	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]	FLUID AFT	[REDACTED]		[REDACTED]	
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] 4x4 pick-up only	[REDACTED]	BOLT	[REDACTED]		[REDACTED]	
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] 4x4 pick-up only	[REDACTED]	TRANSMISS	1	X	[REDACTED]	
A	21002712	Transmission, Replace - automatic ; [REDACTED]	[REDACTED]	FLUID AFT	[REDACTED]		[REDACTED]	
A	21002712	Transmission, Replace - automatic ; [REDACTED]	[REDACTED]	BOLT	6		[REDACTED]	
A	21002712	Transmission, Replace - automatic ; [REDACTED]	[REDACTED]	TRANSMISS	1	X	[REDACTED]	
A	[REDACTED] 2	Transmission, Replace - automatic ; [REDACTED] propeller shaft equipped	[REDACTED]	FLUID AFT	[REDACTED]		[REDACTED]	
A	[REDACTED]	Transmission, Replace - automatic ; [REDACTED] propeller shaft equipped	[REDACTED]	BOLT	[REDACTED]		[REDACTED]	
A	[REDACTED] 2	Transmission, Replace - automatic ; [REDACTED] propeller shaft equipped	[REDACTED]	TRANSMISS	1	X	[REDACTED]	
A	[REDACTED]	Transmission, Replace - automatic ; [REDACTED] equipped	[REDACTED]	FLUID AFT	[REDACTED]		[REDACTED]	
A	[REDACTED]	Transmission, Replace - automatic ; [REDACTED] equipped	[REDACTED]	BOLT	[REDACTED]		[REDACTED]	
A	[REDACTED]	Transmission, Replace - automatic ; [REDACTED] equipped	[REDACTED]	TRANSMISS	1	X	[REDACTED]	
A	[REDACTED]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.	[REDACTED]	FLUID AFT	6		149.92	\$914.13
A	[REDACTED]	Operation diagnostics - With repair ; Must be used in conjunction with	[REDACTED]	BOLT	6		[REDACTED]	

		appropriate repair Labor Operation.								
A	██████████	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			██████████	TRANSMISS	1	X	██████████	██████████

## RO Narratives

### (RO) Customer Concern:

MULTI POINT General Concern 1 [CUST STATES TRANSMISSION DOES NOT FEEL CORRECT, STATES ON INITIAL ACCLERATION LACKS POWER, SLOW TO SHIFT, BANGS HARD INTO GEAR █████ AND █████, HIGHER GEARS SEEM GOOD, SEE ATTACHED REPAIRS ALREADY PERFORMED AT OTHER DEALER.] CHECK FOR OPEN RECALLS UPON INSPECTION FROM LINE FOUND INTERNAL FAILURE WITH TRANSMISSION

### (RO) Cause:

E O K E E

### (RO) Correction:

MULTI POINT LOW ON FLUID █████ UPON ENTRY TO SHOP FOUND TRANSMISSION █████ LOW ON FLUID REMOVED TRANS PAN FOUND CLUTCH MATERIAL IN PAN CLEANED AND REASSEMBLED FILLED WITH PROPER FLUID PERFORMED QUICK LEARN TEST DROVE FOUND TRANSMISSION NOT SHIFTING HAD TO ADD ANOTHER QUART TEST DROVE TRANSMISSION HAD HARSH SHIFT FROM █████ TO █████ PERFORMED A █████ DROVE A █████ VEHICLE HAS HARSH SHIFT FROM PARK TO DRIVE WAS ADVISED TO REPLACE TRANSMISSION SEE LIND D DIAGNOSIS REPLACE TRANSMISSION TRANSMISSION DEF EQUIPPED TRANSMISSION TRANSMISSION CHECK FOR OPEN RECALLS █████ TRANS LOW ON FLUID 21002712, 21000169, 21002766, 21002760, 21002762570 REPLACED TRANSMISSION DUE TO HARSH SHIFT AND HARD BUMP TYPE FEELING FROM PARK TO DRIVE FILLED TRANS TO PROPER LEVEL TEST DROVE NO ISSUES AT THIS TIME  
TRANSMISSION ISSUES General Repair Request - Used for CDK Service

### (RO) Technical Notes:

INTERNAL TRANSMISSION LEAK

## GCS Narratives

### (Claim) Customer Concern:

GENERAL CONCERN 1 [CUST STATES TRANSMISSION DOES NOT FEEL CORRECT, STATES ON INITIAL ACCLERATION LACKS POWER, SLOW TO SHIFT, BANGS HARD INTO GEAR █████ AND █████, HIGHER GEARS SEEM GOOD, SEE ATTACHED REPAIRS ALREADY PERFORMED AT OTHER DEALER.]

### (Claim) Cause:

INTERNAL TRANSMISSION LEAK

### (Claim) Correction:

UPON ENTRY TO SHOP FOUND TRANSMISSION █████ LOW ON FLUID REMOVED TRANS PAN FOUND CLUTCH MATERIAL IN PAN CLEANED AND REASSEMBLED FILLED WITH PROPER FLUID PERFORMED QUICK LEARN TEST DROVE FOUND TRANSMISSION NOT SHIFTING HAD TO ADD ANOTHER QUART TEST DROVE TRANSMISSION HAD HARSH SHIFT FROM █████ TO █████ PERFORMED A █████ DROVE A █████ VEHICLE HAS HARSH SHIFT FROM PARK TO DRIVE WAS ADVISED TO REPLACE TRANSMISSION SEE LIND D. REPLACED TRANSMISSION DUE TO HARSH SHIFT AND HARD BUMP TYPE FEELING FROM PARK TO DRIVE FILLED TRANS TO PROPER LEVEL TEST DROVE NO ISSUES AT THIS TIME

# Warranty Claim Report

## Vehicle Information

Build Date	Year	Body	Coverage
		TRUCK ASSEMBLY PLANT	

## Claim Information

Claim #	In Service Date	
Claim Type	S - Safety (Recalls)	Repair Date
Claim Status	Paid	Mileage (Miles)
<b>Expense</b>		
Labor	Sublet	Total Paid

## Dealer Information

Name
Address

## Condition Information

Condition	Desc	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Expense	Expense
	Customer Satisfaction Notification - Transmission ; / Input Shaft Assembly - Verify No Failures Have Occurred or Symptoms are Present	UC	UNCODABLE (NARRATIVE REQUIRED)						

## RO Narratives

### (RO) Customer Concern:

Recall [Customer Satisfaction Notification - Transmission \*\* ] Recall [Emissions Recall Particulate Matter Sensor \*\* ] Multi-point inspection (according to maintenance interval)

### (RO) Cause:

Vehicle has Open RECALL Vehicle has open RECALL Customer Requests MPI

### (RO) Correction:

Vehicle can be marked complete due to vehicle previously having work preformed due to snap ring dislodging. New K1 clutch kit from TSB was installed. Vehicle already has updated clutch SNAP-RING. RO Preformed Recall procedure and Installed Particulate matter sensor. Flashed PCM FROM OLD PART to NEW PART. Cleared DTC's. Vehicle can now be marked complete. PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS.

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

NA

### (Claim) Cause:

NA

### (Claim) Correction:



# Warranty Claim Report

## Vehicle Information

Year	Body	CAB CHASSIS
Build Date	Plant	TRUCK ASSEMBLY PLANT
Coverage Code		

## Claim Information

Claim #	In Service Date
Claim Type	W - Warranty
Repair Date	
Claim Status	Paid
Mileage (Miles)	15,152
<b>Expense</b>	
Labor	Sublet
Total Paid	

## Dealer Information

Code	Name	Zone	70
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		Transmission, Remove and install for recondition - C ; Two piece propeller shaft equipped				BOLT	6			
A		Transmission, Remove and install for recondition - C ; Two piece propeller shaft equipped				BOLT	4			
A		Transmission, Remove and install for recondition - C ; Two piece propeller shaft equipped				GREASE	1		120.39	\$40.73
A		Transmission, Remove and install for recondition - C ; Two piece propeller shaft equipped				FLUID AFT	7			\$40.73
A		Transmission, Remove and install for recondition - C ; equipped				CLUTCHKIT	1	X		
A		Transmission, Remove and install for recondition - C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION		BOLT	6			
A		Transmission, Remove and install for recondition - C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION		BOLT	4			
A		Transmission, Remove and install for recondition - C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION		GREASE	1			
A		Transmission, Remove and install for recondition	ZZ	SERVICE ACTION		FLUID AFT	7			

		- [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]	CLUTCHKIT	1	X	[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:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

customer states vehicle not accelerating, only goes in reverse check and advis customer states vehicle not accelerating, only goes in reverse check and advis

**(Claim) Cause:**

VERIFIED CONCERN. CONSISTENT WITH [REDACTED] SNAP RING DISLODGED SEE [REDACTED] VERIFIED CONCERN. CONSISTENT WITH [REDACTED] SNAP RING DISLODGED SE [REDACTED] VERIFIED CONCERN. CONSISTENT WITH [REDACTED] SNAP RING DISLODGED SE [REDACTED]

**(Claim) Correction:**

REMOVED TRANS FROM VEHICLE AND PLACED ON BENCH. REMOVED TRANS PUMP AND INPUT H REMOVED TRANS FROM VEHICLE AND PLACED ON BENCH. REMOVED TRANS PUMP AND INPUT H REMOVED TRANS FROM VEHICLE AND PLACED ON BENCH. REMOVED TRANS PUMP AND INPUT H

# Warranty Claim Report

## Vehicle Information

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

## Claim Information

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

## Expense

Labor	[REDACTED]	Sublet	[REDACTED]	\$75.53	Part	[REDACTED]	\$0.00	Total Paid	[REDACTED]
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## Dealer Information

Code	[REDACTED]	Name	[REDACTED] CHRYSLER-JEEP&DODGE	Zone	70	[REDACTED]
Address	2425 WEST CAMELBACK ROAD, [REDACTED] AZ 85015					

## Condition Information

Condition	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Expense	Expense
A	[REDACTED]	UNCODABLE (NARRATIVE REQUIRED)	CSTP [REDACTED] IAA	RELAY	1	X	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	UNCODABLE (NARRATIVE REQUIRED)						[REDACTED]

## RO Narratives

### (RO) Customer Concern:

NA

### (RO) Cause:

NA

### (RO) Correction:

NA

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

[REDACTED] Ram Heavy Duty Grid Heater Relay [REDACTED]

### (Claim) Cause:

VEHICLE HAS NO FORWARD GEARS. PERFORM TSB 2 [REDACTED]

### (Claim) Correction:

COMPLETED [REDACTED] Ram Heavy Duty Grid Heater Relay SEE OTHER LINES. COMPLETED.

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# Warranty Claim Report

## Vehicle Information

Year	Body	CAB CHASSIS
Build Date	Plant	ASSEMBLY PLANT
Coverage Code		

## Claim Information

Claim #	In Service Date
Claim Type	W - Warranty
Claim Status	Paid
Repair Date	Mileage (Miles)
Expense	
Labor	Sublet
Part	Total Paid

## Dealer Information

Code	Name
Address	

## Condition Information

Condition Code	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	UC	UNCODABLE (NARRATIVE REQUIRED)		RADIO	1	X		
		Radio/Telematics Gateway Module ; Exchange unit						
		Supplier Radio Repair Payment		RADIO	1	X		

## RO Narratives

### (RO) Customer Concern:

General Concern 1 [Customer States THE RADIO HAS A CONTACT DEALER UCONNECT CHECK AND ADVISE] PERFORM MULTI POINT VEHICLE INSPECTION.....TREAD DEPTH.....TIRE SIZE.....

### (RO) Cause:

VEHICLE INSPECTION

### (RO) Correction:

contact dealer uconnect display onradio radio has been order on General Concern 1 [Customer States THE RADIO HAS A CONTACT DEALER UCONNECT CHECK ANDADVISE] CUSTOMER STATES PERFORM MULTI POINT VEHICLE INSPECTION.....TREAD DEPTH.....TIRE SIZE.....

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

NA

### (Claim) Cause:

NA

### (Claim) Correction:



# Warranty Claim Report

## Vehicle Information

Build Date	Year	Body	BIG
Plant	TRUCK ASSEMBLY PLANT	Coverage Code	536

## Claim Information

Claim #	In Service Date	
Claim Type	S - Safety (Recalls)	Repair Date
Claim Status	Paid	Mileage (Miles)
<b>Expense</b>		
Labor	Sublet	Total Paid

## Dealer Information

Code	Name
Address	

## Condition Information

Condition	Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
A	UC	UNCODABLE (NARRATIVE REQUIRED)		SENSOR				
A	UC	UNCODABLE (NARRATIVE REQUIRED)						
A	UC	UNCODABLE (NARRATIVE REQUIRED)		LABEL				

## RO Narratives

### (RO) Customer Concern:

NA

### (RO) Cause:

NA

### (RO) Correction:

NA

### (RO) Technical Notes:

NA

## Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

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# Warranty Claim Report

## Vehicle Information

VIN	[REDACTED]	Year	[REDACTED]	Body	[REDACTED]	CHASSIS
Build Date	[REDACTED]	Plant	[REDACTED]	TRUCK ASSEMBLY PLANT	Coverage Code	[REDACTED]

## Claim Information

Claim #	[REDACTED]	In Service Date	[REDACTED]
Claim Type	W - Warranty	Repair Date	[REDACTED]
Claim Status	Paid	Mileage (Miles)	[REDACTED]
<b>Expense</b>			
Labor	[REDACTED]	Sublet	\$ [REDACTED]
Part	[REDACTED]	Part	\$0.00
Total Paid	[REDACTED]		[REDACTED]

## Dealer Information

Code	[REDACTED]	Name	LYNCH CHRYSLER DODGE JEEP, INC.	Zone	51	[REDACTED]
Address	2606 MAIN ST , EAST TROY, WI 53120					

## Condition Information

Condition Code	Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[REDACTED] Sensor, particulate matter (soot sensor); [REDACTED] diesel	ML	CHECK [REDACTED] SERVICE SO	[REDACTED]	SENSOR	1	X	[REDACTED]	[REDACTED]

## RO Narratives

### (RO) Customer Concern:

NA

### (RO) Cause:

NA

### (RO) Correction:

NA

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

INFO - CUSTOMER STATES PARTICULATE MATTER SENSOR CODE CAME BACK ON CAUSING CEL , PLEASE INSPECT AND ADVISE

### (Claim) Cause:

[REDACTED] TEST - [REDACTED] DPF EFFICIENCYBELOW THRESHOLD REFLASHED PCM AND CLEANED PA RTICULATE MATTER SENSOR TEST DROVE VEHICLE AND CEL CAME BACK ON TESTED POWE R AND GROUND AT [REDACTED] SENSOR REPLACE PARTICULATE MATTER SENSOR

### (Claim) Correction:

[REDACTED] TEST - [REDACTED] DPF EFFICIENCYBELOW THRESHOLD REFLASHED PCM AND CLEANED PA RTICULATE MATTER SENSOR TEST DROVE VEHICLE AND CEL CAME BACK ON TESTED POWE R AND GROUND AT [REDACTED] SENSOR REPLACE PARTICULATE

[REDACTED]



# Warranty Claim Report

## Vehicle Information

VIN		Year		Body		CREW CAB 4X4
Build Date		Plant	TRUCK	PLANT		Coverage Code

## Claim Information

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

## Expense

Labor		Sublet	\$8,939.83		\$200.00	Total Paid	
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## Dealer Information

Code		Name		Zone	60
Address	187 BENJAMIN H HILL DRIVE W , GA 31750				

## Condition Information

Condition	Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
A		Transmission ; DEF equipped pick-up only		COOLER	1			
A		Transmission ; DEF equipped pick-up only		TRANSMISS	1	X		
A		Transmission ; DEF equipped pick-up only		TOC ASSY	1		181.07	
A		Transmission ; DEF equipped pick-up only		BOLT				
A		Transmission ; DEF equipped pick-up only		FLUID AFT	1		74.89	
A		Transmission, Replace - automatic ;	UC	UNCODABLE (NARRATIVE REQUIRED)	COOLER	1	274.78	\$533.36
A		Transmission, Replace - automatic ;	UC	UNCODABLE (NARRATIVE REQUIRED)	TRANSMISS	1	X	
A		Transmission, Replace - automatic ;	UC	UNCODABLE (NARRATIVE REQUIRED)	TOC ASSY	1	181.07	\$533.36
A		Transmission, Replace - automatic ;	UC	UNCODABLE (NARRATIVE REQUIRED)	BOLT			
A		Transmission, Replace - automatic ;	UC	UNCODABLE (NARRATIVE REQUIRED)	FLUID AFT	1	74.89	\$533.36
A		Transmission, Replace - automatic ; Skid plate equipped		COOLER				
A		Transmission, Replace - automatic ; Skid plate equipped		TRANSMISS	1	X		
A		Transmission, Replace - automatic ; Skid plate equipped		TOC ASSY	1		181.07	\$54.70
A		Transmission, Replace - automatic ; Skid plate equipped		BOLT				
A		Transmission, Replace - automatic ; Skid plate		FLUID AFT	1		74.89	\$54.70

		equipped								
A		Transmission, Replace - automatic ; [REDACTED] propeller shaft equipped			[REDACTED]	COOLER	1			[REDACTED]
A		Transmission, Replace - automatic ; [REDACTED] propeller shaft equipped			[REDACTED]	TRANSMISS	1	X		[REDACTED]
A		Transmission, Replace - automatic ; [REDACTED] propeller shaft equipped			[REDACTED]	TOC ASSY	1			[REDACTED]
A		Transmission, Replace - automatic ; [REDACTED] propeller shaft equipped			[REDACTED]	BOLT	6		22.87	\$27.35
A		Transmission, Replace - automatic ; [REDACTED] propeller shaft equipped			[REDACTED]	FLUID AFT	1		74.89	\$27.35
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[REDACTED]	COOLER	1			[REDACTED]
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[REDACTED]	TRANSMISS	1	X		[REDACTED]
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[REDACTED]	TOC ASSY	1		181.07	\$82.06
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[REDACTED]	BOLT	6		22.87	\$82.06
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[REDACTED]	FLUID AFT	1		74.89	\$82.06
A		Lines, transmission and torque converter oil cooler ; [REDACTED] (1 - Semi-Skilled)			[REDACTED]	COOLER	1			[REDACTED]
A		Lines, transmission and torque converter oil cooler ; [REDACTED] (1 - Semi-Skilled)			[REDACTED]	TRANSMISS	1	X	[REDACTED]	\$95.73
A		Lines, transmission and torque converter oil cooler ; [REDACTED] (1 - Semi-Skilled)			[REDACTED]	TOC ASSY	1			[REDACTED]
A		Lines, transmission and torque converter oil cooler ; [REDACTED] (1 - Semi-Skilled)			[REDACTED]	BOLT	6			[REDACTED]
A		Lines, transmission and torque converter oil cooler ; [REDACTED] (1 - Semi-Skilled)			[REDACTED]	FLUID AFT	1			[REDACTED]
A		Oil cooler, external / auxiliary ; Cooler [REDACTED] Skilled)			[REDACTED]	COOLER	1			[REDACTED]
A		Oil cooler, external / auxiliary ; Cooler ( [REDACTED] Skilled)			[REDACTED]	TRANSMISS	1	X	[REDACTED]	[REDACTED]
A		Oil cooler, external / auxiliary ; Cooler ( [REDACTED] Skilled)			[REDACTED]	TOC ASSY	1		181.07	\$246.17
A		Oil cooler, external / auxiliary ; Cooler ( [REDACTED] Skilled)			[REDACTED]	BOLT	6			[REDACTED]
A		Oil cooler, external / auxiliary ; Cooler [REDACTED] Skilled)			[REDACTED]	FLUID AFT	1		[REDACTED]	[REDACTED]
A		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]	[REDACTED]
A		A/C Performance Test, recovery and recharge ; Note: Powertrain - This operation is used whenever			[REDACTED]	TRANSMISS	1	X	[REDACTED]	[REDACTED]

		discharge of the A/C system is required to allow service of A/C non-plumbing / powertrain repair							
A	██████████	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			██████████	TOC ASSY	1		██████████
A	██████████	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			██████████	BOLT	6		██████ ██████
A	██████████	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			██████████	FLUID AFT	1		██████ ██████
A	██████████	Loaner Car ; High Line Vehicles			██████████	COOLER	1		██████ ██████
A	██████████	Loaner Car ; High Line Vehicles			██████████	TRANSMISS	1	X	██████ ██████
A	██████████	Loaner Car ; High Line Vehicles			██████████	TOC ASSY	1		██████████
A	██████████	Loaner Car ; High Line Vehicles			██████████	BOLT	6		██████ ██████
A	██████████	Loaner Car ; High Line Vehicles			██████████	FLUID AFT	1		██████████

## RO Narratives

### (RO) Customer Concern:

CHECK GRINDING NOISE WHILE DRIVING \*\*\*TECH TEST DROVE VEHICLE AND VERIFIED GRINDING NOISE WHILE DRIVING. SOUNDS LIKE NOISE IS COMING FROM TRANSMISSION AREA. PUT VEHICLE ON LIFT AND PUT IN GEAR TO VERIFY NOISE WAS COMING FROM TRANSMISSION. TECH REMOVED TRANSMISSION PAN AND CAUGHT FLUID FOR INSPECTION. FOUND FLUID HAD AN EXCESSIVE AMOUNT OF METAL AND CLUTCH MATERIAL INSIDE TRANSMISSION PAN. VEHICLE WILL NEED TRANSMISSION ASSEMBLY, BYPASS VALVE, AND COOLER. REMOVED AND REPLACED TRANSMISSION ASSEMBLY, COOLER AND BYPASS VALVE. HAD TO (██████████) CUSTOMER STATES VEHICLE DOES NOT SHIFT CORRECTLY AT TIMES \*\*\*SEE CONCERN #1 (██████████) NOTES CONT. VACUUM AND RECHARGE A/C SYSTEM TO INSTALL COOLER. PERFORM TCM QUICKLEARN AND CHECKED TRANSMISSION FLUID LEVEL. TOPPED OFF FLUID TEST DROVE TO GET VEHICLE TO OPERATING TEMPERATURE AND CHECK FLUID LEVEL AGAIN. FLUID LEVEL IS GOOD. TEST DROVE MULTIPLE MORE TIMES. VERIFIED CORRECTION AND RETURNED TO CUSTOMER. (██████████)

### (RO) Cause:

NA

### (RO) Correction:

NA

### (RO) Technical Notes:

NOISY WHILE DRIVING

## GCS Narratives

**(Claim) Customer Concern:**

CK GRINDING NOISE WHILE DRIVING

**(Claim) Cause:**

TECH TEST DROVE VEHICLE AND VERIFIED GRINDING NOISE WHILE DRIVING SOUND LIKE NOISE IS COMING FROM TRANS AREA PUT VEHICLE ON LIFT AND PUT IN GEAR TO VERIFY NOISE COMING FROM TRANS REMOVED TRANS PAN AND CAUGHT FLUID FOR INSPECTION FOUND FLUID HAD EXCESSIVE AMOUNT OF METAL AND CLUTCH MATERIAL INSIDE TRANS PAN

**(Claim) Correction:**

REMOVED AND REPLACE TRANS ASSY COOLER AND BYPASS VALVE HAD TO VACUUM AND RECHARGE A/C SYSTEM TO INSTALL COOLER PERFORMED TCM QUICK LEARN AND CHECKED TRANS FLUID LEVEL TOPPED OFF FLUID TEST DROVE TO GET VEHICLE TO OPERATING TEMP CHECKED FLUID LEVEL - GOOD TEST DROVE [REDACTED] TO VERIFY CORRECTION OF GRINDING NOISE

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# Warranty Claim Report

## Vehicle Information

Year	Body	D28R81 - RAM 3500 LONGHORN MEGA CAB 4X4
Build Date	Plant	TRUCK ASSEMBLY PLANT
Coverage		

## Claim Information

Claim #	In Service Date		
Claim Type	S - Safety (Recalls)	Repair Date	
Claim Status	Paid	Mileage (Miles)	
<b>Expense</b>			
Labor	Sublet	Part	Total Paid

## Dealer Information

Name	JEEP	Zone
Address		

## Condition Information

Condition	Failure	Failure Desc	Part Number	Name	Quantity	Failed	Expense	Expense
A	UC	Emissions Recall 3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM and Replace VECI Label ( Aisin Transmission Only)	UNCODABLE (REQUIRED)	SENSOR	1			
A	UC	Emissions Recall 3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM and Replace VECI Label ( Aisin Transmission Only)	UNCODABLE (REQUIRED)	LABEL	1			
A	UC	Emissions Recall 3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM and Replace VECI Label ( Aisin Transmission Only)	UNCODABLE (REQUIRED)	NUT	1			
	UC	Safety Recall - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UNCODABLE (REQUIRED)	RELAY	1	X		

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES V EH WILL ONLY GO INTO DRIVE NO REVERSED CUSTOMER STATES PERFORM RECALL CUSTOMER REQUESTS RECALL PERFORMED RECALL HEAVY DUTY GRID HEATER AFTER PERFORMING TSB , TRANSMISSION STILL INOPERABLE

### (RO) Cause:

CUSTOMER STATES VEHICLE WILL ONLY GO INTO DRIVE, NO REVERSE, VEHICLE TOWED IN, THIS VEHICLE MAY EXHIBIT A MALFUNCTION INDICATOR LAMP ILLUMINATION WITH DIAGNOSTIC TROUBLE SET. IN ADDITION, THE TRANSMISSION MAY NOT SHIFT INTO OR OUT OF DUE TO THE CLUTCH SNAP RING BECOMING DISLODGED. recall recall VERIFIED THE CUSTOMER'S CONCERN. CONCERN DISCOVERED DURING VEHICLE INSPECTION. PERFORMED A VISUAL INSPECTION. CHECKED FOR ANY SOFTWARE UPDATES. INSPECTED THE TRANSMISSION CLUTCH VOLUME INDEXES. CHECKED TRANSMISSION FLUID LEVEL AND CONDITION. PERFORMED A TRANSAXLE TRANSMISSION ASSEMBLY EXAMINATION AND DIAGNOSTIC TESTED THE COMPONENT. REMOVED TRANS AFTER TSB WAS

PERFORMED AND AND TOUR [REDACTED] POINT OF FAILURE AND FOUND GEAR IN [REDACTED] BLUE FROM BEING OVER HEATED AND ALSO FOUND SCARING ON THE CASE.. REMOVED [REDACTED] AND FOUND METAL SHAVINGS IN [REDACTED].. CONTACTED [REDACTED] AND PROVIDED ALL PICTURES AND SCAN REPORTS.. [REDACTED] AUTHORIZED [REDACTED] MISSION REPLACEMENT... FURTHER EXAMINATION FOUND THE [REDACTED] AXLE [REDACTED] MISSION ASSEMBLY IS SLIPPING AND IS SHIFTING POORLY AND IS SHUDDERING AND WONT MOVE.

**(RO) Correction:**

ACCESSED. INSPECTED AND REPLACED THE K1 CLUTCH / INPUT SHAFT SNAP RING AS PER RAPID SERVICE [REDACTED] 23 [REDACTED]. PERFORMED A [REDACTED] MISSION QUICK LEARN ROUTINE. ROAD TESTED THE VEHICLE TO VERIFY REPAIRS. VEHICLE WOULD NOT MOVE AND BANG INTO [REDACTED] AFTER [REDACTED] WAS PERFORMED REMOVED [REDACTED] AGAIN AND REPERFORME [REDACTED] AND REINSTALLED [REDACTED] STILL WOULD BANG INTO [REDACTED] AND WOULD LOSE ALL [REDACTED]. REMOVED [REDACTED] AGAIN FOR [REDACTED] AND TOUR DOWN TO FIND METAL AND MULTIPLE HARD PARTS DAMAGED.. SUBMITTED TO [REDACTED]. performed recall y43 performed recall [REDACTED] ACCESSED, REMOVED AND REPLACED THE [REDACTED] AXLE [REDACTED] MISSION ASSEMBLY. SET AND CORRECTED THE FLUID LEVEL. CLEARED AL

**(RO) Technical Notes:**

METAL IN [REDACTED]

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES VEHICLE WILL ONLY GO INTO DRIVE NO REVERSE, TOWED IN

**(Claim) Cause:**

METAL IN [REDACTED] SNAP RING STUCK

**(Claim) Correction:**

CUSTOMER STATES VEHICLE WILL ONLY GO INTO DRIVE, NO REVERSE, VEHICLE TOWED IN. VERIFIED THE CUSTOMER'S CONCERN. CONCERN DISCOVERED DURING VEHICLE INSPECTION. PERFORMED A VISUAL INSPECTION. CHECKED FOR ANY SOFTWARE UPDATES. INSPECTED THIS VEHICLE MAY EXHIBIT A MALFUNCTION INDICATOR LAMP ILLUMINATION WITH DIAGNOSTIC TROUBLE [REDACTED] SET. IN ADDITION, THE [REDACTED] MISSION MAY NOT SHIFT THE [REDACTED] MISSION CLUTCH VOLUME INDEXES. CHECKED [REDACTED] MISSION FLUID LEVEL AND CONDITION. PERFORMED A [REDACTED] AXLE [REDACTED] MISSION ASSEMBLY EXAMINATION AND DIAG INTO OR OUT OF [REDACTED] - [REDACTED] DUE TO THE [REDACTED] CLUTCH SNAP RING BECOMING DISLODGED. ACCESSED, INSPECTED AND REPLACED THE K1 CLUTCH / INPUT SHAFT SNAP RING A NOSTIC TESTED THE COMPONENT. REMOVED [REDACTED] S AFTE [REDACTED] WAS PERFORMED AND AND TOUR [REDACTED] DOWN [REDACTED] N POINT OF FAILURE AND FOUND GEAR IN [REDACTED] BLUE F S PER RAPID SERVICE [REDACTED]. PERFORMED A [REDACTED] MISSION QUICK LEARN ROUTINE.. VEHICLE WOULD NOT MOVE AND BANG INTO [REDACTED] AFTER ROM BEING OVER HEATED AND ALSO FOUND SCARING ON THE CASE.. REMOVED [REDACTED] AND F [REDACTED] WAS PERFORMED REMOVED [REDACTED] AGAIN AND REPERFORME [REDACTED] AND REINSTALLED TR AOUND METAL SHAVINGS IN [REDACTED]. CONTACTED [REDACTED] AND PROVIDED ALL PICTURES AND SCAN REPORTS.. [REDACTED] AUTHORIZED [REDACTED] MISSION REPLACEMENT... FURTHER EXAMINS STILL WOULD BANG INTO [REDACTED] AND WOULD LOSE ALL [REDACTED] REMOVED [REDACTED] AGAIN FOR [REDACTED] AND TORE DOWN TO FIND METAL AND MULTIPLE HARD PARTS DAMAGED. NATION FOUND THE [REDACTED] AXLE [REDACTED] MISSION ASSEMBLY IS SLIPPING AND IS SHIFTING POORLY AND IS SHUDDERING AND WONT MOVE. ACCESSED, REMOVED AND REPLACED THE TRA [REDACTED] . SUBMITTED TO [REDACTED] NSAXLE [REDACTED] MISSION ASSEMBLY. SET AND CORRECTED THE FLUID LEVEL. CLEARED ALL DIAGNOSTIC TROUBLE [REDACTED] S. PERFORMED A FINAL DIAGNOSTIC SCAN TO CONFIRM REPA IRS. PERFORMED A QUICK LEARN PROCEDURE. CHECKED AND SET THE [REDACTED] MISSION FLU ID TO THE CORRECT LEVEL. FINAL CLEANING AND DEGREASING. ROAD TESTED THE VEHI CLE TO VERIFY REPAIRS. THE SYSTEM IS NOW OPERATING AS DESIGNED.

# Warranty Claim Report

## Vehicle Information

Year		Body	D28L92 - RAM 3500	CREW CAB 4X4
Build Date		Plant	ASSEMBLY PLANT	Coverage

## Claim Information

Claim #		In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage (Miles)	
<b>Expense</b>			
Labor		Sublet	\$0.00
Part		Total Paid	

## Dealer Information

Name	TOWN&COUNTRY CAR/TRK CNTR INC	Zone	71
Address	20 KRAFT EXTENSION , ALAMOSA, CO 81101		

## Condition Information

Condition	Desc	Failure	Failure Desc	Part Number	Part Name	Quantity	Failed	Expense	Expense
A	Touch screen ; Disassociated - touch screen separate from Radio		GROUNDED OR SHORTED		CONTROL	1	X		

## RO Narratives

### (RO) Customer Concern:

HEATER SYSTEM REPAIR

### (RO) Cause:

NA

### (RO) Correction:

NA

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES WHEN THE HEATER IS ON FEET THE DEFROST IS THE ONLY PLACE AIR IS COMING OUT

### (Claim) Cause:

BROUGHT VEHICLE INTO THE SHOP AND FOUND HEATER NOT SW ITHCING TESTED WIRING AND FOUND NO ISSUES TO CONTROL HEAD, CONTROL HEAD SHORTED INTERNALLY,

### (Claim) Correction:

REPLACED CONTROL HEAD AND RECHECKED OK



# Warranty Claim Report

## Vehicle Information

VIN		Year		Body	DD3L64 - RAM 3500 REG CAB CHASSIS
Build Date		Plant	TRUCK ASSEMBLY PLANT	Coverage Code	

## Claim Information

Claim #		Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage (Miles)	
<b>Expense</b>			
Labor		Sublet	Total Paid

## Dealer Information

Code		Name		Zone	71
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		Transmission, Remove and install for recondition - [REDACTED]; Remove and install for recondition			[REDACTED]	DRUM	1		1820.70	[REDACTED]
		Transmission, Remove and install for recondition - [REDACTED]; Remove and install for recondition			[REDACTED]	RACE	1		[REDACTED]	[REDACTED]
		Transmission, Remove and install for recondition - [REDACTED]; Remove and install for recondition			[REDACTED]	BEARING	1		98.30	[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED]; Remove and install for recondition			[REDACTED]	[REDACTED]	1		38.12	[REDACTED]
		Transmission, Remove and install for recondition - [REDACTED]; Remove and install for recondition			[REDACTED]	[REDACTED]	1		233.96	[REDACTED]
		Transmission, Remove and install for recondition - [REDACTED]; Remove and install for recondition			[REDACTED]	[REDACTED]	1		26.90	[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED]; Remove and install for recondition			[REDACTED]	BALANCER	1		250.41	[REDACTED]
		Transmission, Remove and install for recondition - [REDACTED]; Remove and install for recondition			[REDACTED]	RACE	1		[REDACTED]	[REDACTED]
		Transmission, Remove and install for recondition - [REDACTED]; Remove and install for recondition			[REDACTED]	PLATE	1		[REDACTED]	[REDACTED]
		Transmission, Remove and install for recondition - [REDACTED]; Remove and install for recondition			[REDACTED]	DISC	1	X	[REDACTED]	[REDACTED]
		Transmission, Remove and install for recondition - [REDACTED]; Remove and install for recondition			[REDACTED]	[REDACTED]			45.73	[REDACTED]



		Complete Reconditioning of Transmission (3 - Highly Skilled)								
A		Transmission, Remove and install for recondition - [REDACTED] C; Complete Reconditioning of Transmission (3 - Highly Skilled)	■	EXCESSIVE WEAR	[REDACTED]	PLATE	1		[REDACTED]	[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED] C; Complete Reconditioning of Transmission (3 - Highly Skilled)	■	EXCESSIVE WEAR	[REDACTED]	DISC	1	X	[REDACTED]	[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED] C; Complete Reconditioning of Transmission (3 - Highly Skilled)	■	EXCESSIVE WEAR	[REDACTED]	PLATE	1		145.73	\$1,626.15
A		Transmission, Remove and install for recondition - [REDACTED] C; Complete Reconditioning of Transmission (3 - Highly Skilled)	■	EXCESSIVE WEAR	[REDACTED]	SNAP RING	1		[REDACTED]	[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED] C; Complete Reconditioning of Transmission (3 - Highly Skilled)	■	EXCESSIVE WEAR	[REDACTED]	FLUID AFT	1		[REDACTED]	[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED] C; Complete Reconditioning of Transmission (3 - Highly Skilled)	■	EXCESSIVE WEAR	[REDACTED]	COOLER	1		[REDACTED]	[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED] C; Complete Reconditioning of Transmission (3 - Highly Skilled)	■	EXCESSIVE WEAR	[REDACTED]	TUBE	1		[REDACTED]	[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED] C; Complete Reconditioning of Transmission (3 - Highly Skilled)	■	EXCESSIVE WEAR	[REDACTED]	SPRING	1		[REDACTED]	[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED] C; Complete Reconditioning of Transmission (3 - Highly Skilled)	■	EXCESSIVE WEAR	[REDACTED]	SNAP RING	1		[REDACTED]	[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED] C; Complete Reconditioning of Transmission (3 - Highly Skilled)	■	EXCESSIVE WEAR	[REDACTED]	FLUID AFT	3		[REDACTED]	[REDACTED]
A	21000A62	Transmission, Remove and install for recondition - [REDACTED] propeller shaft equipped			68281227AA	DRUM	1		[REDACTED]	[REDACTED]
A	21000A62	Transmission, Remove and install for recondition - [REDACTED] propeller shaft equipped			[REDACTED]	RACE	1		[REDACTED]	[REDACTED]

A		Transmission, Remove and install for recondition - [REDACTED]; [REDACTED] equipped			[REDACTED]	BEARING	1			[REDACTED]	
A		Transmission, Remove and install for recondition - [REDACTED]; [REDACTED] equipped			68269552AA	D-RING	1			[REDACTED]	
A		Transmission, Remove and install for recondition - [REDACTED]; Two piece propeller shaft equipped			[REDACTED]	PISTON	1			[REDACTED]	
A		Transmission, Remove and install for recondition - [REDACTED]; Two piece propeller shaft equipped			[REDACTED]	D-RING	1		26.90	\$56.07	
A		Transmission, Remove and install for recondition - [REDACTED]; Two piece propeller shaft equipped			68269646AB	BALANCER	1		250.41	\$56.07	
A		Transmission, Remove and install for recondition - [REDACTED]; [REDACTED] equipped			[REDACTED]	RACE	1			[REDACTED]	
A		Transmission, Remove and install for recondition - [REDACTED]; [REDACTED] equipped			[REDACTED]	PLATE	1			[REDACTED]	
A		Transmission, Remove and install for recondition - [REDACTED]; [REDACTED] equipped			68269649AA	DISC	1	X		[REDACTED]	
A		Transmission, Remove and install for recondition - [REDACTED]; Two piece propeller shaft equipped			68269563AB	PLATE	1			[REDACTED]	
A		Transmission, Remove and install for recondition - [REDACTED]; Two piece propeller shaft equipped			[REDACTED]	SNAP RING	1		16.96	\$56.07	
A		Transmission, Remove and install for recondition - [REDACTED]; Two piece propeller shaft equipped			[REDACTED]	FLUID AFT	1		28.69	\$56.07	
A		Transmission, Remove and install for recondition - [REDACTED]; Two piece propeller shaft equipped			68322494AD	COOLER	1		138.85	\$56.07	
A		Transmission, Remove and install for recondition - [REDACTED]; [REDACTED] equipped			[REDACTED]	TUBE	1			[REDACTED]	
A		Transmission, Remove and install for recondition - [REDACTED]; [REDACTED] equipped			[REDACTED]	SPRING	1			[REDACTED]	
A		Transmission, Remove and install for recondition - [REDACTED]; Two			[REDACTED]	SNAP RING	1		15.05	\$56.07	

		propeller shaft equipped								
A		Transmission, Remove and install for recondition - AS68RC/AS69RC ; Two propeller shaft equipped				FLUID AFT	3		360.70	\$56.07
A		thermal cooler bypass				DRUM	1			
A		thermal cooler bypass				RACE	1			
A		thermal cooler bypass				BEARING	1			
A		thermal cooler bypass				D-RING	1			
A		thermal cooler bypass					1			
A		thermal cooler bypass				D-RING	1			
A		thermal cooler bypass				BALANCER	1			
A		thermal cooler bypass				RACE	1			
A		thermal cooler bypass				PLATE	1			
A		thermal cooler bypass				DISC	1	X		
A		thermal cooler bypass				PLATE	1			
A		thermal cooler bypass				SNAP RING	1			
A		thermal cooler bypass				FLUID AFT	1			
A		thermal cooler bypass				COOLER	1			
A		thermal cooler bypass				TUBE	1			
A		thermal cooler bypass				SPRING	1			
A		thermal cooler bypass				SNAP RING	1			
A		thermal cooler bypass				FLUID AFT	3			
A		Lines, transmission and torque converter oil cooler ; (1 - Semi-Skilled)				DRUM	1			
A		Lines, transmission and torque converter oil cooler ; (1 - Semi-Skilled)				RACE	1			
A		Lines, transmission and torque converter oil cooler ; (1 - Semi-Skilled)				BEARING	1			
A		Lines, transmission and torque converter oil cooler ; (1 - Semi-Skilled)				D-RING	1			
A		Lines, transmission and torque converter oil cooler ; (1 - Semi-Skilled)					1			
A		Lines, transmission and torque converter oil cooler ; (1 - Semi-Skilled)				D-RING	1			
A		Lines, transmission and torque converter oil cooler ; (1 - Semi-Skilled)				BALANCER	1			



A		Oil cooler, external / auxiliary ; Cooler (2 - Skilled)				TUBE	1		267.75	
A		Oil cooler, external / auxiliary ; Cooler (2 - Skilled)				SPRING	1			
A		Oil cooler, external / auxiliary ; Cooler (2 - Skilled)				SNAP RING	1		15.05	
A		Oil cooler, external / auxiliary ; Cooler (2 - Skilled)				FLUID AFT				

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT MOVE WHEN PUTTING INTO GEAR (General Concern 1) CUSTOMER REQUESTS CHRYSLER MULTI-INSPECTION CUSTOMER REQUESTS CHECK TIRE PRESSURE AND SET TO RECOMMENDED PRESSURE.

### (RO) Cause:

GEAR INCORRECT RATIO, GEAR INCORRECT RATIO. PERFORMED CLUTCH TEST VEHICLE FAILED, REMOVE TRANSMISSION PAN FOUND FLUID BURNT. REMOVE TRANSMISSION FOR COMPLETE INSPECTION AND CLEANING PARTS FROM CONTAMINATION. TRANSCOOLER AND LINES NEED TO REPLACE DUE TO METAL AND FLUID CONTAMINATION.

### (RO) Correction:

ASSEMBLED TRANSMISSION TO TECHNICAL SPECIFICATION, REPLACED ALL SEAL, CLUTCH AND SPRING FROM K1. REPLACED LINES AND COOLER. TOP OFF FLUID TO SPECIFICATION PERFORMED TRANSMISSION LEARN, TEST DRIVE AND VERIFIED REPAIR VEHICLE OPERATING AS DESIGNED THIS TIME. REMOVE TRANS FOR RECONDITION LOP SKID PLATE LOP SHAFT LOP DEF EQUIPPED LOP COMPLETE RECONDITION LOP LINES LOP COOLER LOP TEST DIAG TEST DRIVE LOP A/T TOTAL: COMPLETED MULTI-INSPECTION, SEE ATTACHED MULTI-INSPECTION FOR FINDINGS COMPLETED TIRE PRESSURE CHECK AND SET TO RECOMMENDED PRESSURE LF RF LR RR

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT MOVE WHEN PUTTING INTO GEAR (GENERAL CONCERN 1)

### (Claim) Cause:

GEAR INCORRECT RATIO, GEAR INCORRECT RATIO. PERFORMED CLUTCH TEST VEHICLE FAILED, REMOVE TRANSMISSION PAN FOUND FLUID BURNT. REMOVE TRANSMISSION FOR COMPLETE INSPECTION AND CLEANING PARTS FROM CONTAMINATION. TRANSCOOLER AND LINES NEED TO REPLACE DUE TO METAL AND FLUID CONTAMINATION.

### (Claim) Correction:

ASSEMBLED TRANSMISSION TO TECHNICAL SPECIFICATION, REPLACED ALL SEAL, CLUTCH AND SPRING FROM K1. REPLACED LINES AND COOLER. TOP OFF FLUID TO SPECIFICATION PERFORMED TRANSMISSION LEARN, TEST DRIVE AND VERIFIED REPAIR VEHICLE OPERATING AS DESIGNED THIS TIME.

# Warranty Claim Report

## Vehicle Information

Build Date	Year	Body	D28R81 - RAM	LONGHORN MEGA CAB 4X4
Plant	TRUCK ASSEMBLY PLANT	Coverage Code		

## Claim Information

Claim #	In Service Date		
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage (Miles)	
<b>Expense</b>			
Labor	Sublet	Part	Total Paid

## Dealer Information

Code	Name	JEEP	Zone
Address	1290 NASHVILLE PIKE , GALLATIN, TN 37066		

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A		Transmission, Remove and install for recondition - [REDACTED] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap [REDACTED]	ZZ	SERVICE ACTION	[REDACTED]	LUBRICANT	1		[REDACTED]	[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap [REDACTED]	ZZ	SERVICE ACTION	[REDACTED]	SEAL RING		[REDACTED]	[REDACTED]	[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap [REDACTED]	ZZ	SERVICE ACTION	[REDACTED]	HUB		[REDACTED]	[REDACTED]	[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap [REDACTED]	ZZ	SERVICE ACTION	[REDACTED]	SEAL RING	1		[REDACTED]	[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap [REDACTED]	ZZ	SERVICE ACTION	[REDACTED]	O-RING	1		[REDACTED]	[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap [REDACTED]	ZZ	SERVICE ACTION	[REDACTED]	GASKET	1		[REDACTED]	[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap [REDACTED]	ZZ	SERVICE ACTION	[REDACTED]	SEAL		[REDACTED]	[REDACTED]	[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED] C ; K1	ZZ	SERVICE ACTION	[REDACTED]	SNAP RING	1	X	12.68	[REDACTED]

		Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring								
A		Transmission, Remove and install for recondition - [REDACTED] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[REDACTED]	FLUID AFT	2			[REDACTED]
A		Transmission, Remove and install for recondition - [REDACTED] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	ZZ	SERVICE ACTION	[REDACTED]	BOLT	6			[REDACTED]
B		Transmission ; DEF equipped [REDACTED] pick-up only			[REDACTED]	TRANSMISS	1	X		[REDACTED]
B		Transmission ; DEF equipped [REDACTED] pick-up only			[REDACTED]	FLUID AFT	2			[REDACTED]
B	21002712	Transmission, Replace - automatic ; [REDACTED]	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	TRANSMISS	1	X	10065.26	\$686.75
B	21002712	Transmission, Replace - automatic ; [REDACTED]	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	FLUID AFT	2		42.89	\$686.75
B	21002762	Transmission, Replace - automatic ; [REDACTED] propeller shaft equipped			[REDACTED]	TRANSMISS	1	X	10065.26	\$35.22
B	21002762	Transmission, Replace - automatic ; [REDACTED] propeller shaft equipped			[REDACTED]	FLUID AFT	2			[REDACTED]
B	21002766	Transmission, Replace - automatic ; [REDACTED] equipped			[REDACTED]	TRANSMISS	1	X		[REDACTED]
B	21002766	Transmission, Replace - automatic ; [REDACTED] equipped			[REDACTED]	FLUID AFT	2			[REDACTED]

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES VEH WILL ONLY GO INTO DRIVE NO REVERSED CUSTOMER STATES PERFORM RECALL Y43 CUSTOMER REQUESTS RECALL PERFORMED RECALL [REDACTED] HEAVY DUTY GRID HEATER AFTER PERFORMING [REDACTED], TRANSMISSION STILL INOPERABLE

### (RO) Cause:

CUSTOMER STATES VEHICLE WILL ONLY GO INTO DRIVE, NO REVERSE, VEHICLE TOWED IN. THIS VEHICLE MAY EXHIBIT A MALFUNCTION INDICATOR LAMP ILLUMINATION WITH DIAGNOSTIC TROUBLE [REDACTED] [REDACTED] SET. IN ADDITION, THE TRANSMISSION MAY NOT SHIFT INTO OR OUT OF [REDACTED] - [REDACTED] DUE TO THE K1 CLUTCH SNAP RING BECOMING DISLODGED. recall recall VERIFIED THE CUSTOMER'S CONCERN. CONCERN DISCOVERED DURING VEHICLE INSPECTION. PERFORMED A VISUAL INSPECTION. CHECKED FOR ANY SOFTWARE UPDATES. INSPECTED THE TRANSMISSION CLUTCH VOLUME INDEXES. CHECKED TRANSMISSION FLUID LEVEL AND CONDITION. PERFORMED A TRANSAXLE TRANSMISSION ASSEMBLY EXAMINATION AND DIAGNOSTIC TESTED THE COMPONENT. REMOVED TRANS AFTE [REDACTED] [REDACTED] WAS PERFORMED AND AND TOUR TRANS [REDACTED] POINT OF FAILURE AND FOUND GEAR IN TRANS BLUE FROM BEING OVER HEATED AND ALSO FOUND SCARING ON THE CASE.. REMOVED PAN AND FOUND METAL SHAVINGS IN TRANS PAN.. CONTACTED [REDACTED] AND PROVIDED ALL [REDACTED] AND SCAN REPORTS.. [REDACTED] AUTHORIZED TRANSMISSION REPLACEMENT... FURTHER EXAMINATION FOUND THE TRANSAXLE TRANSMISSION ASSEMBLY IS SLIPPING AND IS SHIFTING POORLY AND IS SHUDDERING AND WONT MOVE.

### (RO) Correction:

ACCESSED, INSPECTED AND REPLACED THE K1 CLUTCH / INPUT SHAFT SNAP RING AS PER RAPID SERVICE [REDACTED] - 23 INSTRUCTIONS. PERFORMED A TRANSMISSION QUICK LEARN ROUTINE. ROAD TESTED THE VEHICLE TO VERIFY REPAIRS. VEHICLE WOULD NOT MOVE AN [REDACTED] [REDACTED] S STILL AFTER [REDACTED] WAS PERFORMED REMOVED TRANS AGAIN AND REPERFORME [REDACTED] AND REINSTALLED TRANS STILL WOULD [REDACTED] [REDACTED] AND WOULD LOSE ALL [REDACTED]. REMOVED TRANS AGAIN FOR [REDACTED] AND TOUR DOWN TO FIND METAL AND MULTIPLE HARD PARTS DAMAGED..

SUBMITTED TO [REDACTED], performed recall y43 performed recall [REDACTED] AXLE [REDACTED] AXLE [REDACTED] MISSION ASSEMBLY. SET AND CORRECTED THE FLUID LEVEL. CLEARED AL

**(RO) Technical Notes:**

METAL IN [REDACTED]

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES VEHICLE WILL ONLY GO INTO DRIVE NO REVERSE, TOWED IN

**(Claim) Cause:**

METAL IN [REDACTED] SNAP RING STUCK

**(Claim) Correction:**

CUSTOMER STATES VEHICLE WILL ONLY GO INTO DRIVE, NO REVERSE, VEHICLE TOWED IN. VERIFIED THE CUSTOMER'S CONCERN. CONCERN DISCOVERED DURING VEHICLE INSPECTION. PERFORMED A VISUAL INSPECTION. CHECKED FOR ANY SOFTWARE UPDATES. INSPECTED THIS VEHICLE MAY EXHIBIT A MALFUNCTION INDICATOR LAMP ILLUMINATION WITH DIAGNOSTIC TROUBLE [REDACTED] SET. IN ADDITION, THE [REDACTED] MISSION MAY NOT SHIFT THE [REDACTED] MISSION CLUTCH VOLUME INDEXES. CHECKED [REDACTED] MISSION FLUID LEVEL AND CONDITION. PERFORMED A [REDACTED] AXLE [REDACTED] MISSION ASSEMBLY EXAMINATION AND DIAG INTO OR OUT OF [REDACTED] - [REDACTED] DUE TO THE [REDACTED] CLUTCH SNAP RING BECOMING DISLODGED. ACCESSED, INSPECTED AND REPLACED THE K1 CLUTCH / INPUT SHAFT SNAP RING A NOSTIC TESTED THE COMPONENT. REMOVED [REDACTED] S AFTER TS [REDACTED] WAS PERFORMED AND AND TOUR [REDACTED] DOWN [REDACTED] N POINT OF FAILURE AND FOUND GEAR IN [REDACTED] BLUE F S PER RAPID SERVICE UPDATE [REDACTED] INSTRUCTIONS. PERFORMED A [REDACTED] MISSION QUICK LEARN ROUTINE.. VEHICLE WOULD NOT MOVE AND BANG INTO [REDACTED] AFTER ROM BEING OVER HEATED AND ALSO FOUND SCARING ON THE CASE.. REMOVED [REDACTED] AND F TSB WAS PERFORMED REMOVED [REDACTED] AGAIN AND REPERFORMED TSB AND REINSTALLED TRA OUND METAL SHAVINGS IN [REDACTED]. CONTACTED [REDACTED] AND PROVIDED ALL [REDACTED] AND SCAN REPORTS.. [REDACTED] AUTHORIZED [REDACTED] MISSION REPLACEMENT... FURTHER EXAMINS STILL WOULD BANG INTO [REDACTED] AND WOULD LOSE ALL [REDACTED] REMOVED [REDACTED] AGAIN FOR [REDACTED] AND TORE DOWN TO FIND METAL AND MULTIPLE HARD PARTS DAMAGED. NATION FOUND THE [REDACTED] AXLE [REDACTED] MISSION ASSEMBLY IS SLIPPING AND IS SHIFTING POORLY AND IS SHUDDERING AND WONT MOVE. ACCESSED, REMOVED AND REPLACED THE TRA [REDACTED] . SUBMITTED TO [REDACTED] NSAXLE [REDACTED] MISSION ASSEMBLY. SET AND CORRECTED THE FLUID LEVEL. CLEARED ALL DIAGNOSTIC TROUBLE [REDACTED] S. PERFORMED A FINAL DIAGNOSTIC SCAN TO CONFIRM REPAIRS. PERFORMED A QUICK LEARN PROCEDURE. CHECKED AND SET THE [REDACTED] MISSION FLUID TO THE CORRECT LEVEL. FINAL CLEANING AND DEGREASING. ROAD TESTED THE VEHICLE TO VERIFY REPAIRS. THE SYSTEM IS NOW OPERATING AS DESIGNED.

# Warranty Claim Report

## Vehicle Information

VIN		Year		Body	DP0L64 - RAM 5500 REG CAB
Build Date		Plant	TRUCK ASSEMBLY PLANT	Coverage Code	

## Claim Information

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

## Expense

Labor		Sublet	\$4,002.64	Part	\$0.00	Total Paid	
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## Dealer Information

Code		Name	LYNCH CHRYSLER DODGE JEEP, INC.	Zone	51
Address	2606 MAIN ST , EAST TROY, WI 53120				

## Condition Information

Condition	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Expense	Expense
		CHECK SERVICE SO		CONVERTER	1	X		
		CHECK SERVICE SO		GASKET	1			
		CHECK SERVICE SO		GASKET	1			
A	11610161	Filter diesel particulate (DPF) ; liter diesel		CONVERTER	1	X	3952.55	\$185.16
		Filter diesel particulate (DPF) ; equipped - diesel		GASKET	1		27.15	\$185.16
A	11610161	Filter diesel particulate (DPF) ; 4x4 equipped - liter diesel		GASKET	1		22.94	\$185.16

## RO Narratives

### (RO) Customer Concern:

NA

### (RO) Cause:

NA

### (RO) Correction:

NA

### (RO) Technical Notes:

## GCS Narratives

**(Claim) Customer Concern:**

INFO - CUSTOMER STATES CEL ON, PARTICULATE MATTER CODE IN SYSTEM, PLEASE INSPE CT AND ADVISE

**(Claim) Cause:**

██████████ PARTICULATE FILTER EFFECIENCY BELOW THRESHOLD CHECKED FOR EXHAUST LEAKS PATICULATE MATTER SENSOR PREVIOUSLY REPLACE AND CODE RETURNED REPLACE DPF PER SERVICE INFO

**(Claim) Correction:**

██████████ PARTICULATE FILTER EFFECIENCY BELOW THRESHOLD CHECKED FOR EXHAUST LEAKS PATICULATE MATTER SENSOR PREVIOUSLY REPLACE AND CODE RETURNED REPLACE DPF PER SERVICE INFO

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# 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]	[REDACTED]

## Claim Information

Claim #	[REDACTED]	In Service Date	[REDACTED]
Claim Type	S - Safety (Recalls)	Repair Date	[REDACTED]
Claim Status	Paid	Mileage (Miles)	[REDACTED]
<b>Expense</b>			
Labor	[REDACTED]	Sublet	[REDACTED]
Total Paid	[REDACTED]	[REDACTED]	[REDACTED]

## Dealer Information

Code	[REDACTED]	Name	[REDACTED]	Zone	GA
Address	220 WEST MAY STREET , WINDER, GA 30680				

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[REDACTED]	Safety Recall [REDACTED] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	RELAY	1	X	[REDACTED]	[REDACTED]
B	[REDACTED]	Emissions Recall [REDACTED] 3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM and Replace VECI Label ( Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN [REDACTED] 2AA	SENSOR	1	X	[REDACTED]	[REDACTED]
B	[REDACTED]	Emissions Recall [REDACTED] 3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM and Replace VECI Label ( Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN [REDACTED] 3AB	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
B	[REDACTED]	Emissions Recall [REDACTED] 3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM and Replace VECI Label ( Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	LABEL	1		3.35	[REDACTED]

## RO Narratives

### (RO) Customer Concern:

Engine Compartment Fire [REDACTED] Particulate Filter [REDACTED] MAIN SHOP - DELETE LINE QL CHECK UP

### (RO) Cause:

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### (RO) Correction:

REPLACE INTAKE AIR HEATER RELAY 08-1 [REDACTED] INSTALL PM SENSOR AND REPROGRAM PCM, INSTALL AUTHORIZED MODIFICATION LABE [REDACTED] NEW- [REDACTED] .NO WORK DONE

### (RO) Technical Notes:

## GCS Narratives

**(Claim) Customer Concern:**

Engine Compartment Fire [REDACTED] Particulate Filter Y43

**(Claim) Cause:**

Engine Compartment Fire [REDACTED] Particulate Filter Y43

**(Claim) Correction:**

INSTALL PM SENSOR AND REPROGRAM PCM, INSTALL AUTHORIZED MODIFICATION LABEL 25-Y REPLACE [REDACTED] AIR HEATER RELAY [REDACTED] [REDACTED] [REDACTED]

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# Warranty Claim Report

## Vehicle Information

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

## Claim Information

Claim #		In Service Date	
Claim Type	S - Safety (Recalls)	Repair Date	
Claim Status	Paid	Mileage (Miles)	
<b>Expense</b>			
Labor		Sublet	\$171.32
Part		Total Paid	\$0.00

## Dealer Information

Code		Name	
Address			

## Condition Information

Condition Code	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Expense	Expense
A	UC	Emissions Recall [REDACTED] - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM, Quicklearn, and New VECI Label ( [REDACTED] Transmission Only)	[REDACTED]	SENSOR	1	X	[REDACTED]	[REDACTED]
	UC	Safety Recall [REDACTED] - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	[REDACTED]	RELAY	1	X	[REDACTED]	[REDACTED]

## RO Narratives

### (RO) Customer Concern:

Multi-point inspection Recall / CSN 2 [Emissions Recall [REDACTED] - Particulate Matter Sensor \*\*] Recall / CSN 1 [Safety Recall [REDACTED] - Intake Air Grid Heater Relay \*\*] Automatic Transmission Concern [Customer States TRANSMISSION HAS NO REVERSE OR DRIVE.]

### (RO) Cause:

...

### (RO) Correction:

NO WORK PERFORMED AT THISTIME CHRYSLER RECALL INSTALLED PM SENSOR ANDREPROGRAMMED PCM TO LATEST SOFTWARE Emissions Recall [REDACTED] - Particulate Matter Sensor- Replace Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM, Quicklearn, and New VECI Label ( [REDACTED] Transmission Only) (1 - Semi-Skilled) Emissions Recall [REDACTED] - Particulate Matter Sensor CHRYSLER RECALL INSTALLED NEW GRID HEATERRELAY Safety Recall [REDACTED] - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) Recall [REDACTED] - Intake Air Grid Heater Relay [REDACTED] VERIFIED CUSTOMERS CONCERN,TRANSMISSION HAS REVERSE NO FORWARD [REDACTED], SERVICE BULLITIN [REDACTED] APPLIES REMOVED [REDACTED] DRIVESHAFT, FRONTDRIVESHAFT REMOVED DEF CROSS MEMBER ASSEMBLY,REMOVED TRANSFER CASE, REMOVED TRANSMISSION,DISASSEMBLED CHECKED K2 AND K1 FOUND SNAPRING DISLODGED, AND FOUND K1 PISTON SEALTORN, REPLACED [REDACTED] SUB ASSEMBLY, REASSEMBLEDTRANSMISSION WITH NEW SEALS, INSTALLED INTRUCK, INSTALLED 4X4 EQUIPMENT AND DEFCROSSMEMBER ASSEMBLY, FILLED WITH FLUID,PERFORMED AISIN RELEARN, TEST DRIVEN, FAILED DUE TO CEL AFTE [REDACTED] TALKED TO ENGINEER,ADVISED TO REMOVE TRANSMISSION FOR INSPECTION OF B1 AND THE NEW K1 REMOVE [REDACTED] DRIVESHAFT, FRONT DRIVESHAFT AND DEFCROSSMEMBER ASSEMBLY, TRANSFER CASE, REMOVEDTRANSMISSION, DISASSEMBLED, FOUND NEW [REDACTED], AND FOUND [REDACTED] HAS METAL DEBRI, AND ONE PLANETARY [REDACTED] ET TEETH CHEWED, SENT INFORMATION TO ENGINEER, RELAYED PICTURES,AND HE ADVISED TO REPLACE TRANSMISSION,COOLER LINES AND AUX COOLER, INSTALLED NEWTRANSMISSION ASSEMBLY, INSTALLED TRANSFERCASE FRONT AND REAR DRIVESHAFT AND DEFCROSSMEMBER ASSEMBLY, CHECKED FLUID LEVEL ANDPERFORMED AISIN RELEARN, VERIFIED REPAIR BYTEST DRIVE TRUCK OPERATES AS DESIGNED Tran

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES TRANSMISSION HAS NO REVERSE OR DRIVE TRANS FAILED ON ROAD TEST AFTER [REDACTED]-REV A

**(Claim) Cause:**

CONTACTED [REDACTED] (CASE [REDACTED]) ADVISE TO REPLACE TRANS. [REDACTED] AGENT TO UPDATE VERIFIED CUSTOMERS CONCERN, TRANSMISSION HAS REVERSE NO FORWARD GEARS [REDACTED] NOTES TO AUTHORIZE. TALKED TO [REDACTED] INEER, ADVISED TO REMOVE TRANSMISSION 31, SERVICE [REDACTED] APPLIES FOR INSPECTION OF B1 AND THE NEW K1 REMOVED 2-PIECE DRIVESHAFT, FRONT DRIVESHAFT AND DEF CROSSMEMBER ASSEMBLY, TRANSFER CASE, REMOVED TRANSMISSION, DISASSEMBLED, FOUND NE [REDACTED] FAILED, AND FOUND B1 HAS METAL DEBRI, AND ONE PLANETARY GEAR SET TEETH CHEWED, SENT INFORMATION TO [REDACTED] INEER, RELAYED PICTURES, AND HE ADVISED TO REPLACE TRANSMISSION, COOLER LINES AND AUX COOLER,

**(Claim) Correction:**

REMOVED 2-PIECE DRIVESHAFT, FRONT DRIVESHAFT REMOVED DEF CROSS MEMBER ASSEMBLY, REMOVED TRANSFER CASE, REMOVED TRANSMISSION, DISASSEMBLED CHECKED K2 AND K1 FOUND SNAP RING DISLODGED, AND FOUND K1 [REDACTED], REPLACED K1 SUB ASSEMBLY, REASSEMBLED TRANSMISSION WITH NEW SEALS, INSTALLED IN TRUCK, INSTALLED 4X4 EQUIPMENT AND DEF CROSSMEMBER ASSEMBLY, FILLED WITH FLUID, PERFORMED AISIN RELEARN, TEST DRIVEN, FAILED DUE TO [REDACTED] AFTE [REDACTED] INSTALLED NEW TRANSMISSION ASSEMBLY, INSTALLED TRANSFER CASE FRONT AND REAR DRIVESHAFT AND DEF CROSSMEMBER ASSEMBLY, CHECKED FLUID LEVEL AND PERFORMED AISIN RELEARN, VERIFIED REPAIR BY TEST DRIVE TRUCK

# Warranty Claim Report

## Vehicle Information

VIN		Year		Body	D28L92 - RAM 3500	CREW CA
Build Date		Plant		ASSEMBLY PLANT	Coverage	

## Claim Information

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

## Expense

Labor		Sublet	\$12,601.13		\$0.00	Total Paid	
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## Dealer Information

Name	
Address	

## Condition Information

Condition	Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
A		Transmission ; DEF equipped pick-up only			1	X		
A		Transmission ; DEF equipped pick-up only		FLUID AFT				
A		Transmission ; DEF equipped pick-up only						
		Transmission, Remove and install for recondition - C ; equipped			1	X		
		Transmission, Remove and install for recondition - C ; equipped		FLUID AFT	3		270.93	\$262.04
		Transmission, Remove and install for recondition - C ; equipped						
		Transmission, Remove and install for recondition - C ; shaft equipped			1	X		
		Transmission, Remove and install for recondition - C ; shaft equipped		FLUID AFT	3		270.93	\$43.67
		Transmission, Remove and install for recondition - C ; shaft equipped						
	ZZ	Transmission, Remove and install for recondition -			1	X		

		C ; Clutch / Input Shaft Assembly - Inspect and Replace Sub- Assembly								
A		Transmission, Remove and install for recondition - C ; Clutch / Input Shaft Assembly - Inspect and Replace Sub- Assembly	ZZ	SERVICE ACTION		FLUID AFT	3			
A		Transmission, Remove and install for recondition - C ; Clutch / Input Shaft Assembly - Inspect and Replace Sub- Assembly	ZZ	SERVICE ACTION		BOLT	6			
B		Transmission ; equipped 4x4 pick-up only				TRANSMISS	1	X	10113.31	\$131.02
B		Transmission ; equipped 4x4 pick-up only				COOLER	1			
B		Transmission ; equipped 4x4 pick-up only				TUBE	1			
B		Transmission ; equipped 4x4 pick-up only				TOC ASSY	1		218.36	\$131.02
B		Transmission, Replace - automatic ;		CHECK SERVICE SO		TRANSMISS	1	X	10113.31	\$851.64
B		Transmission, Replace - automatic ;		CHECK SERVICE SO		COOLER	1			
B		Transmission, Replace - automatic ;		CHECK SERVICE SO		TUBE	1			
B		Transmission, Replace - automatic ;		CHECK SERVICE SO		TOC ASSY	1			
B		Transmission, Replace - automatic ; shaft equipped				TRANSMISS	1	X		
B		Transmission, Replace - automatic ; shaft equipped				COOLER	1			
B		Transmission, Replace - automatic ; shaft equipped				TUBE	1			
B		Transmission, Replace - automatic ; shaft equipped				TOC ASSY	1			
B	21002766	Transmission, Replace - automatic ; equipped				TRANSMISS	1	X	10113.31	\$131.02
B	21002766	Transmission, Replace - automatic ; equipped				COOLER	1		331.36	\$131.02
B	21002766	Transmission, Replace - automatic ; equipped				TUBE	1			
B	21002766	Transmission, Replace - automatic ; equipped				TOC ASSY	1			

B	██████████	Lines, transmission and torque converter oil cooler ; ██████ or ██████ (1 - Semi-Skilled)			██████████	TRANSMISS	1	X	██████████	
B	██████████	Lines, transmission and torque converter oil cooler ; ██████ or ██████ (1 - Semi-Skilled)			██████████	COOLER	1		██████████	
B	██████████	Lines, transmission and torque converter oil cooler ; ██████ or ██████ (1 - Semi-Skilled)			██████████	TUBE	1		201.12	██████████
B	██████████	Lines, transmission and torque converter oil cooler ; ██████ or ██████ (1 - Semi-Skilled)			██████████	TOC ASSY	1		██████████	
B	██████████	Oil cooler, external / auxiliary ; Cooler (██████████ Skilled)			██████████	TRANSMISS	1	X	██████████	
B	██████████	Oil cooler, external / auxiliary ; Cooler (██████████ Skilled)			██████████	COOLER	1		██████████	
B	██████████	Oil cooler, external / auxiliary ; Cooler (██████████ Skilled)			██████████	TUBE	1		██████████	
B	██████████	Oil cooler, external / auxiliary ; Cooler (██████████ Skilled)			██████████	TOC ASSY	1		██████	██████

## RO Narratives

### (RO) Customer Concern:

Multi-point inspection Recall / CSN 2 [Emissions Recall ██████ - Particulate Matter Sensor \*\*] Recall / CSN 1 [Safety Recall ██████ -Intake Air Grid Heater Relay \*\*] Automatic Transmission Concern [Customer States TRANSMISSION HAS NO REVERSE OR DRIVE.]

### (RO) Cause:

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### (RO) Correction:

NO WORK PERFORMED AT THISTIME CHRYSLER RECALL INSTALLED PM SENSOR ANDREPROGRAMMED PCM TO LATEST SOFTWARE Emissions Recall ██████ - Particulate Matter Sensor- Replace Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM, Quicklearn, and New VECI Label ( ██████ Transmission Only) (1 - Semi-Skilled) Emissions Recall ██████ - Particulate Matter Sensor CHRYSLER RECALL INSTALLED NEW GRID HEATERRELAY Safety Recall ██████ - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) Recall ██████ - Intake Air Grid Heater Relay ██████ VERIFIED CUSTOMERS CONCERN,TRANSMISSION HAS REVERSE NO FORWARD ██████, SERVICE BULLITIN ██████ APPLIES REMOVED ██████ DRIVESHAFT, FRONTDRIVESHAFT REMOVED DEF CROSS MEMBER ASSEMBLY,REMOVED TRANSFER CASE, REMOVED TRANSMISSION,DISASSEMBLED CHECKED K2 AND ██████ FOUND SNAPRING DISLODGED, AND FOUND K1 PISTON SEALTORN, REPLACED ██████ SUB ASSEMBLY, REASSEMBLEDTRANSMISSION WITH NEW SEALS, INSTALLED INTRUCK, INSTALLED ██████ EQUIPMENT AND DEFCROSSMEMBER ASSEMBLY, FILLED WITH FLUID,PERFORMED AISIN RELEARN, TEST DRIVEN, FAILED DUE TO CEL AFTE ██████ TALKED TO ENGINEER,ADVISED TO REMOVE TRANSMISSION FOR INSPECTION OF B1 AND THE NEW K1 REMOVE ██████ DRIVESHAFT, FRONT DRIVESHAFT AND DEFCROSSMEMBER ASSEMBLY, TRANSFER CASE, REMOVEDTRANSMISSION, DISASSEMBLED, FOUND NEW K1 FAILED, AND FOUND ██████ HAS METAL DEBRI, AND ONE PLANETARY ██████ ET TEETH CHEWED, SENT INFORMATION TO ENGINEER, RELAYED PICTURES,AND HE ADVISED TO REPLACE TRANSMISSION,COOLER LINES AND AUX COOLER, INSTALLED NEWTRANSMISSION ASSEMBLY, INSTALLED TRANSFERCASE FRONT AND REAR DRIVESHAFT AND DEFCROSSMEMBER ASSEMBLY, CHECKED FLUID LEVEL ANDPERFORMED AISIN RELEARN, VERIFIED REPAIR BYTEST DRIVE TRUCK OPERATES AS DESIGNED Tran

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES TRANSMISSION HAS NO REVERSE OR DRIVE TRANS FAILED ON ROAD TEST AFTER [REDACTED] REV A

### (Claim) Cause:

CONTACTED [REDACTED] (CASE [REDACTED]) ADVISE TO REPLACE TRANS. [REDACTED] AGENT TO UPDATE VERIFIED CUSTOMERS CONCERN, TRANSMISSION HAS REVERSE NO FORWARD GEARS [REDACTED] NOTES TO AUTHORIZE. TALKED TO ENG [REDACTED] ADVISED TO REMOVE TRANSMISSION 31, SERVICE [REDACTED] APPLIES FOR INSPECTION OF B1 AND THE NEW K1 REMOVED [REDACTED] DRIVESHAFT, FRONT DR IVESHAF AND DEF CROSSMEMBER ASSEMBLY, TR ANSFER CASE, REMOVED TRANSMISSION, DISASSEMBLED, FOUND NE [REDACTED] FAILED, AND FOUN D B1 HAS METAL DEBRI, AND [REDACTED] P [REDACTED] SET TEETH CHEWED, SENT INFORMAT ION TO ENG [REDACTED], RELAYED PIC TURES, AND HE ADVISED TO REPLACE TRANSMISSION, COOLER LINES AND AUX COOLER.

### (Claim) Correction:

REMOVED [REDACTED] DRIVESHAFT, FRONT DRIVESHAFT REMOVED DEF CROSS MEMBER ASSEMBLY , REMOVED TRANSFER CASE, REMOVED TRANSMISSION, DISASSEMBLED CHECKED K2 AND K 1 FOUND SNAP RING DISLODGED, AND FOUND K1 [REDACTED], REPLACED K1 SUB ASSEMBLY, REASSEMBLED TRANSMISSION WITH NEW SEALS, INSTALLED IN TRUCK, INSTAL LED [REDACTED] EQUIPMENT AND DEF CROSSMEMBER ASSEMBLY, FILLED WITH FLUID, PERFORMED AISIN RELEARN, TEST DRIVEN, FAILED DUE TO [REDACTED] AFTE [REDACTED] INSTALLED NEW TRANSMISSION ASSEMBLY, INSTALLED T RANSFER CASE FRONT AND REAR D RIVESHAFT AND DEF CROSSMEMBER ASSEMBLY, CHECKED FLUID LEVEL AND PERFORMED AISIN RELEARN, VERIFIED REPAIR BY TEST DRIVE TRUC K

# Warranty Claim Report

## Vehicle Information

<b>Build Date</b>		<b>Year</b>		<b>Body</b>	DP0L66 - RAM 5500 REG CAB
		<b>Plant</b>	TRUCK ASSEMBLY PLANT	<b>Coverage</b>	

## Claim Information

<b>Claim #</b>		<b>Service Date</b>	
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	

## Expense

<b>Labor</b>		<b>Sublet</b>		<b>Part</b>		<b>Total Paid</b>	
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## Dealer Information

<b>Name</b>	LARRY H MILLER BOUNTIFUL CHRYSLER JEEP DODGE	<b>Zone</b>	70
<b>Address</b>	2929 SOUTH MAIN STREET , BOUNTIFUL, UT 84010		

## Condition Information

Condition	LOP	LOP Desc	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
		Axle Head assembly ; Axle Head assembly	F	DRIVE GEAR AND PINION BEARING		SHAFT	1		1576.41	
		Axle Head assembly ; Axle Head assembly	F	DRIVE GEAR AND PINION- BEARING		HEAD	1	X		
		Axle Head assembly ; Axle Head assembly	F	DRIVE GEAR AND PINION- BEARING		GASKET	1			
		Axle Head assembly ; Axle Head assembly	F1	DRIVE GEAR AND PINION- BEARING		LUBRICANT				
		Axle Head assembly ; Axle Head assembly	F1	DRIVE GEAR AND PINION- BEARING		O RING				
A		Propeller shaft, with universal joints ; Transfer Case to Rear Axle				SHAFT	1		1576.41	
A		Propeller shaft, with universal joints ; Transfer Case to Rear Axle				HEAD	1	X		
A		Propeller shaft, with universal joints ; Transfer Case to Rear Axle				GASKET	1			
A		Propeller shaft, with universal joints ; Transfer Case to Rear Axle				LUBRICANT	7		301.73	
A		Propeller shaft, with universal joints ; Transfer Case to Rear Axle				O RING				

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES THERE IS A WHINE UNDER LOAD CHECK AND ADVISE MULTI INSPECTION

**(RO) Cause:**

■

**(RO) Correction:**

■ VERIFIED CUSTOMER CONCERN, AWHINE/GRINDING NOISE COULD BE HEARD FROM THEREAR OF THE VEHICLE WHILE DRIVING. ALSONOTICED A BAD VIBRATION FROM THE REAR. UPONINSPECTION, FOUND THE REAR SECTION OF THEREAR DRIVESHAFT WAS OUT OF ROUND/SEVERELYUNBALANCED. CHECKED THE REAR DIFFERENTIALFLUID, FOUND IT WAS VERY DARK AND HAD A LOTOF ■ CONTAMINATION. REMOVED THE REAR DIFF ■, FOUND THE REAR PINIONBEARINGS HAD FAILED, ABNORMAL WEAR ON THERING AND PINION GEAR TEETH, AND FOUNDEXCESSIVE BACKLASH BETWEEN THE RING GEAR ANDPINION GEAR. RECOMMENDED REPLACING THE ■ VESHAFT AND REAR ■ ■ REPAIR APPROVED. INSTALLED NEW ■ NEW HOUSING GASKET AND INSTALLED NEW ■ RIVESHAFT. FILLED REAR DIFF TO CORRECTLEVEL WITH NEW FLUID. TEST DROVE VEHICLE, THENOISE AND VIBRATION IN THE REAR ARE NO LONGERPRESENT AT THIS TIME Axle Head assembly - Replace Axle Head assembly (2 - Skilled) Propeller shaft, with universal joints - Replace Transfer Case to Rear Axle (1 - Semi-Skilled) DI1 FUEL Mult-point inspection SUBLET REPAIRS

**(RO) Technical Notes:**

■

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES THERE IS A WHINE UNDER LOAD

**(Claim) Cause:**

VERIFIED CUSTOMER CONCERN, A WHINE/GRINDING NOISE COULD BE HEARD FROM THE REA R OF THE VEHICLE WHILE DRIVING. ALSO NOTICED A BAD VIBRATION FROM THE REAR. U PON INSPECTION, FOUND THE REAR SECTION OF THE REAR DRIVESHAFT WAS OUT OF ROUN D/SEVERELY UNBALANCED. CHECKED THE REAR DIFFERENTIAL FLUID, FOUND IT WAS VERY DARK AND HAD A LOT OF ■ CONTAMINATION. REMOVED THE REAR DIFF ■, FOUND THE REAR PINION BEARINGS HAD FAILED, ABNORMAL WEAR ON THE R ING AND PINION GEAR TEETH, AND FOUND EXCESSIVE BACKLASH BETWEEN THE RING GEAR AND PINION GEAR. RECOMMENDED REPLACING THE ■ VESHAFT AND REAR ■ ■

**(Claim) Correction:**

INSTALLED NEW ■ NEW HOUSING GASKET AND INSTALLED NEW ■ VESHAFT. FILLED REAR DIFF TO CORRECT LEVEL WITH NEW FLUID. TEST DROVE VEHICLE , THE NOISE AND VIBRATION IN THE REAR ARE NO LONGER PRESENT AT THIS TIME

# Warranty Claim Report

## Vehicle Information

Build Date	Year	Plant	Body	Coverage Code	LIMITED CREW CAB 4X4
		ASSEMBLY PLANT			

## Claim Information

Claim #	In Service Date
Claim Type	Repair Date
Claim Status	Mileage (Miles)
F - Service Contract	
Paid	
<b>Expense</b>	
Labor	Total Paid
Sublet	

## Dealer Information

Code	Name
Address	

## Condition Information

Code	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	MC	MAINTENANCE CARE						
		Maintenance interval - Schedule B ; To be used						
		Maintenance Allowance ; Fixed Cost Maintenance						

## RO Narratives

### (RO) Customer Concern:

Lube - Oil & Filter Change WP MOPAR EXPRESS LANE INSPECTION Replace Cabin Air Filter. Replace Engine Air Filter

### (RO) Cause:

Lube - Oil & Filter Change WP PERFORMED MOPAR MULTI POINT VEHICLE INSPECTION INSPECTION. AND SET TIRE PRESSURES TO FACTORY SPECIFICATION

### (RO) Correction:

40 Change engine oil, change oil filter and lubricate chassis. Check all fluids and top off as necessary. Check and adjust tire pressure to specs. Lube - Oil & Filter Change PERFORMED MULTI POINT INSPECTION MOPAR EXPRESS LANE INSPECTION Replace Cabin Air Filter. Replace Engine Air Filter WARRANTY OIL CHANGE DISCOUNT Replace Engine Air Filter MISC. SHOP CHARGES

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

NA

### (Claim) Cause:

NA

### (Claim) Correction:



# Warranty Claim Report

## Vehicle Information

VIN	0	Year	Body	DD8L64 - RAM 3500 REG CAB CHASSIS 4X4
Build Date		Plant	TRUCK ASSEMBLY PLANT	Coverage

## Claim Information

Claim #		In Service Date	
Claim Type	S - Safety (Recalls)	Repair Date	
Claim Status	Paid	Mileage (Miles)	
<b>Expense</b>			
Labor	Sublet	Part	Total Paid

## Dealer Information

Name	CARSON DODGE-CHRYSLER INC	Zone	
Address	3059 SOUTH CARSON STREET , CARSON CITY, NV 89701		

## Condition Information

Condition	Desc	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	Safety Recall Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X		

## RO Narratives

### (RO) Customer Concern:

MISCELLENOUS CONCERNS MISCELLENOUS CONCERNS MISCELLENOUS CONCERNS RECALL

### (RO) Cause:

NA

### (RO) Correction:

NA

### (RO) Technical Notes:

TIME TO LUBE AND CLEAN DOOR HINGES DUE TO NOISE FLUID A S [REDACTED] AUTO AISIN [REDACTED] TRANS COMES ROAD READY 2) ONCE ALL CONCERN GETS CORRECTED, AS PA DOES MATCHES WITH THE CLAIM , RESUBMIT THE CLAIM VIA PA STATUS FOR SYSTEM AUTO PAYMENT. PLEASE ENTER THE LETTERS PA IN THE AUTHORIZATION FIELD, SAVE & THEN SUBMIT TO UTILIZE THE PRE AUTHORIZATION. THANK YOU FROM THE [REDACTED] WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [REDACTED] [REDACTED], INCLUDE VIN & CONCERN.

## GCS Narratives

### (Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES VEHICLE IS IN LIMP MODE AND CEL CAME ON. GENERAL CONCERN #3 [CUSTOMER STATES [REDACTED] DOOR HINGES HAVE SCREECHING NOISES A CHECK AND ADVISE]SERIAL [REDACTED] S DOORS ARE CLOSED AND HAVE TO BE CONSTANTLY LUBED. CHECK AND ADVISE ]

### (Claim) Cause:

COMPLAINT IS DOOR HINGES HAVE SCREECHING NOISE WHEN THEY ARE CLOSED AND HAVE T COMPLAINT IS TRANSMISSION IS IN LIMP MODE AND CHECK ENGINE LIGHT ON, [REDACTED] GEA O BE CONSTANTLY LUBED R 1 INCORRECT RATIO ACTIVE, THE FLUID IS BURNED AND ALL FORWARD AND THE TRANS WILL NOT ENGAGE DRIVE AT ALL, THE PAN WAS

DROPPED WITH LARGE AMOUNTS OF METAL DEBRIS FROM A K1 CLUTCH DRUM FAILURE, SUGGEST REPLACE TRANS AND COOLER

**(Claim) Correction:**

THE HINGE DETENTS WERE COVERED IN OIL AND DIRT, SERVICE INFO REQUIRES CLEANING BEFORE GREASING THE MOVING MECHANISM AND THEN OPERATING, SERVICE INFO WAS FOLLOWED AND ALL SURFACES CLEANED BEFORE GREASING AND NO SCREECH NOISE IS PRESENT THE TRANSMISSION AND COOLER AND BYPASS VALVE WERE REPLACED, [REDACTED] OF TRANS FLUID WERE TOPPED OFF AND NEW CONVERTER BOLTS INSTALLED, NEW BOLTS FOR THE DRIVELINES WERE REPLACED PER SERVICE INFO AND A QUICK LEARN WAS PERFORMED, AFTER [REDACTED] DRIVES ALL [REDACTED] WERE VERIFIED WITH NO LEAKS OR CODES PRESENT

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# Warranty Claim Report

## Vehicle Information

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

## Claim Information

Claim #	[REDACTED]	In Service Date	[REDACTED]
Claim Type	F - Service Contract	Repair Date	[REDACTED]
Claim Status	Paid	Mileage (Miles)	[REDACTED]
<b>Expense</b>			
Labor	[REDACTED]	Sublet	[REDACTED]
Part	[REDACTED]	Total Paid	[REDACTED]

## Dealer Information

Code	[REDACTED]	Name	[REDACTED] CHRYSLER DODGE	Zone	66 [REDACTED]
Address	1775 E MERRITT CAUSEWAY , MERRITT ISLAND, FL 32952				

## Condition Information

Condition	Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
A	[REDACTED]	MAINTENANCE CARE						[REDACTED]
	[REDACTED]	MAINTENANCE CARE						[REDACTED]

## RO Narratives

### (RO) Customer Concern:

REPLACE FUEL FILTER REPLACE FUEL FILTER CHASSIS MOUNTED

### (RO) Cause:

NA

### (RO) Correction:

LOF REPLACED FUEL FILTER REPLACED FUEL FILTER .

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

NA

### (Claim) Cause:

NA

### (Claim) Correction:

LOF

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# Warranty Claim Report

## Vehicle Information

VIN		Year		Body	D28P81 - RAM 3500
Build Date		Plant	TRUCK ASSEMBLY PLANT	Coverage Code	

## Claim Information

Claim #		In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage (Miles)	
<b>Expense</b>			
Labor		Sublet	Total Paid

## Dealer Information

Code		Name	CHAPMAN SCOTTSDALE AUTOPLEX INC	Zone	
Address	6601 EAST MCDOWELL ROAD , SCOTTSDALE, AZ 85257				

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
		Transmission - equipped pick-up only				CLUTCHKIT	1	X		
		Transmission - equipped pick-up only					1		13.72	\$107.08
		Transmission - equipped pick-up only								
		Transmission - equipped pick-up only					1		8.46	\$107.08
		Transmission - equipped pick-up only					1		37.75	\$107.08
		Transmission - equipped pick-up only				GASKET	1		46.11	\$107.08
		Transmission - equipped pick-up only				WASHER	1		10.01	\$107.08
		Transmission - equipped pick-up only				FLUID AFT	6		139.25	\$107.08
		Transmission - equipped pick-up only				FLUID AFT	6		139.25	\$107.08
		Transmission - equipped pick-up only				BOLT	6		29.71	\$107.08
		Transmission - equipped pick-up only				BOLT				
		Transmission - equipped pick-up only				BOLT				
		Transmission - equipped pick-up only				GREASE	1		103.25	\$107.08
		Transmission, Remove and install for recondition - C; 4X4 equipped				CLUTCHKIT	1	X		
		Transmission, Remove and install for recondition - C; equipped					1		13.72	\$214.15
		Transmission, Remove and install for recondition - C; equipped								
		Transmission, Remove and install for recondition - C; 4X4 equipped					1		8.46	\$214.15
		Transmission, Remove and install for recondition - equipped					1		37.75	\$214.15





		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A		Transmission, Remove and install for recondition - Input Shaft Assembly; Clutch / Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION		GREASE	1			

## RO Narratives

### (RO) Customer Concern:

Perform complete multipoint safety inspection Customer states vehicle only has reverse advise Tow - Vehicle was Towed In by cut throat towing

### (RO) Cause:

VISUAL INSPECTION K1 clutch snap ring dislodged. Tow - Vehicle was Towed In by cut throat towing

### (RO) Correction:

TECH COMPLETED Customer complained vehicle only has reverse, verified concern found vehicle would move in reverse but not forward direction. Scanned dtc's and found [REDACTED] - gear ratio error in [REDACTED]. Suspected issue with [REDACTED] clutch. Referenced tsb [REDACTED] for repair. Removed transmission and disassembled, found [REDACTED] clutch in fact popped out of clutch housing causing no movement. Replaced [REDACTED] clutch assembly as well as all gaskets and seals required. Re-installed transmission with new driveshaft hardware and fluid. Test drove vehicle, vehicle now moves in forward direction. LOPS: [REDACTED] / [REDACTED] total. Tow - Vehicle was Towed In by cut throat towing

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES VEHICLE ONLY HAS REVERSE ADVISE

### (Claim) Cause:

K1 CLUTCH SNAP RING DISLODGED.

### (Claim) Correction:

CUSTOMER COMPLAINED VEHICLE ONLY HAS REVERSE, VERIFIED CONCERN FOUND VEHICLE WOULD MOVE IN REVERSE BUT NOT FORWARD DIRECTION. SCANNED DTC'S AND FOUND [REDACTED] RATIO ERROR IN [REDACTED]. SUSPECTED ISSUE WITH [REDACTED] CLUTCH. REFERENC E [REDACTED] FOR REPAIR. REMOVED TRANSMISSION AND DISASSEMBLED. FOUND [REDACTED] CLUTCH IN FACT POPPED OUT OF CLUTCH HOUSING CAUSING NO MOVEMENT. REPLACED [REDACTED] CLUTCH ASSEMBLY AS WELL AS ALL GASKETS AND SEALS REQUIRED. RE-INSTALLED TRAN SMISSION WITH NEW DRIVESHAFT HARDWARE AND FLUID. TEST DROVE VEHICLE, VEHICLE N OW MOVES IN FORWARD DIRECTION. NO FURTHER ACTION NEEDED.

# Warranty Claim Report

## Vehicle Information

VIN		Year		Body			
Build Date		Plant		ASSEMBLY PLANT		Coverage Code	

## Claim Information

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

## Expense

Labor		Sublet		Part		Total Paid	
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## Dealer Information

Code		Name	CHAPMAN SCOTTSDALE AUTOPLEX INC	Zone	
Address	6601 EAST MCDOWELL ROAD , SCOTTSDALE, AZ 85257				

## Condition Information

Condition	Failure	Failure	Part Number	Part Name	Quantity	Failed	Expense	Expense
A		Transmission, Remove and install for recondition - ;						
		Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly						
A		Goodwill Authorization ; Goodwill Authorization						
		Towing						

## RO Narratives

### (RO) Customer Concern:

NA

### (RO) Cause:

NA

### (RO) Correction:

NA

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

TOWING APPROVED BY AREA DM

### (Claim) Cause:

TOWING APPROVED BY AREA DM

### (Claim) Correction:

TOWING APPROVED BY AREA DM



# Warranty Claim Report

## Vehicle Information

VIN		Year		Body		CAB	
Build Date		Plant		TRUCK ASSEMBLY PLANT		Coverage Code	

## Claim Information

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

## Expense

Labor		Sublet		Total Paid	
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## Dealer Information

Code		Name		Zone	00
Address	950 HIGHWAY 66 SOUTH , KERNERSVILLE, NC 27284				

## Condition Information

Condition Code	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A		Transmission ; DEF equipped 4x4 pick-up only		TRANSMISS	1	X		
A		Transmission ; DEF equipped 4x4 pick-up only			1		210.38	
A		Transmission, Replace - automatic ;	UC	UNCODABLE (NARRATIVE REQUIRED)		X		
A		Transmission, Replace - automatic ;	UC	UNCODABLE (NARRATIVE REQUIRED)				
A		Transmission, Replace - automatic ; propeller shaft equipped		TRANSMISS	1	X		
A		Transmission, Replace - automatic ; propeller shaft equipped						
		Transmission, Replace - automatic ; 4x4/AWD equipped		TRANSMISS	1	X		
		Transmission, Replace - automatic ; 4x4/AWD equipped						
A		Lines, transmission and torque converter oil cooler ; (1 - Semi-Skilled)		TRANSMISS	1	X		
A		Lines, transmission and torque converter oil cooler ; (Semi-Skilled)			1		210.38	

## RO Narratives

### (RO) Customer Concern:

CUST STATES AFTER PREVIOUS REPAIRS VEHICLE HAS HARSH SHIFT FROM █ TO █ AND █ TO █. SLIPS AND THEN JUMPS INTO GEAR CUSTOMER REQUEST MULTI POINT INSPECTION AND VITAL FLUID ANALYSIS

### (RO) Cause:

PERFORME [REDACTED] [REDACTED] CLUTCH SNAP RING DISLODGED CUST TOOK VEHICLE AFTER REPAIR AND VEHICLE HAS HARSH SHIFT F ER REPAIR AND VEHICLE HAS HARSH SHIFT FROM [REDACTED] AND 3-4. NO C ODES RETURNED, AND REPERFORMED QUICKLEARN, BUT HARSH SHIFT R EMAINS. FLUID WAS VERY DIRTY BEFORE K1 CLUTCH REPLACEMENT CONFIRMED FURTHER CLUTCH FAILURE

**(RO) Correction:**

REPLACED TRANSMISSION, THERMAL BYPASS VALVE AND FILLED WITH FLUID. TEST DROVE VEHICLE WITH NO FURTHER CONCERNS COMPLETED-SEE ATTACHED COPY

**(RO) Technical Notes:**

ERRACTIC HARD SHIFT INTERNAL DEFECT

## GCS Narratives

**(Claim) Customer Concern:**

CUST STATES AFTER PREVIOUS REPAIRS VEHICLE HAS HARSH SHIFT || FROM [REDACTED] TO [REDACTED] AN [REDACTED]. SLIPS AND THEN JUMPS || INTO GEAR

**(Claim) Cause:**

PERFORME [REDACTED] [REDACTED] CLUTCH SNAP RING DISLODGED || CUST TOOK VEHICLE AFTER REPAIR AND VEHICLE HAS HARSH SHIFT F || ER REPAIR AND VEHICLE HAS HARSH SHIFT FRO [REDACTED] AND 3-4. NO C || ODES RETURNED, AND REPERFORMED QUICKLEARN, BUT HARSH SHIFT R || EMAINS. FLUID WAS VERY DIRTY BEFORE K1 CLUTCH REPLACEMENT | | CONFIRMED FURTHER CLUTCH FAILURE

**(Claim) Correction:**

REPLACED TRANSMISSION, THERMAL BYPASS VALVE AND FILLED WITH || FLUID. TEST DROVE VEHICLE WITH NO FURTHER CONCERNS

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# Warranty Claim Report

## Vehicle Information

VIN		Year		Body	
Build Date		Plant	TRUCK ASSEMBLY PLANT	Coverage	

## Claim Information

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

## Expense

Labor	\$1,861.98	Sublet	\$9,537.87	Part	\$0.00	Total Paid	
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## Dealer Information

Name	CARSON DODGE-CHRYSLER INC	Zone	
Address	3059 SOUTH CARSON STREET , CARSON CITY, NV 89701		

## Condition Information

Condition	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Failed	Expense	Expense
		Transmission ; DEF equipped						
		pick-up only						
		Transmission ; DEF equipped		FLUID AFT				
		pick-up only						
		Transmission ; DEF equipped		TRANSMISS	1	X		
		pick-up only						
		Transmission ; DEF equipped			1		92.23	
		pick-up only						
		Transmission ; DEF equipped						
		pick-up only						
		Transmission ; DEF equipped		BOLT	8			
		pick-up only						
A		Transmission, Replace - automatic ;	CHECK	SERVICE SO				
A		Transmission, Replace - automatic ;	CHECK	SERVICE SO				
A		Transmission, Replace - automatic ;	CHECK	SERVICE SO				
A		Transmission, Replace - automatic ;	CHECK	SERVICE SO				
A		Transmission, Replace - automatic ;	CHECK	SERVICE SO				
A		Transmission, Replace - automatic ;	CHECK	SERVICE SO				
A		Transmission, Replace - automatic ;	CHECK	SERVICE SO				
A		Transmission, Replace - automatic ; Two piece propeller shaft equipped			1		193.09	\$42.80
A		Transmission, Replace - automatic ; Two piece propeller shaft equipped		FLUID AFT				

A		Transmission, Replace - automatic ; Two piece propeller shaft equipped				TRANSMISS	1	X		
A		Transmission, Replace - automatic ; Two piece propeller shaft equipped				COOLER	1			
A		Transmission, Replace - automatic ; Two piece propeller shaft equipped				BOLT	6			
A		Transmission, Replace - automatic ; Two piece propeller shaft equipped				BOLT	8			
A	21002766	Transmission, Replace - automatic ; equipped				TOC ASSY	1		193.09	\$128.41
A	21002766	Transmission, Replace - automatic ; equipped				FLUID AFT	4		76.22	\$128.41
A	21002766	Transmission, Replace - automatic ; equipped				TRANSMISS	1	X	9095.71	\$128.41
A	21002766	Transmission, Replace - automatic ; equipped				COOLER	1			
A	21002766	Transmission, Replace - automatic ; equipped				BOLT	6			
A	21002766	Transmission, Replace - automatic ; equipped				BOLT	8		56.23	\$128.41
A		thermal cooler bypass				TOC ASSY	1			
A		thermal cooler bypass				FLUID AFT	4			
A		thermal cooler bypass				TRANSMISS	1	X		
A		thermal cooler bypass				COOLER	1			
A		thermal cooler bypass				BOLT	6			
A		thermal cooler bypass				BOLT	8			
A		Oil cooler, external / auxiliary ; Cooler (2 - Skilled)				TOC ASSY	1			
A		Oil cooler, external / auxiliary ; Cooler (2 - Skilled)				FLUID AFT	4			
A		Oil cooler, external / auxiliary ; Cooler (2 - Skilled)				TRANSMISS	1	X		
A		Oil cooler, external / auxiliary ; Cooler (2 - Skilled)				COOLER	1			
A		Oil cooler, external / auxiliary ; Cooler (2 - Skilled)				BOLT	6		24.39	\$385.24
A		Oil cooler, external / auxiliary ; Cooler (2 - Skilled)				BOLT	8			
A		Digital Imaging ; Process time				TOC ASSY	1			
A		Digital Imaging ; Process time				FLUID AFT	4			
A		Digital Imaging ; Process time				TRANSMISS	1	X	9095.71	\$171.22
A		Digital Imaging ; Process time				COOLER	1			

A		Digital Imaging ; Process time				BOLT				
A		Digital Imaging ; Process time				BOLT	8		56.23	
B		Door - Buzz Squeaks Rattles ; Right Front	UC	UNCODABLE (NARRATIVE REQUIRED)						

## RO Narratives

### (RO) Customer Concern:

MISCELLENOUS CONCERNS MISCELLENOUS CONCERNS MISCELLENOUS CONCERNS RECALL

### (RO) Cause:

NA

### (RO) Correction:

NA

### (RO) Technical Notes:

TIME TO LUBE AND CLEAN DOOR HINGES DUE TO NOISE FLUID A S [REDACTED] AUTO AISIN AS69RC HD TRANS COMES ROAD READY 2) ONCE ALL CONCERN GETS CORRECTED, AS PA DOES MATCHES WITH THE CLAIM , RESUBMIT THE CLAIM VIA PA STATUS FOR SYSTEM AUTO PAYMENT. PLEASE ENTER THE LETTERS PA IN THE AUTHORIZATION FIELD, SAVE & THEN SUBMIT TO UTILIZE THE PRE AUTHORIZATION. THANK YOU FROM THE [REDACTED] WARRANTY CONTACT CENTER. IF FURTHER ASSISTANCE IS NECESSARY, PLEASE CONTACT THE [REDACTED] AGENT [REDACTED], INCLUDE VIN & CONCERN.

## GCS Narratives

### (Claim) Customer Concern:

GENERAL CONCERN #1 [CUSTOMER STATES VEHICLE IS IN LIMP MODE AND CEL CAME ON. GENERAL CONCERN #3 [CUSTOMER STATES [REDACTED] DOOR HINGES HAVE SCREECHING NOISES A CHECK AND ADVISE]SERIAL [REDACTED] S DOORS ARE CLOSED AND HAVE TO BE CONSTANTLY LUBED. CHECK AND ADVISE ]

### (Claim) Cause:

COMPLAINT IS DOOR HINGES HAVE SCREECHING NOISE WHEN THEY ARE CLOSED AND HAVE T COMPLAINT IS TRANSMISSION IS IN LIMP MODE AND CHECK ENGINE LIGHT ON. [REDACTED] GEAR TO BE CONSTANTLY LUBED R 1 INCORRECT RATIO ACTIVE, THE FLUID IS BURNED AND ALL FORWARD AND THE TRANS WILL NOT ENGAGE DRIVE AT ALL, THE PAN WAS DROPPED WITH LARGE AMOUNTS OF METAL DEBRIS FROM A K1 CLUTCH DRUM FAILURE, SUGGEST REPLACE TRANS AND COOLER

### (Claim) Correction:

THE HINGE DETENTS WERE COVERED IN OIL AND DIRT, SERVICE INFO REQUIRES CLEANING BEFORE GREASING THE MOVING MECHANISM AND THEN OPERATING, SERVICE INFO WAS FOLLOWED AND ALL SURFACES CLEANED BEFORE GREASING AND NO SCREECH NOISE IS PRESENT THE TRANSMISSION AND COOLER AND BYPASS VALVE WERE REPLACED, [REDACTED] OF TRANS FLUID WERE TOPPED OFF AND NEW CONVERTER BOLTS INSTALLED, NEW BOLTS FOR THE DRIVELINES WERE REPLACED PER SERVICE INFO AND A QUICK LEARN WAS PERFORMED, AFTER [REDACTED] DRIVES [REDACTED] WERE VERIFIED WITH NO LEAKS OR CODES PRESENT

# Warranty Claim Report

## Vehicle Information

Build Date	Year	Plant	Body	Coverage Code
		TRUCK ASSEMBLY PLANT	LIMITED CREW	

## Claim Information

Claim #	In Service Date
Claim Type	Repair Date
Claim Status	Mileage (Miles)

## Expense

Labor	Sublet	Total Paid
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## Dealer Information

Code	Name
Address	

## Condition Information

Condition	Failure	Failure Desc	Part Number	Name	Quantity	Part Failed	Expense	Expense
Safety Recall - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (REQUIRED)	CSTP 1AA	RELAY	1	X		
Emissions Recall 3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM and Replace VECI Label ( Aisin Transmission Only)	UC	UNCODABLE (REQUIRED)	CERN 2AA	SENSOR	1	X		
Emissions Recall 3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM and Replace VECI Label ( Aisin Transmission Only)	UC	UNCODABLE (REQUIRED)		LABEL	1			
Emissions Recall 3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM and Replace VECI Label ( Aisin Transmission Only)	UC	UNCODABLE (REQUIRED)						

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES PERFORM RECALL HEAVY DUTY GRID HEATER RELAY. CUSTOMER STATES PERFORM RECALL DIESEL PM SENSOR. MOPAR EXPRESS LANE INSPECTION

### (RO) Cause:

PERFORMED MOPAR MULTI VEHICLE INSPECTION INSPECTION. AND SET TIRE PRESSURES TO FACTORY SPECIFICATION

### (RO) Correction:

PERFORM RECALL .2 20 REMOVE AND REPLACE RELAY INTAKE AIR HEATER Trim PERFORM RECALL .6 60 INSTALL "PM" SENSOR AND REPROGRAM PCM, INSTALL AUTHORIZED MODIFICATION LABEL Trim MOPAR EXPRESS LANE INSPECTION

**(RO) Technical Notes:**

NA

**GCS Narratives**

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

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# Warranty Claim Report

## Vehicle Information

VIN	[REDACTED]	Year	[REDACTED]	Body	D28M81 -	3500 LIMITED	[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]
<b>Expense</b>			
Labor	[REDACTED]	Sublet	\$645.97
			\$350.00
		<b>Total Paid</b>	[REDACTED]

## Dealer Information

Name	[REDACTED]	Zone	[REDACTED]
Address	777 CAMINO DEL RIO SOUTH , SAN DIEGO, CA 92108		

## Condition Information

Condition	Desc	Number	Name	Quantity	Failed	Expense	Expense
[REDACTED]	Transmission ; DEF equipped pick-up only	[REDACTED]	[REDACTED]	[REDACTED]			
[REDACTED]	Transmission ; DEF equipped pick-up only	[REDACTED]	SEAL RING	[REDACTED]			
[REDACTED]	Transmission ; DEF equipped pick-up only	68019782AA	SEAL RING	1	X	[REDACTED]	
[REDACTED]	Transmission ; DEF equipped pick-up only	68244579AA	[REDACTED]	1		35.78	\$129.32
[REDACTED]	Transmission ; DEF equipped pick-up only	[REDACTED]	WASHER	1		9.48	\$129.32
[REDACTED]	Transmission ; DEF equipped pick-up only	06511777AA	BOLT	[REDACTED]			
[REDACTED]	Transmission ; DEF equipped pick-up only	68244638AA	GASKET	1		43.70	\$129.32
[REDACTED]	Transmission ; DEF equipped pick-up only	05189966AE	FLUID AFT	[REDACTED]			
[REDACTED]	Transmission ; DEF equipped pick-up only	68089195AA	LUBRICANT	[REDACTED]			
[REDACTED]	Transmission, Remove and install for recondition - [REDACTED] C; equipped	[REDACTED]	[REDACTED]	1		13.00	\$258.64
[REDACTED]	Transmission, Remove and install for recondition - [REDACTED] C; equipped	[REDACTED]	SEAL RING	1		13.98	\$258.64
[REDACTED]	Transmission, Remove and install for recondition - [REDACTED] C; equipped	68019782AA	SEAL RING	1	X	[REDACTED]	
[REDACTED]	Transmission, Remove and install for recondition - [REDACTED] C; equipped	[REDACTED]	[REDACTED]	1		35.78	\$258.64
[REDACTED]	Transmission, Remove and install for recondition - [REDACTED]	[REDACTED]	WASHER	1		9.48	\$258.64



		propeller shaft equipped								
A		Transmission, Remove and install for recondition - ; Two propeller shaft equipped				WASHER	1		9.48	\$43.11
A		Transmission, Remove and install for recondition - ; Two propeller shaft equipped				BOLT	6		28.15	\$43.11
A		Transmission, Remove and install for recondition - ; shaft equipped				GASKET	1			
A		Transmission, Remove and install for recondition - ; shaft equipped				FLUID AFT	8			
A		Transmission, Remove and install for recondition - ; Two propeller shaft equipped				LUBRICANT	2			
A		Customer Satisfaction Notification - Aisin Transmission ; Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)		SNAP	1			
A		Customer Satisfaction Notification - Aisin Transmission ; Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)		SEAL	1		13.98	\$948.33
A		Customer Satisfaction Notification - Aisin Transmission ; Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)		SEAL	1	X		
A		Customer Satisfaction Notification - Aisin Transmission ; Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)		O-	1			
A		Customer Satisfaction Notification - Aisin Transmission ; Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)		WASHER	1		9.48	\$948.33
A		Customer Satisfaction Notification - Aisin Transmission ; Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)		BOLT	6			
A		Customer Satisfaction Notification - Aisin Transmission ; Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)		GASKET	1			
A		Customer Satisfaction Notification - Aisin Transmission ; Clutch / Input Shaft Assembly -	UC	UNCODABLE (NARRATIVE REQUIRED)		FLUID AFT	8			



**(RO) Correction:**

PERFORM SYNTHETIC DIESEL OIL AND FILTER CHANGE, ADD MOTOR OIL CONDITIONER AND TOP OFF UNDER HOOD FLUIDS AS NEEDED [REDACTED] [REDACTED] [REDACTED] DISPOSAL FEE PERFORM SYNTHETIC DIESEL OIL AND FILTER CHANGE, ADD MOTOR OIL CONDITIONER AND TOP OFF UNDER HOOD FLUIDS AS NEEDED [REDACTED] MISC. SHOP CHARGES [REDACTED] [REDACTED] Inspect and Replace Snap [REDACTED] (4.4). [REDACTED] Propeller Shaft 21-00-0A [REDACTED] (0.2). Skid Plate [REDACTED] (0.2). DEF Equipped 4x4 pickup trucks only 21-00-01-69 (0.6). 4x4 Equipped [REDACTED] (1.2) 71A - Aisin Transmission - Replace K1 Clutch / Input Shaft 4x4 Equipped Skid plate equipped Transmission, Remove and install for recondition -AS68RC/ Transmission DEF equipped 2500-3500 4x4 pick-up only STANDARD OPEN RECAL [REDACTED] PM sensor present, reprogram PCM 25-[REDACTED] [REDACTED] - Replace Particulate Matter Sensor, update ECM and VECI Label [REDACTED] - Replace Particulate Matter Sensor, update ECM and VECI Label OPEN RECAL [REDACTED] Replace Relay, Intake Air Heater [REDACTED] [REDACTED] Safety Recall [REDACTED] - Intake Air Grid Heater Relay - Replace Safety Recall [REDACTED] - Intake Air Grid Heater Relay - Replace SET TIRE PRESSURES TO MANUFACTURER SPECIFICATIONS OF L/F \_\_36\_\_, R/F \_\_36\_\_, L/R \_\_36\_\_, R/R \_\_36\_\_. Check Tire Pressure PER [REDACTED] TIRE PRESSURE REGULATION, INSPECT ALL TIRES FOR AIR PRESSURE AND SET TO MANUFACTURER SPECIFICATIONS. 13876 see line a for repair REFER TO LINE A FOR REPAIRS GENERAL OPERATION RENTAL CAR ENTERPRISE DAYS NOT COVERED ENTERPRISE RENTAL RENTAL CAR SUBLET REPAIRS SUBLET REPAIRS PERFORMED LUBE AND FILTER CHANGE USING MOPAR APPROVED OIL AND GENUINE MOPAR RECOMMENDED ENGINE OIL FILTER. TOPPED OFF FLUIDS AS NECESSARY AND SET TIRE PRESSURES TO

**(RO) Technical Notes:**

NA

**GCS Narratives**

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

# Warranty Claim Report

## Vehicle Information

Year	Body	DP9L94 -	CAB CHASSIS
Build Date	Plant	TRUCK ASSEMBLY PLANT	Coverage

## Claim Information

Claim #	In Service Date				
Claim Type	W - Warranty	Repair Date			
Claim Status	Paid	Mileage (Miles)			
<b>Expense</b>					
Labor	Sublet	\$0.00	Part	\$0.00	Total Paid

## Dealer Information

Name	DODGE JEEP RAM	Zone
Address	9640 STATE HWY 121 , TX 75035	

## Condition Information

Condition	Desc	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Expense	Expense
A	Radio/Telematics Gateway Module ; Obtain ESN from radio				RADIO	1	X		
A	Radio/Telematics Gateway Module : Exchange unit		BURNED OR BURNED OUT		RADIO	1	X		
B	Module, Telematics Box (TBM) Backup Flash ; Module, Telematics Box (TBM2) - Reprogram	CC	SENDING UNITS/SENSORS						

## RO Narratives

### (RO) Customer Concern:

CUST STATES THERE IS SERVICE UCONNECT MESSAGE ON THE SCREEN AND IT WILL NOT GO AWAY -SOP RADIO BOX WITH BOBO NAME IS HERE ON THE SHELF-PICKING UPASAP] PERFORM MULTI POINT VEHICLE INSPECTION.....TREAD DEPTH.....TIRE SIZE..... CUSTOMER STATES RADIO SCREEN IS BLUE

### (RO) Cause:

VEHICLE INSPECTION

### (RO) Correction:

radio shorted .4 .1radio/Telematics Gateway Module - Test andReplace Exchange unit Radio/TelematicsGateway Module Obtain ESN from radio replacedfaulty radio Radio/Telematics Gateway Module Radio/Telematics Gateway Module Obtain ESN from radio PERFORM MULTI POINT VEHICLE INSPECTION.....TREAD DEPTH.....TIRE SIZE..... see rrt Flashingfrom current part number totargeted part number Module,Global Telematics Box (TBM) - Reprogram TBM BACKUP FLASH

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUST STATES THERE IS SERVICE UCONNECT MESSAGE ON THE SCREEN AND IT WILL NOT GO CUSTOMER STATES RADIO SCREEN IS BLUE AWAY

**(Claim) Cause:**

SEE RRT [REDACTED] RADIO SHORTED

**(Claim) Correction:**

FLASHING FROM CURRENT PART [REDACTED] TO TARGETED PART [REDACTED] F. MODULE, GLOBAL  
TELEMATICS BOX (TBM) - REPROGRAM REPLACED FAULTY RADIO

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# Warranty Claim Report

## Vehicle Information

Build Date	Year	Body	CAB
	Plant	TRUCK ASSEMBLY PLANT	Coverage Code

## Claim Information

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

## Expense

Labor	Sublet	Total Paid
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## Dealer Information

Code	Name	Zone	51
Address			

## Condition Information

Condition	Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
Transmission ; DEF equipped					1			
pick-up only								
Transmission ; DEF equipped					1		7.48	\$100.58
pick-up only								
Transmission ; DEF equipped				BOLT				
pick-up only								
Transmission ; DEF equipped				TRANSMISS	1	X		
pick-up only								
Transmission ; DEF equipped				COOLER	1			
pick-up only								
Transmission ; DEF equipped				BOLT	6			
pick-up only								
Transmission ; DEF equipped					1		8.85	\$100.58
pick-up only								
Transmission ; DEF equipped				O-	1		33.39	\$100.58
pick-up only								
Transmission ; DEF equipped				GASKET	1			
pick-up only								
Transmission ; DEF equipped					1		13.05	\$100.58
pick-up only								
Transmission ; DEF equipped								
pick-up only								
Transmission ; DEF equipped				FLUID AFT				
pick-up only								
A	Transmission, Replace - automatic ;	ML	CHECK SERVICE SO		1			
A	Transmission, Replace - automatic ;	ML	CHECK SERVICE SO		1			
A	Transmission, Replace - automatic ;	ML	CHECK SERVICE	BOLT	6			

A		Transmission, Replace - automatic ;	ML	CHECK SERVICE SO		TRANSMISS	1	X					
A		Transmission, Replace - automatic ;	ML	CHECK SERVICE SO		COOLER	1						
A		Transmission, Replace - automatic ;	ML	CHECK SERVICE SO		BOLT	6			45.43			
A		Transmission, Replace - automatic ;	ML	CHECK SERVICE SO		WASHER	1			8.85			
A		Transmission, Replace - automatic ;	ML	CHECK SERVICE SO		O-	1						
A		Transmission, Replace - automatic ;	ML	CHECK SERVICE SO		GASKET	1						
A		Transmission, Replace - automatic ;	ML	CHECK SERVICE SO			1						
A		Transmission, Replace - automatic ;	ML	CHECK SERVICE SO			1			14.78			
A		Transmission, Replace - automatic ;	ML	CHECK SERVICE SO		FLUID AFT	2			41.05			
A		Transmission, Replace - automatic ; Skid plate equipped					1						
A		Transmission, Replace - automatic ; Skid plate equipped					1						
A		Transmission, Replace - automatic ; Skid plate equipped				BOLT	6						
A		Transmission, Replace - automatic ; Skid plate equipped				TRANSMISS	1	X					
A		Transmission, Replace - automatic ; Skid plate equipped				COOLER	1			315.64		\$67.05	
A		Transmission, Replace - automatic ; Skid plate equipped				BOLT	6						
A		Transmission, Replace - automatic ; Skid plate equipped				WASHER	1						
A		Transmission, Replace - automatic ; Skid plate equipped				O-	1						
A		Transmission, Replace - automatic ; Skid plate equipped				GASKET	1						
A		Transmission, Replace - automatic ; Skid plate equipped					1			13.05		\$67.05	
A		Transmission, Replace - automatic ; Skid plate equipped					1						
A		Transmission, Replace - automatic ; Skid plate equipped				FLUID AFT	2						
A	21002762	Transmission, Replace - automatic ; propeller shaft equipped					1						
A	21002762	Transmission, Replace - automatic ; propeller shaft equipped					1						



A	████████	Transmission, Replace - automatic ; 4x4/AWD equipped			████████	FLUID AFT	2		41.05	\$100.58
A	████████	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			████████	████████	1		██████	██████
A	████████	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			████████	████████	1		██████████	
A	████████	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			████████	BOLT	6		██████████	
A	████████	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			████████	TRANSMISS	1	X	██████████	
A	████████	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			████████	COOLER	1		██████████	
A	████████	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			████████	BOLT	6		45.43	\$301.73
A	████████	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			████████	WASHER	1		8.85	\$301.73
A	████████	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			████████	O-RING	1		██████████	
A	████████	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			████████	GASKET	1		██████████	
A	████████	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			████████	████████	1		██████████	
A	████████	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			████████	████████	1		14.78	\$301.73
A	████████	Oil cooler, external / auxiliary ; Cooler (2 - Skilled)			████████	FLUID AFT	2		██████	██████
A	████████	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			████████	████████	1		██████	██████
A	████████	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			████████	████████	1		██████	██████
A	████████	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			████████	BOLT	6		26.27	██████
A	████████	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			████████	TRANSMISS	1	X	██████	██████
A	████████	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			████████	COOLER	1		██████████	
A	████████	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			████████	BOLT	6		██████████	
A	████████	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			████████	WASHER	1		██████████	

		appropriate repair Labor Operation.								
A	██████	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			██████	O-RING	1			██████
A	██████	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			██████	GASKET	1			██████
A	██████	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			██████	██████	1			██████
A	██████	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			██████	██████	1			██████
A	██████	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			██████	FLUID AFT		██████		██████

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES VEHICLE WILL NOT ENGAGE INTO GEAR. VEHICLE MADE LOUD CLANKING NOISE IN REV ERSE AND THEN WOULD NOT ENGAGE AFTER THAT. VERIFIED CUSTOMERS CONCERN. VEHICLE WAS TOWED REQUIRED PUSHING VEHICLE INTO REPAIR, FACILIT Y AND PLACING ON HOIST, SCANNED FOUND CODES ACTIVE ██████ RELATED GEA ██████ INCORRECT RATIO. CHECKED FOR UPDATES FOUND NONE.VERIFIE D FLUID LEVEL/COLOR:FULL&DIRTY W/LRG AMOUNTS OF METAL AND DEBRI. FOUND K1 SNAP RING BROKEN REMOVED TRANS AND FOUND INPUT CLUTCH DRUM DAMAGED. NO PARTS AVAILABLE. SEE JOB 2-CURE: (██████████) MOPAR EXPRESS LANE INSPECTION CURE FROM JOB 1: DISASSEMBLED THE TRANS PERFORMED COST COMPARISON ANALYSIS RESULTING IN A DECISION FOR REPLACEMENT. REMOVED AND REPLACED THE TRANS OIL COOLER AND SET AND CORRECTED THE FLUID LEVEL, CALIBRATED/RELEARNED THE QUICKLEARN. REMOVED AND REPLACED THE TRANSAXLE TRANS.ASSY REINSTALLED ALL ██████ ATTACHED SCAN REPORT. CLEARED CODES VERIFIED CODES DID NOT RETURN. PERFORMED QUICKLEARN VERIFIED FLUID LEVEL CORRECT. ROAD TESTED ██████ THE SYSTEM IS OPERATING AS DESIGNED. (██████████)

### (RO) Cause:

NA

### (RO) Correction:

NA

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

C/S WILL NOT ENGAGE INTO GEAR VEHICLE MADE LOUD CLANKING NOISE IN REVERSE AND THEN WOULD NOT ENGAGE AFTER THAT

### (Claim) Cause:

VERIFIED CUSTOMER CONCERN VEHICLE WAS TOWED, AND REQUIRED PUSHING VEHICLE INTO REPAIR FACILITY AND PLACED ON HOIST SCANNED FOUND CODES ACTIVE ██████ RELATE D GEAR ██████ INCORRECT RATIO. CHECKED FOR

UPDATES FOUND [REDACTED], VERIFIED FLUID LEVEL/COLOR: FULL & DIRTY W/LRG AMOUNTS OF METAL AND DEBRIS. FOUND K1  
SNAP RING BROKEN REMOVED TRANS AND FOUND INPUT CLUTCH DRUM DAMAGED

**(Claim) Correction:**

SYSTEM OPERATING AS DESIGNED

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# 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]
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## Dealer Information

Code	[REDACTED]	Name	[REDACTED]
Address	[REDACTED]		

## Condition Information

Condition	Failure	Failure	Part Name	Part Quantity	Part Failed	Expense	Expense
[REDACTED] Transmission - equipped			[REDACTED]	6		[REDACTED]	[REDACTED]
[REDACTED] pick-up only			[REDACTED]			[REDACTED]	[REDACTED]
[REDACTED] Transmission - equipped			[REDACTED]			[REDACTED]	[REDACTED]
[REDACTED] pick-up only			[REDACTED]			[REDACTED]	[REDACTED]
[REDACTED] Transmission - equipped			[REDACTED]			[REDACTED]	[REDACTED]
[REDACTED] pick-up only			[REDACTED]			[REDACTED]	[REDACTED]
[REDACTED] Transmission - equipped			[REDACTED]	1	X	[REDACTED]	[REDACTED]
[REDACTED] pick-up only			[REDACTED]			[REDACTED]	[REDACTED]
[REDACTED] Transmission - equipped			GREASE	1		85.03	\$100.87
[REDACTED] pick-up only			[REDACTED]			[REDACTED]	[REDACTED]
[REDACTED] Transmission - equipped			FLUID AFT	2		[REDACTED]	[REDACTED]
[REDACTED] pick-up only			[REDACTED]			[REDACTED]	[REDACTED]
[REDACTED] Transmission, Remove and install for recondition - equipped			[REDACTED]			[REDACTED]	[REDACTED]
[REDACTED] Transmission, Remove and install for recondition - equipped			[REDACTED]			[REDACTED]	[REDACTED]
[REDACTED] Transmission, Remove and install for recondition - equipped			[REDACTED]			[REDACTED]	[REDACTED]
[REDACTED] Transmission, Remove and install for recondition - equipped			[REDACTED]			[REDACTED]	[REDACTED]
[REDACTED] Transmission, Remove and install for recondition - equipped			[REDACTED]	1	X	1275.95	\$201.73
[REDACTED] Transmission, Remove and install for recondition - equipped			[REDACTED]			[REDACTED]	[REDACTED]
[REDACTED] Transmission, Remove and install for recondition - equipped			GREASE	1		85.03	\$201.73
[REDACTED] Transmission, Remove and install for recondition - equipped			[REDACTED]			[REDACTED]	[REDACTED]
[REDACTED] Transmission, Remove and install for recondition - equipped			FLUID AFT	2		[REDACTED]	[REDACTED]
[REDACTED] Transmission, Remove and install for recondition - equipped			[REDACTED]			[REDACTED]	[REDACTED]
[REDACTED] propeller shaft equipped			[REDACTED]			[REDACTED]	[REDACTED]
[REDACTED] Transmission, Remove and install for recondition - equipped			[REDACTED]			[REDACTED]	[REDACTED]
[REDACTED] propeller shaft equipped			[REDACTED]			[REDACTED]	[REDACTED]

A	██████████	Transmission, Remove and install for recondition - ██████████ C ; ██████████ propeller shaft equipped			██████████	BOLT	4		██████████	
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; ██████████ propeller shaft equipped			██████████	CLUTCHKIT	1	X	██████████	
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; ██████████ propeller shaft equipped			██████████	GREASE	1		██████████	
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; ██████████ propeller shaft equipped			██████████	FLUID AFT	██████████		██████████	
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; ██████████ Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	██████████	BOLT	6		██████████	
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; ██████████ Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	██████████	BOLT	4		██████████	
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; ██████████ Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	██████████	BOLT	4		██████████	
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; ██████████ Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	██████████	CLUTCHKIT	1	X	██████████	
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; ██████████ Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	██████████	GREASE	1		85.03	██████████
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; ██████████ Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	██████████	FLUID AFT	██████████		██████████	

## RO Narratives

**(RO) Customer Concern:**

GENERAL CONCERNS RECALLS RECALLS RECALLS RECALLS

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES VEHICLE MADE A LOUD NOISE AND WOULD NOT GO INTO GEAR

**(Claim) Cause:**

DIAGNOSIS FOUND THERE ARE [REDACTED] FO THIS ISSUE

**(Claim) Correction:**

PERFORM TSB AS OUTLINED IN BULLETIN OPERATION AS DESIGNED

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# Warranty Claim Report

## Vehicle Information

VIN		Year		Body		CREW CAB 4X4
Build Date		Plant		TRUCK ASSEMBLY PLANT	Coverage Code	

## Claim Information

Claim #		In Service Date	
Claim Type	S - Safety (Recalls)	Repair Date	
Claim Status	Paid	Mileage (Miles)	
<b>Expense</b>			
Labor		Sublet	
		Total Paid	

## Dealer Information

Code		Name	
Address			

## Condition Information

Condition	Failure	Failure Desc	Part Number	Name	Quantity	Part Failed	Expense	Expense
		UNCODABLE (NARRATIVE REQUIRED)		RELAY	1	X		
A		UNCODABLE (NARRATIVE REQUIRED)						

## RO Narratives

### (RO) Customer Concern:

GENERAL CONCERNS RECALLS RECALLS RECALLS RECALLS

### (RO) Cause:

NA

### (RO) Correction:

NA

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES VEHICLE MADE A LOUD NOISE AND WOULD NOT GO INTO GEAR

### (Claim) Cause:

DIAGNOSIS FOUND THERE ARE [REDACTED] FO THIS ISSUE

### (Claim) Correction:

PERFORM [REDACTED] AS OUTLINED IN BULLETIN OPERATION AS DESIGNED

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# Warranty Claim Report

## Vehicle Information

Year	Body	D28H91 - RAM 3500 BIG
Build Date	Plant	TRUCK ASSEMBLY PLANT
Coverage Code		

## Claim Information

Claim #	In Service Date
Claim Type	W - Warranty
Claim Status	Paid
Repair Date	Mileage (Miles)
<b>Expense</b>	
Labor	Sublet
Total Paid	

## Dealer Information

Code	Name	Zone	70
Address			
9621 COORS BLVD NW , ALBUQUERQUE, NM 87114			

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Name	Quantity	Failed	Expense	LOP Expense
A		Module, Transmission ( ) ; Module, Transmission ( ) - Reprogram, Includes Quicklearn Routine	RF							

## RO Narratives

### (RO) Customer Concern:

HARD SHIFT FROM [REDACTED] TO [REDACTED] PERFORM MULTI-POINT INSP

### (RO) Cause:

VERIFIED CUSTOMERS CONCERN OF HARSH SHIFT, VERIFIED FLUID LEVEL, NO CURRENT DTC'S SET FOR [REDACTED]. NO SIGNS OF BURNT FLUID, TRANSMISSION FLUID TEMP STAYING WITHIN SPECIFICATIONS WHILE DRIVING. FOUND [REDACTED] FOR INSPECTION OF [REDACTED] CURRENT SOFTWARE, [REDACTED] STATES POOR SHIFT QUALITY IN [REDACTED] AND MULTIPLE [REDACTED] SOFTWARE CURRENTLY AVAILABLE, [REDACTED] FLASHED, OLD SOFTWARE [REDACTED] NEW SOFTWARE [REDACTED]. QUICKLEARN PERFORMED AND VEHICLE TEST DRIVEN [REDACTED] SHIFT IS NOW SMOOTH, VEHICLE IS NOW SHIFTING PROPERLY. NO FURTHER RECOMMENDATION FOR REPAIR/REPLACE AT THIS TIME.

### (RO) Correction:

WORK COMPLETED Multi-Point Inspection All

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

HARD SHIFT FROM [REDACTED] TO [REDACTED]

### (Claim) Cause:

VERIFIED CUSTOMERS CONCERN OF HARSH SHIFT, VERIFIED FLUID LEVEL, NO CURRENT DT

### (Claim) Correction:

WORK COMPLETED

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# Warranty Claim Report

## Vehicle Information

VIN		Year		Body	DD8L93 - RAM 3500 CREW CAB
Build Date		Plant		ASSEMBLY PLANT	Coverage Code

## Claim Information

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

## Expense

Labor	\$1,500.64	Sublet		Part		Total Paid	
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## Dealer Information

Code		Name		Zone	
		1600 AUTO MALL DR ,		CA 95380	

## Condition Information

Condition	Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Failed	Expense	Expense
A	Transmission ; DEF equipped 4x4 pick-up only				COOLER				
A	Transmission ; DEF equipped 4x4 pick-up only					1		192.93	\$121.67
A	Transmission ; DEF equipped 4x4 pick-up only				TRANSMISS	1	X		
A	21002712 Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)		COOLER				
A	21002712 Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)						
A	21002712 Transmission, Replace - automatic ; AS68RC/AS69RC	UC	UNCODABLE (NARRATIVE REQUIRED)		TRANSMISS	1	X		
A	Transmission, Replace - automatic ; propeller shaft equipped				COOLER	1			\$40.56
A	Transmission, Replace - automatic ; propeller shaft equipped					1		192.93	\$40.56
A	Transmission, Replace - automatic ; propeller shaft equipped				TRANSMISS	1	X		
	Transmission, Replace - automatic ; 4x4/AWD equipped				COOLER	1			\$121.67
	Transmission, Replace - automatic ; 4x4/AWD equipped					1		192.93	\$121.67
	Transmission, Replace - automatic ; 4x4/AWD equipped				TRANSMISS	1	X		
A	Valve, thermal cooler bypass				COOLER	1			
A	Valve, thermal cooler bypass					1		192.93	
A	Valve, thermal cooler bypass				TRANSMISS	1	X	9088.19	
A	21252050 Oil cooler, external / auxiliary ; Cooler (2 -				COOLER				



# Warranty Claim Report

## Vehicle Information

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

## Claim Information

Claim #		In Service Date	
Claim Type	S - Safety (Recalls)	Repair Date	
Claim Status	Paid	Mileage (Miles)	
<b>Expense</b>			
Labor		Sublet	\$1,465.28
Part		Total Paid	\$0.00

## Dealer Information

Name	
Address	

## Condition Information

Condition	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Expense	Expense
	UC	UNCODABLE (NARRATIVE REQUIRED)		RELAY	1	X		
					1	X		
				FLUID AFT	9		131.49	\$105.07
					1	X		\$210.13
				FLUID AFT	9		131.49	\$210.13
					1	X		
				FLUID AFT	9		131.49	
	UC	UNCODABLE (NARRATIVE REQUIRED)			1	X		
	UC	UNCODABLE (NARRATIVE REQUIRED)		FLUID AFT				

## RO Narratives

**(RO) Customer Concern:**

RECALL RECALL PERFORM [REDACTED] INSPECTION INCLUDING SCANNI

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

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# 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]	[REDACTED]

## Claim Information

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

## Expense

Labor	[REDACTED]	Sublet	[REDACTED]	\$135.62	Part	[REDACTED]	\$0.00	Total Paid	[REDACTED]
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## Dealer Information

Code	[REDACTED]	Name	[REDACTED]	[REDACTED]	[REDACTED]
3517 NE AUTO MALL DR , VANCOUVER, WA 98662					

## Condition Information

Condition	Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Expense	Expense
A	Emissions Recall [REDACTED] 3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM and Replace VECI Label ( Aisin Transmission Only)	UC	UNCODABLE ( [REDACTED] REQUIRED)	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
A	Emissions Recall [REDACTED] 3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM and Replace VECI Label ( Aisin Transmission Only)	UC	UNCODABLE ( [REDACTED] REQUIRED)	CERN [REDACTED] 2AA	SENSOR	1	[REDACTED]	[REDACTED]	[REDACTED]
A	Emissions Recall [REDACTED] 3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM and Replace VECI Label ( Aisin Transmission Only)	UC	UNCODABLE ( [REDACTED] REQUIRED)	[REDACTED]	LABEL	1	[REDACTED]	4.65	[REDACTED]

## RO Narratives

### (RO) Customer Concern:

NA

### (RO) Cause:

NA

### (RO) Correction:

PERFORM MUTI-POINT INSPECTION PERFORM MULTI-POINT INSPECTION installed new engine .installed the caband running boards .the vehicle has dualalternator an [REDACTED] wiring. filledengine with oil and coolant .refiled powersteering .charged ac system .road test.repair complete . Engine, complete - Replace [REDACTED] diesel engine (3 - Highly Skilled) REPLACE COMPLETE ENGINE CUSTOMER STATES [REDACTED] CUSTOMER REQUESTED CAMPAIGN NUMBER [REDACTED] BE PERFORMED. PERFORMED A COMPLETEVEHICLE IDENTIFICATION NUMBER STATUS INQUIRYTO FIND AND VERIFY AN OPEN CAMPAIGN. THEPARTICULATE MATTER SENSOR MAY NOT HAVE BEENINSTALLED DURING THE MANUFACTURING PROCESS. Emissions Recall [REDACTED] - Particulate Matter Sensor- Replace Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM and Replace VECI Label ( Aisin Transmission Only) (1 - Semi-Skilled) remove and reinstall wiring

**(RO) Technical Notes:**

HEATER DRID NUT FELL

**GCS Narratives**

**(Claim) Customer Concern:**

CUSTOMER STATES KNOCKING FROM FROM [REDACTED]. CHECK AND ADVISE

**(Claim) Cause:**

INSPECTED AND FOUND THAT THE HEATER DRID NUT FELL DOWN IN THE [REDACTED]. WILL NEE D TO TEARDOWN TO INSPECT .GOT ALL REPORTS FOR STAR CASE TO ORDER [REDACTED] [REDACTED] CED AC SYSTEM .REMOVED CAB AND CYL HEAD FOR INSPECTION. TOOK [REDACTED] FOR S TAR CASE .THEY ORDERED [REDACTED] IT TOOK [REDACTED] GET [REDACTED] .IN THE MEAN T IME I HAD TO PUT THE CAB BACK ON AND PUSH THE VEHICLE OUT . [REDACTED] CAME IN PU SHED VEHICLE BACK IN AND RE REMOVED THE CAB .

**(Claim) Correction:**

INSTALLED NEW [REDACTED] .INSTALLED THE CAB AND RUNNING BOARDS .THE VEHICLE HAS DU AL ALTERNATOR AN [REDACTED] [REDACTED] WIRING. FILLED [REDACTED] WITH OIL AND COOLANT .RE FILED POWER STEERING .CHARGED AC SYSTEM .ROAD TEST .REPAIR COMPLETE .

# Warranty Claim Report

## Vehicle Information

VIN		Year		Body	DD8L93 - RAM	CAB	
Build Date		Plant		TRUCK ASSEMBLY PLANT	Coverage		

## Claim Information

Claim #		In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage (Miles)	
<b>Expense</b>			
Labor		Sublet	
Total Paid			

## Dealer Information

Name		Zone	66
Address	3000 NORTH MAIN STREET , GAINESVILLE, FL 32609		

## Condition Information

Condition	Failure	Failure Code	Number	Name	Quantity	Failed	Expense	Expense
A	Transmission ; DEF equipped 4x4 pick-up only							
A	Transmission ; DEF equipped 4x4 pick-up only			TRANSMISS	1	X		
A	Transmission, Replace - automatic ; AS68RC/AS69RC	UC						
A	Transmission, Replace - automatic ; AS68RC/AS69RC	UC		TRANSMISS	1	X		
A	Transmission, Replace - automatic ; Skid plate equipped							
A	Transmission, Replace - automatic ; Skid plate equipped			TRANSMISS	1	X		
	Transmission, Replace - automatic ; propeller shaft equipped							
	Transmission, Replace - automatic ; propeller shaft equipped			TRANSMISS	1	X		
	Transmission, Replace - automatic ; 4x4/AWD equipped							
	Transmission, Replace - automatic ; 4x4/AWD equipped			TRANSMISS	1	X		
	Digital Imaging ; Process time				6			
A	Digital Imaging ; Process time			TRANSMISS	1	X		

## RO Narratives

### (RO) Customer Concern:

CS VEHICLE HAS A HARSH SHIFT CHECK AND ADVISE (Automatic Transmission Concern)

**(RO) Cause:**

ROAD TESTED VEHICLE AND VERIFIED CONCERN. VEHICLE HAS A LONG DELAY WHEN GOING INTO DRIVE AND ALSO FALLS OUT OF GEAR AND OR HAS A VERY DELAY SHIFT GOING INTO [REDACTED]. REMOVED TRANSMISSION PAN AND INSPECTED. FLUID IS IN GOOD CONDITION AND THERE IS NO METAL. REMOVED TRANSMISSION FROM VEHICLE AND DISASSEMBLED FOR INSPECTION. UPON INSPECTION FOUND CASE POROSITY INSIDE OF CASE AND INSIDE FLUID PASSAGE FOR OIL PUMP.

**(RO) Correction:**

INSTALLED NEW TRANSMISSION PER SERVICE INFORMATION. VERIFIED PROPER FLUID LEVEL. PERFORMED TRANSMISSION QUICKLEARN PROCEDURE. ROAD TESTED VEHICLE AND VERIFIED PROPER OPERATION.

**(RO) Technical Notes:**

UPON INSPECTION FOUND CASE POROSITY INSIDE OF CASE AND INSIDE FLUID BEEN APPROVED FOR MORE. WHEN ADVISOR RESUBMITTED CLAIM TO GET THE ACTUAL COST APPROVED, THE ADVISOR WAS ADVISED THAT WE WILL NEED TO SUBMIT FOR THE DIFFERENCE IN BETWEEN APPROVED AMOUNT AND CLAIM SUBMISSION.

## GCS Narratives

**(Claim) Customer Concern:**

CS VEHICLE HAS A HARSH SHIFT CHECK AND ADVISE.

**(Claim) Cause:**

ROAD TESTED VEHICLE AND VERIFIED CONCERN. VEHICLE HAS A LONG DELAY WHEN GOING INTO DRIVE AND ALSO FALLS OUT OF GEAR AND OR HAS A VERY DELAY SHIFT GOING IN TO [REDACTED]. REMOVED TRANSMISSION PAN AND INSPECTED. FLUID IS IN GOOD CONDITION AND THERE IS NO METAL. REMOVED TRANSMISSION FROM VEHICLE AND DISASSEMBLED FOR INSPECTION. UPON INSPECTION FOUND CASE POROSITY INSIDE OF CASE AND INSIDE FLUID PASSAGE FOR OIL PUMP.

**(Claim) Correction:**

INSTALLED NEW TRANSMISSION PER SERVICE INFORMATION. VERIFIED PROPER FLUID LEVEL. PERFORMED TRANSMISSION QUICKLEARN PROCEDURE. ROAD TESTED VEHICLE AND VERIFIED PROPER OPERATION.

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		Step equipped								
A	████████	Engine, complete ; Running Board/Tube Step equipped			████████	OIL	3		████████	████████
A	████████	Engine, complete ; Running Board/Tube Step equipped			████████	GASKET	2		████████	████████
A	████████	Engine, complete ; ████████ Equipped			████████	ENGINE	1	X	████████	████████
A	████████	Engine, complete ; ████████ Equipped			████████	ANTIFREEZ	2		████████	████████
A	████████	Engine, complete ; ████████ Equipped			████████	OIL	3		████████	████████
A	████████	Engine, complete ; ████████ Equipped			████████	GASKET	2		████████	████████
A	████████	Head, cylinder assembly ; ██████ Cummins Cylinder head removal for Inspection			████████	ENGINE	1	X	████████	████████
A	████████	Head, cylinder assembly ; ██████ Cummins Cylinder head removal for Inspection			████████	ANTIFREEZ	2		████████	████████
A	████████	Head, cylinder assembly ; ██████ Cummins Cylinder head removal for Inspection			████████	OIL	3		████████	████████
A	████████	Head, cylinder assembly ; ██████ Cummins Cylinder head removal for Inspection			████████	GASKET	2		████████	████████
A	████████	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			████████	ENGINE	1	X	████████	████████
A	████████	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			████████	ANTIFREEZ	2		████████	████████
A	████████	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			████████	OIL	3		████████	████████
A	████████	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			████████	GASKET	2		████████	████████

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

PERFORM MUTI-POINT INSPECTION PERFORM MULTI-POINT INSPECTION installed new engine .installed the caband running boards .the vehicle has dualalternator an [REDACTED] wiring. filledengine with oil and coolant .refiled powersteering .charged ac system .road test.repair complete . Engine, complete - Replace [REDACTED] diesel engine (3 - [REDACTED]) REPLACE COMPLETE [REDACTED] CUSTOMER [REDACTED] CUSTOMER REQUESTED CAMPAIGN NUMBER [REDACTED] BE PERFORMED. PERFORMED A COMPLETEVEHICLE IDENTIFICATION NUMBER STATUS INQUIRYTO FIND AND VERIFY AN OPEN CAMPAIGN. THEPARTICULATE MATTER SENSOR MAY NOT HAVE BEENINSTALLED DURING THE MANUFACTURING PROCESS. 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) remove and reinstall wiring

**(RO) Technical Notes:**

HEATER DRID NUT FELL

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER [REDACTED] KNOCKING FROM FROM [REDACTED]. CHECK AND ADVISE

**(Claim) Cause:**

INSPECTED AND FOUND THAT THE HEATER DRID NUT FELL DOWN IN THE [REDACTED]. WILL NEED TO TEARDOWN TO INSPECT .GOT ALL REPORTS FOR STAR CASE TO ORDER [REDACTED]. EVA CED AC SYSTEM .REMOVED CAB AND CYL HEAD FOR INSPECTION. TOOK [REDACTED] FOR S TAR CASE .THEY ORDERED [REDACTED] IT TOOK [REDACTED] GET [REDACTED]. IN THE MEAN T IME I HAD TO PUT THE CAB BACK ON AND PUSH THE VEHICLE OUT . [REDACTED] CAME IN PU SHED VEHICLE BACK IN AND RE REMOVED THE CAB .

**(Claim) Correction:**

INSTALLED NEW [REDACTED]. INSTALLED THE CAB AND RUNNING BOARDS .THE VEHICLE HAS DU AL ALTERNATOR AN [REDACTED] WHEEL WIRING. FILLED [REDACTED] WITH OIL AND COOLANT .RE FILED POWER STEERING .CHARGED AC SYSTEM .ROAD TEST .REPAIR COMPLETE .

# Warranty Claim Report

## Vehicle Information

VIN		Year		Body	
Build Date		Plant	TRUCK ASSEMBLY PLANT	Coverage	

## Claim Information

Claim #		In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage (Miles)	
<b>Expense</b>			
Labor		Sublet	
Part		Total Paid	

## Dealer Information

Name	
Address	3517 NE AUTO MALL DR , VANCOUVER, WA 98662

## Condition Information

Condition	Desc	Failure	Failure Desc	Part Number	Name	Quantity	Failed	Expense	Expense
	Engine, complete ; diesel engine	UC	UNCODABLE (NARRATIVE REQUIRED)		CLAMP	2	X		

## RO Narratives

### (RO) Customer Concern:

NA

### (RO) Cause:

NA

### (RO) Correction:

NA

### (RO) Technical Notes:

HEATER DRID NUT FELL

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES KNOCKING FROM FROM [REDACTED]. CHECK AND ADVISE

### (Claim) Cause:

INSPECTED AND FOUND THAT THE HEATER DRID NUT FELL DOWN IN THE [REDACTED]. WILL NE ED TO TEARDOWN TO INSPECT .GOT ALL REPORTS FOR STAR CASE TO ORDER [REDACTED] CED AC SYSTEM .REMOVED CAB AND CYL HEAD FOR INSPECTION. TOOK [REDACTED] FOR STAR CASE .THEY ORDERED [REDACTED] IT TOOK [REDACTED] GET [REDACTED] .IN THE MEAN TI ME I HAD TO PUT THE CAB BACK ON AND PUSH THE VEHICLE OUT . [REDACTED] CAME IN PUS HED VEHICLE BACK IN AND RE REMOVED THE CAB

### (Claim) Correction:

INSTALLED NEW [REDACTED] .INSTALLED THE CAB AND RUNNING BOARDS .THE VEHICLE HAS D UAL ALTERNATOR AN [REDACTED] WIRING. FILLED [REDACTED] WITH OIL AND COOLANT .RE FILED POWER STEERING .CHARGED AC SYSTEM .ROAD TEST

.REPAIR COMPLETE

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# Warranty Claim Report

## Vehicle Information

Year	Body	-	BIG HORN CREW
Build Date	Plant	TRUCK ASSEMBLY PLANT	Coverage

## Claim Information

Claim #	In Service Date	
Claim Type	S - Safety (Recalls)	Repair Date
Claim Status	Paid	Mileage (Miles)
<b>Expense</b>		
Labor	Sublet	Total Paid

## Dealer Information

Name	K	OF	Zone
Address 105 HWY 16 FRONTAGE RD , WATERTOWN, WI 53094			

## Condition Information

Condition	Desc	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	Pump, Unit ; Replace Urea Delivery Module	UC	UNCODABLE ( REQUIRED)		MODULE	1	X		
A	Pump, Unit ; Replace Urea Delivery Module	UC	UNCODABLE ( REQUIRED)		FLUID				

## RO Narratives

### (RO) Customer Concern:

Multi-point inspection (according to maintenance interval) General Concern #3 [CUSTOMER STATES AFTER TRANSMISSION WAS REPAIRED AT DIFFERENT DEALER, WAS GETTING ERROR FOR CHECK BRAKE SYSTEM AND DIESEL RESTART]. CUSTOMER STATES VEHICLE IS SURGING AT AND IF IN TOW MODE General Concern #4 [CUSTOMER STATES VEHICLE ALSO SURGING AT IF IN TOW MODE] Recall / Customer Satisfaction Notification 1 [Customer Satisfaction Notification - Diesel Fluid Fluid \*\*]

### (RO) Cause:

...

### (RO) Correction:

Multi-point inspection (according to maintenance interval) Perform No Charge Multi-Point Visual Vehicle Inspection - Car Wash Y  
N YOU CAN SCHEDULE YOUR NEXT APPOINTMENT ONLINE 24/7 AT Scanned for codes, none in system. Testdrive vehicle and get trans warm, check fluid level- ok. Can hear whine and clunk along with shift flare from 3-4 and 4-5 shift worse when accelerating. Performed quicklearn and noise is even more present in other gears. This vehicle was in previous shop for non engagement into any gear, they replaced input clutch assembly. Probable they missed other concerns internal to trans. Recommend trans replacement, replace trans, perform quicklearn and set trans fluid level. Testdrove vehicle - ok at this time. Customer CAIR case TRANSMISSION, REPLACEMENT AUTOMATIC. AS68RC/AS69RC DEF EQUIPPED 4x4 Equipped Skid Plate Equipped Propeller Shaft DIAGNOSTIC TIME no codes in system drive vehicle and get trans warm check fluid level ok can hear whine and clunk and shift flare from 3-4 and 4-5 shift worse when accelerating perform quicklearn and noise is even more present in other gears was in previous shop for non engagement into any gear they replaced input clutch assembly possibly missed other concerns internal to trans would suggest replacing trans assembly at this time. CUSTOMER STARTED CASE WITH CUSTOMER CARE - CASE# NO WORK PERFORMED, SEE LINE B FOR DIAG/REPAIRS NO WORK PERFORMED replace def pump per recall REPLACE DEF DELIVERY

### (RO) Technical Notes:

SHIFTING ISSUES

## GCS Narratives

### (Claim) Customer Concern:

GENERAL CONCERN #3 [CUSTOMER STATES AFTER TRANSMISSION WAS REPAIRED AT DIFFER ENT CHRYSLER DEALER, WAS GETTING ERROR FOR CHECK BRAKE SYSTEM AND DIESEL REST ART]. CUSTOMER STATES VEHICLE IS SURGING AT [REDACTED] AND [REDACTED] H IF IN TOW MODE

### (Claim) Cause:

SHIFTING ISSUES

### (Claim) Correction:

SCANNED FOR CODES, NONE IN SYSTEM. TEST DRIV [REDACTED] HICLE AND GET TRANS WARM, CHE CK FLUID L [REDACTED] L- OK. CAN HEAR WHINE AND CLUNK ALONG WITH SHIFT FLARE FROM [REDACTED] AND [REDACTED], WORSE WHEN ACCELERATING. PERFORMED QUICKLEARN AND NOISE IS [REDACTED] MORE PRESENT IN OTHER GEARS. THIS VEHICLE WAS IN PREVIOUS SHOP FOR NON ENGA GEMENT INTO ANY GEAR, THEY REPLACED INPUT CLUTCH ASSEMBLY. PROBABLE THEY MISS ED OTHER CONCERNS INTERNAL TO TRANS. RECOMMEND TRANS REPLACEMENT. REPLACE TR ANS, PERFORM QUICKLEARN AND SET TRANS FLUID L [REDACTED] L. TEST DROV [REDACTED] HICLE - OK AT THIS TIME. CUSTOMER CAIR CASE# [REDACTED]

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# Warranty Claim Report

## Vehicle Information

VIN	[REDACTED]	Year	[REDACTED]	Body	DP0L93 - RAM 5500 CREW CAB CHASSIS
Build Date	[REDACTED]	Plant	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]
<b>Expense</b>			
Labor	[REDACTED]	Sublet	[REDACTED]
Total Paid		[REDACTED]	

## Dealer Information

Name	[REDACTED]
Address	[REDACTED]

## Condition Information

Condition	Desc	Failure	Failure Desc	Part Number	Name	Quantity	Failed	Expense	Expense
[REDACTED]	Transmission, Replace - automatic ; [REDACTED] engine	ML	CHECK [REDACTED] SERVICE SO	[REDACTED]	TRANS	1	X	[REDACTED]	[REDACTED]
A	Transmission, Replace - automatic ; Skid plate equipped			[REDACTED]	TRANS	1	X	[REDACTED]	[REDACTED]
A	Transmission, Replace - automatic ; [REDACTED] propeller shaft equipped			[REDACTED]	TRANS	1	X	[REDACTED]	[REDACTED]
A	Transmission, Replace - automatic ; 4x4/AWD equipped			[REDACTED]	TRANS	1	X	[REDACTED]	[REDACTED]

## RO Narratives

### (RO) Customer Concern:

Automatic Transmission Concern A DIAG1 [CUSTOMER STATES THAT THE VEHICLE IS GETTING STUCK IN [REDACTED] WILL NOT SHIFT UP BEYOND THAT AND WILL START TO RED LINE ON RPMS AT [REDACTED] AND GOES INTO LIMP MODE. PLEASE CHECK AND ADVISE.] Multi-point inspection (according to maintenance interval)

### (RO) Cause:

NA

### (RO) Correction:

[REDACTED] TECH TEST DROVE VEHICLE AND VERIFIED CUSTOMER CONCERN THAT TRANSMISSION IS GOING INTO LIMP MODE AND GEAR SHIFTS HAVE FLARE. TECH SCANNED FOR CODES AND FOUND P0732-00 [REDACTED] INCORRECT RATIO. TECH STATED THAT TRANSMISSION ASSEMBLY. TECH STARTED UP A STAR CASE AND TECH WAS ADVISED TO REPLACE THE TRANSMISSION ASSEMBLY. TECH REPLACED TRANSMISSION ASSEMBLY WITH [REDACTED] CONVERTER BOLTS. TRANSMISSION CAME FILLED WITH FLUID. TECH ADJUSTED THE FLUID LEVEL TO SPECS. QUICK LEARN WAS PERFORMED AND VEHICLE WAS TEST DROVE, PROPER OPERATION WAS VERIFIED. Automatic Transmission Concern A DIAG1 MINOR DIAGNOSIS [REDACTED] VISUALLY INSPECTED VEHICLE. Multi-point inspection (according to maintenance interval) MULTI-POINT INSPECTION

### (RO) Technical Notes:

NA

## GCS Narratives

### **(Claim) Customer Concern:**

AUTOMATIC TRANSMISSION CONCERN A DIAG1 [CUSTOMER STATES THAT THE VEHICLE IS GETTING STUCK IN [REDACTED] GEAR WILL NOT SHIFT UP BEYOND THAT AND WILL START TO RED LINE ON [REDACTED] AND GOES INTO LIMP MODE. PLEASE CHECK AND ADVISE.]

### **(Claim) Cause:**

TECH TEST DROVE VEHICLE AND VERIFIED CUSTOMER CONCERN THAT TRANSMISSION IS GOING INTO LIMP MODE AND GEAR SHIFTS HAVE FLARE. TECH SCANNED FOR [REDACTED] AND [REDACTED] SHIFT INCORRECT RATIO. TECH STATED THAT TRANSMISSION ASSEMBLY. TECH STARTED UP A STAR CASE AND TECH WAS ADVISED TO REPLACE THE TRANSMISSION ASSEMBLY.

### **(Claim) Correction:**

TECH REPLACED TRANSMISSION ASSEMBLY WITH NEW TORQUE CONVERTER BOLTS. TRANSMISSION CAME FILLED WITH FLUID. TECH ADJUSTED THE FLUID LEVEL TO SPECS. QUICK LEARN WAS PERFORMED AND VEHICLE WAS TEST DROVE, PROPER OPERATION WAS VERIFIED.

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# Warranty Claim Report

## Vehicle Information

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

## Claim Information

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

## Expense

Labor	\$1,660.39	Sublet	[REDACTED]	\$0.00	Total Paid	[REDACTED]
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## Dealer Information

Code	[REDACTED]	Name	[REDACTED] OF [REDACTED]	Zone	[REDACTED]
105 HWY 16 FRONTAGE RD , WATERTOWN, WI 53094					

## Condition Information

Condition	Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense		
A	[REDACTED]	Transmission ; DEF equipped pick-up only	[REDACTED]	TRANSMISS	1	X	[REDACTED]	[REDACTED]		
A	[REDACTED]	Transmission ; DEF equipped pick-up only	[REDACTED]	[REDACTED]						
A	[REDACTED]	Transmission ; DEF equipped pick-up only	[REDACTED]	[REDACTED]			2.10	[REDACTED]		
A	[REDACTED]	Transmission ; DEF equipped pick-up only	[REDACTED]	[REDACTED]			[REDACTED]	[REDACTED]		
A	[REDACTED]	Transmission ; DEF equipped pick-up only	[REDACTED]	FLUID AFT	1		20.48	[REDACTED]		
A	[REDACTED]	Transmission, Replace - automatic ; [REDACTED]	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	TRANSMISS	1	X	[REDACTED]	
A	[REDACTED]	Transmission, Replace - automatic ; [REDACTED]	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	GASKET	1		31.04	\$887.06
A	[REDACTED]	Transmission, Replace - automatic ; [REDACTED]	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	[REDACTED]			2.10	\$887.06
A	[REDACTED]	Transmission, Replace - automatic ; [REDACTED]	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	[REDACTED]			[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission, Replace - automatic ; [REDACTED]	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	FLUID AFT	[REDACTED]		[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission, Replace - automatic ; Skid plate equipped		[REDACTED]	TRANSMISS	1	X	[REDACTED]	[REDACTED]	
A	[REDACTED]	Transmission, Replace - automatic ; Skid plate equipped		[REDACTED]	GASKET	1		[REDACTED]	[REDACTED]	
A	[REDACTED]	Transmission, Replace - automatic ; Skid plate equipped		[REDACTED]	[REDACTED]	[REDACTED]			[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission, Replace - automatic ; Skid plate equipped		[REDACTED]	[REDACTED]	[REDACTED]			[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission, Replace - automatic ; Skid plate equipped		[REDACTED]	FLUID AFT	[REDACTED]			[REDACTED]	[REDACTED]

		equipped								
A		Transmission, Replace - automatic ; [REDACTED] propeller shaft equipped			[REDACTED]	TRANSMISS	1	X	[REDACTED]	
A		Transmission, Replace - automatic ; [REDACTED] propeller shaft equipped			[REDACTED]	GASKET	1		[REDACTED]	
A		Transmission, Replace - automatic ; [REDACTED] propeller shaft equipped			[REDACTED]	GASKET	1		[REDACTED]	
A		Transmission, Replace - automatic ; [REDACTED] propeller shaft equipped			[REDACTED]	[REDACTED]	4		[REDACTED]	\$45.49
A		Transmission, Replace - automatic ; [REDACTED] propeller shaft equipped			[REDACTED]	FLUID AFT	1		20.48	\$45.49
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[REDACTED]	TRANSMISS	1	X	[REDACTED]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[REDACTED]	GASKET	1		[REDACTED]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[REDACTED]	GASKET	1		12.10	\$136.47
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[REDACTED]	[REDACTED]	4		[REDACTED]	\$136.47
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[REDACTED]	FLUID AFT	1		20.48	\$136.47
A		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[REDACTED]	TRANSMISS	1	X	[REDACTED]	[REDACTED]
A		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[REDACTED]	GASKET	1		[REDACTED]	[REDACTED]
A		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[REDACTED]	GASKET	1		[REDACTED]	[REDACTED]
A		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[REDACTED]	[REDACTED]	4		[REDACTED]	[REDACTED]
A		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			[REDACTED]	FLUID AFT	1		[REDACTED]	[REDACTED]

## RO Narratives

### (RO) Customer Concern:

Multi-point inspection (according to maintenance interval) General Concern #3 [CUSTOMER STATES AFTER TRANSMISSION WAS REPAIRED AT DIFFERENT CHRYSLER DEALER, WAS GETTING ERROR FOR CHECK BRAKE SYSTEM AND DIESEL RESTART]. CUSTOMER STATES VEHICLE IS SURGING AT [REDACTED] AND [REDACTED] IF IN TOW MODE General Concern #4 [CUSTOMER STATES VEHICLE ALSO SURGING AT [REDACTED] IF IN TOW MODE [REDACTED]] Recall / Customer Satisfaction Notification 1 [Customer Satisfaction Notification [REDACTED] - Diesel Fluid Fluid \*\*]

### (RO) Cause:

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**(RO) Correction:**

Multi-point inspection (according to maintenance interval) Perform No Charge Multi-Point Visual Vehicle Inspection - Car Wash Y\_\_\_\_  
N\_\_\_\_ YOU CAN SCHEDULE YOUR NEXT APPOINTMENT ONLINE 24/7 AT \_\_\_\_\_ Scanned for codes,  
none in system. Testdrive vehicle and get trans warm, check fluidlevel- ok. Can hear whine and clunk alongwith shift flare from \_\_\_\_\_ and 4-  
5 shift,worse when accelerating. Performed quicklearnand noise is even more present in othergears. This vehicle was in previous shop  
for non engagement into any gear, they replacedinput clutch assembly. Probable they missedother concerns internal to trans.  
Recommendtrans replacement. replace trans, performquicklearn and set trans fluid level. Testdrove vehicle - ok at this time.  
CustomerCAIR case \_\_\_\_\_ TRANSMISSION, REPLACEMENTAUTOMATIC.AS68RC/AS69RC DEF EQUIIED 4x4 Equipped Skid  
Plate Equipped \_\_\_\_\_ Propeller ShafDIAGNOSTIC TIME \_\_\_\_\_ no codes in system drive vehicle andget trans warm check fluid level  
ok can hearwhine and clunk and shift flare from \_\_\_\_\_ and4-5 shift worse when accelerating performquicklearn and noise is even more  
present inother gears was in previous shop for nonengagement into any gear they replaced inputclutch assembly possibly missed  
otherconcerns internal to trans would suggestreplacing trans assembly at this time.CUSTOMER STARTED CASE WITH \_\_\_\_\_  
CUSTOMERCARE - CASE# NO WORK PERFORMED, SEE LINE B FOR DIAG/REPAIRS NO WORK PERFORME \_\_\_\_\_ replace def  
pump per recall REPLACE DEF DELIVERY

**(RO) Technical Notes:**

SHIFTING ISSUES

## GCS Narratives

**(Claim) Customer Concern:**

GENERAL CONCERN #3 [CUSTOMER STATES AFTER TRANSMISSION WAS REPAIRED AT DIFFER ENT \_\_\_\_\_ DEALER,  
WAS GETTING ERROR FOR CHECK BRAKE SYSTEM AND DIESEL REST ART]. CUSTOMER STATES VEHICLE IS SURGING AT  
\_\_\_\_\_ AND \_\_\_\_\_H IF IN TOW MODE

**(Claim) Cause:**

SHIFTING ISSUES

**(Claim) Correction:**

SCANNED FOR CODES, NONE IN SYSTEM. TEST DRIVE VEHICLE AND GET TRANS WARM, CHE CK FLUID LEVEL- OK. CAN  
HEAR WHINE AND CLUNK ALONG WITH SHIFT FLARE FROM \_\_\_\_\_ AND \_\_\_\_\_, WORSE WHEN ACCELERATING. PERFORMED  
QUICKLEARN AND NOISE IS EVE N MORE PRESENT IN OTHER GEARS. THIS VEHICLE WAS IN PREVIOUS SHOP FOR NON  
ENGA GEMENT INTO ANY GEAR, THEY REPLACED INPUT CLUTCH ASSEMBLY. PROBABLE THEY MISS ED OTHER CONCERNS  
INTERNAL TO TRANS. RECOMMEND TRANS REPLACEMENT. REPLACE TR ANS, PERFORM QUICKLEARN AND SET TRANS  
FLUID LEVEL. TEST DROVE VEHICLE - OK AT THIS TIME. CUSTOMER CAIR CASE \_\_\_\_\_

# Warranty Claim Report

## Vehicle Information

Year	Body	D28M92 - RAM 3500 LIMITED CREW CAB
Build Date	Plant	TRUCK ASSEMBLY PLANT
Coverage Code		

## Claim Information

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

## Expense

Labor	Sublet	\$1,418.59	\$0.00	Total Paid
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## Dealer Information

Code	Name
Address	

## Condition Information

Condition	Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
A		Toe Adjustment / Steering Wheel Center		GEAR	1	X		
A		Toe Adjustment / Steering Wheel Center			1			
A		Toe Adjustment / Steering Wheel Center		SCREW	1		4.21	
A		Steering gear, Electric power steering ; Trucks Only		GEAR	1	X	1491.23	\$297.00
A		Steering gear, Electric power steering ; Trucks Only		NUT	1		12.15	\$297.00
A		Steering gear, Electric power steering ; Trucks Only		SCREW	1		4.21	\$297.00

## RO Narratives

### (RO) Customer Concern:

C/S: THAT POWER STEERING IS NOT WORKING Ram Heavy Duty Grid Heater Rel 22-23MY DD/DP/D2 AISIN TransmissionGear DIESEL PM SENSOR

### (RO) Cause:

NA

### (RO) Correction:

c/s power steering is not working, test drove vehicle confirmed customer concern scanned vehicle found code ECUINTERNAL PERFORMANCE (MODULE, Steering Assist(SAM)) dtc is active cleared code no communication code checked all the sam connectors no water intrusion or corrosion found cleared code started vehicle turned steering lock to lock dtc returned Replaced the Steering Assist Module (SAM) in accordance with Service Information. Set toe adjustment Steering gear, Electric power steering - Replace Heavy Duty Trucks Only (2- Skilled) TOE ADJUSTMENT WITH COMPONENT REPLACEMENT TOE ADJUSTMENT WITH COMPONENT REPLACEMENT Replace Relay, Intake Air Heater 08-13 Safety Recall - Intake Air Grid Heater Relay - Replace Intake Air Grid Heater Relay (2 - Skilled) NO WORK PERFORMED MISCELLANEOUS/ OTHER PARTS HAVE BEEN ORDERED

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

C/S: THAT POWER STEERING IS NOT WORKING

**(Claim) Cause:**

C/S POWER STEERING IS NOT WORKING, TEST DROVE VEHICLE CONFIRMED CUSTOMER CONCERN SCANNED VEHICLE FOUND [REDACTED] ECU INTERNAL PERFORMANCE (MODULE, STEERING ASSIST ([REDACTED])) DTC IS ACTIVE CLEARED CODE NO COMMUNICATION CODE CHECKED ALL THE [REDACTED] CONNECTORS NO WATER INTRUSION OR CORROSION FOUND

**(Claim) Correction:**

CLEARED CODE STARTED VEHICLE TURNED STEERING LOCK TO LOCK DTC RETURNED REPLACE THE STEERING ASSIST MODULE ([REDACTED]) IN ACCORDANCE WITH SERVICE INFORMATION. SET TOE ADJUSTMENT

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# Warranty Claim Report

## Vehicle Information

Year	Body	D28M92 - RAM 3500 LIMITED CREW CAB 4X4
Build Date	Plant	TRUCK ASSEMBLY PLANT
Coverage		

## Claim Information

Claim #	In Service Date
Claim Type	S - Safety (Recalls)
Claim Status	Paid
Repair Date	Mileage (Miles)
<b>Expense</b>	
Labor	Sublet
Total Paid	

## Dealer Information

Name
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## Condition Information

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

## RO Narratives

### (RO) Customer Concern:

C/S: THAT POWER STEERING IS NOT WORKING Ram Heavy Duty Grid Heater Rel 22-23MY AISIN TransmissionGear DIESEL PM SENSOR

### (RO) Cause:

NA

### (RO) Correction:

c/s power steering is not working, test drove vehicle confirmed customer concern scanned vehicle found code ECU INTERNAL PERFORMANCE (MODULE, Steering Assist(SAM)) dtc is active cleared code no communication code checked all the sam connectors no water intrusion or corrosion found cleared code started vehicle turned steering lock to lock dtc returned Replace the Steering Assist Module (SAM) in accordance with Service Information. Set toe adjustment Steering gear, Electric power steering - Replace Heavy Duty Trucks Only (2 - Skilled) TOE ADJUSTMENT WITH COMPONENT REPLACEMENT TOE ADJUSTMENT WITH COMPONENT REPLACEMENT Replace Relay, Intake Air Heater 08-13 Safety Recall - Intake Air Grid Heater Relay - Replace Replace Intake Air Grid Heater Relay (2 - Skilled) NO WORK PERFORMED MISCELLANEOUS / OTHER PARTS HAVE BEEN ORDERED

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

C/S: THAT POWER STEERING IS NOT WORKING

### (Claim) Cause:

C/S POWER STEERING IS NOT WORKING. TEST DROVE VEHICLE CONFIRMED CUSTOMER CONCERN SCANNED VEHICLE FOUND [REDACTED] ECU INTERNAL PERFORMANCE (MODULE, STEERING ASSIST ([REDACTED])) DTC IS ACTIVE CLEARED CODE NO COMMUNICATION CODE CHECKED ALL THE [REDACTED] CONNECTORS NO WATER INTRUSION OR CORROSION FOUND

**(Claim) Correction:**

CLEARED CODE STARTED VEHICLE TURNED STEERING LOCK TO LOCK DTC RETURNED REPLACE THE STEERING ASSIST MODULE [REDACTED] IN ACCORDANCE WITH SERVICE INFORMATION. SET TOE ADJUSTMENT

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# Warranty Claim Report

## Vehicle Information

VIN	[REDACTED]	Year	[REDACTED]	Body	D28H81 - RAM 3500 BIG HORN MEGA CAB 4X4
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]
<b>Expense</b>			
Labor	[REDACTED]	Sublet	\$713.75
			\$0.00
Total Paid		[REDACTED]	

## Dealer Information

Code	[REDACTED]	Name	[REDACTED]	Zone	35
Address	[REDACTED]				

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Number	Name	Quantity	Failed	Expense	LOP Expense
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] pick-up only			[REDACTED]	SNAP RING	1	X	12.17	\$103.13
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] pick-up only			[REDACTED]	RING	1		13.09	\$103.13
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] pick-up only			00043162AA	RING	1		7.51	\$103.13
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] pick-up only			[REDACTED]	O-RING	1		33.50	\$103.13
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] pick-up only			68244638AA	GASKET	1		40.91	\$103.13
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] pick-up only			68085955AA	[REDACTED] R				
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] pick-up only			06511777AA	BOLT				
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] pick-up only			[REDACTED]	BOLT				
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] pick-up only			[REDACTED]	BOLT				
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] pick-up only			[REDACTED]	HUB	1			
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] pick-up only			[REDACTED]	RACE				
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] pick-up only			05189966AE	FLUID AFT	9		185.35	\$103.13
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] pick-up only			05189966AE	FLUID AFT	1		20.59	\$103.13
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] pick-up only			[REDACTED]	BEARING	1		39.91	\$103.13
A	[REDACTED]	Transmission, Remove and install for recondition -			[REDACTED]	SNAP RING	1	X		



		propeller shaft equipped								
A		Transmission, Remove and install for recondition - propeller shaft equipped				GASKET	1		40.91	\$34.38
A		Transmission, Remove and install for recondition - propeller shaft equipped				WASHER	1			
A		Transmission, Remove and install for recondition - propeller shaft equipped				BOLT	6			
A		Transmission, Remove and install for recondition - propeller shaft equipped				BOLT	4			
A		Transmission, Remove and install for recondition - propeller shaft equipped				BOLT	4			
A		Transmission, Remove and install for recondition - propeller shaft equipped				HUB	1			
A		Transmission, Remove and install for recondition - propeller shaft equipped				RACE	2		74.32	\$34.38
A		Transmission, Remove and install for recondition - propeller shaft equipped				FLUID AFT	9		185.35	\$34.38
A		Transmission, Remove and install for recondition - propeller shaft equipped				FLUID AFT	1		20.59	\$34.38
A		Transmission, Remove and install for recondition - propeller shaft equipped				BEARING	1			
A		Customer Satisfaction Notification - Aisin Transmission ; Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)		SNAP RING	1	X		
A		Customer Satisfaction Notification - Aisin Transmission ; Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)		RING	1			
A		Customer Satisfaction Notification - Aisin Transmission ; Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)		RING	1		7.51	\$756.32
A		Customer Satisfaction Notification - Aisin Transmission ; Clutch /	UC	UNCODABLE (NARRATIVE REQUIRED)		O-RING	1			

		Input Shaft Assembly - Inspect and Replace Snap Ring								
A		Customer Satisfaction Notification [REDACTED] - [REDACTED] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	GASKET	1		40.91	\$ [REDACTED]
A		Customer Satisfaction Notification [REDACTED] - [REDACTED] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	WASHER	1		8.88	[REDACTED]
A		Customer Satisfaction Notification [REDACTED] - [REDACTED] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	BOLT		[REDACTED]		[REDACTED]
A		Customer Satisfaction Notification [REDACTED] - [REDACTED] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	BOLT		[REDACTED]		[REDACTED]
A		Customer Satisfaction Notification [REDACTED] - [REDACTED] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	BOLT	4		30.39	[REDACTED]
A		Customer Satisfaction Notification [REDACTED] - [REDACTED] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	HUB	1		190.38	[REDACTED]
A		Customer Satisfaction Notification [REDACTED] - [REDACTED] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	RACE		[REDACTED]		[REDACTED]
A		Customer Satisfaction Notification [REDACTED] - [REDACTED] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	FLUID AFT	9		185.35	[REDACTED]
A		Customer Satisfaction Notification [REDACTED] - [REDACTED] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AE	FLUID AFT	1		[REDACTED]	[REDACTED]
A		Customer Satisfaction Notification [REDACTED] - [REDACTED] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	BEARING	1		39.91	[REDACTED]

## RO Narratives

### (RO) Customer Concern:

C/S: CUSTOMER STATES REAR BRAKE LOCKING DRIVER REAR EXPRESS MULTI-POINT INSPECTION C/S: CUST states vehicle is not shifting properly. C/S: four wheel drive not available [REDACTED] DD/DP/D2 [REDACTED] Transmission [REDACTED] DIESEL

PM SENSOR

**(RO) Cause:**

REMOVED TIRES AND VISUALLY INSPECTED BRAKES, NO PROBLEM FOUND AT THIS TIME. ROAD TESTED VEHICLE AND WAS UNABLE TO DUPLICATE CUSTOMER CONCERN. . VEHICLE STILL NOT SHIFTING PROPERLY AFTER [REDACTED] RECALL PERFORMED. VEHICLE STILL HAS HARSH SHIFT.NO CODES PRESENT AT THIS TIME. . TECHNICIAN INSPECTED VEHICLE FOR RECALL, FOUND SNAP RING FAILED.

**(RO) Correction:**

NO REPAIR MADE AT THIS TIME, NO PROBLEM FOUND. COMPLETED COMPLEMENTARY INSPECTION PER STAR AND ENGINEERING DM NOTES, REMOVE AND REPLACE TRANSMISSION ASSEMBLY, REPLACE FLUID TO PROPER LEVEL AND ROAD TEST VEHICLE TO VERIFY OPERATION VEHICLE OPERATING AS DESIGNED AFTER REPLACEMENT OF TRANSMISSION - NO WARNING LIGHTS ON AT THIS TIME. RECALL COMPLETE - INSPECT AND REPLACE SUB ASSEMBLY, CLUTCH KIT, CLUTCH HUB, THRUST BEARING [REDACTED] [REDACTED] [REDACTED] [REDACTED] RECALL COMPLETE INSTALL PM SENSOR AND REPROGRAM PCM, INSTALL AUTHORIZED MODIFICATIONS LABEL [REDACTED]

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

C/S: CUST STATES VEHICLE IS NOT SHIFTING PROPERLY.

**(Claim) Cause:**

VEHICLE STILL NOT SHIFTING PROPERLY AFTER [REDACTED] RECALL PERFORMED. VEHICLE STILL HAS HARSH SHIFT.NO CODES PRESENT AT THIS TIME.

**(Claim) Correction:**

PER STAR AND ENGINEERING DM NOTES, REMOVE AND REPLACE TRANSMISSION ASSEMBLY, REPLACE FLUID TO PROPER LEVEL AND ROAD TEST VEHICLE TO VERIFY OPERATION

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# Warranty Claim Report

## Vehicle Information

Year	Body	D28H81 - RAM 3500 BIG HORN MEGA CAB 4X4		
Build Date	Plant	TRUCK ASSEMBLY PLANT	Coverage	

## Claim Information

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

## Expense

Labor	Sublet	Part	\$0.00	Total Paid
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## Dealer Information

Name
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## Condition Information

Condition	Failure	Failure	Part Number	Name	Quantity	Part Failed	Expense	Expense
A	UC	UNCODABLE (NARRATIVE REQUIRED)		SENSOR	1	X	106.27	
A	UC	UNCODABLE (NARRATIVE REQUIRED)		LABEL	1		3.84	
A	UC	UNCODABLE (NARRATIVE REQUIRED)						

## RO Narratives

### (RO) Customer Concern:

C/S: CUSTOMER STATES REAR BRAKE LOCKING DRIVER REAR EXPRESS MULTI-POINT INSPECTION C/S: CUST states vehicle is not shifting properly. C/S: four wheel drive not available DD/DP/D2 AISIN Transmission DIESEL PM SENSOR

### (RO) Cause:

REMOVED TIRES AND VISUALLY INSPECTED BRAKES, NO PROBLEM FOUND AT THIS TIME. ROAD TESTED VEHICLE AND WAS UNABLE TO DUPLICATE CUSTOMER CONCERN. VEHICLE STILL NOT SHIFTING PROPERLY AFTER RECALL PERFORMED. VEHICLE STILL HAS HARSH SHIFT.NO CODES PRESENT AT THIS TIME. TECHNICIAN INSPECTED VEHICLE FOR RECALL, FOUND SNAP RING FAILED.

### (RO) Correction:

NO REPAIR MADE AT THIS TIME, NO PROBLEM FOUND. COMPLETED COMPLEMENTARY INSPECTION PER STAR AND ENGINEERING DM NOTES, REMOVE AND REPLACE TRANSMISSION ASSEMBLY, REPLACE FLUID TO PROPER LEVEL AND ROAD TEST VEHICLE TO VERIFY OPERATION VEHICLE OPERATING AS DESIGNED AFTER REPLACEMENT OF TRANSMISSION - NO WARNING LIGHTS ON AT THIS TIME. RECALL COMPLETE - INSPECT AND REPLACE SUB ASSEMBLY, CLUTCH KIT, CLUTCH

HUB, THRUST BEARING [REDACTED] [REDACTED] [REDACTED] [REDACTED] RECALL COMPLETE INSTALL PM SENSOR AND REPROGRAM PCM, INSTALL AUTHORIZED MODIFICATIONS LABEL [REDACTED]

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

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# Warranty Claim Report

## Vehicle Information

Year	Body	D28H81 - RAM 3500 BIG
Build Date	Plant	TRUCK ASSEMBLY PLANT
Coverage Code		

## Claim Information

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

## Expense

Labor	Sublet	\$9,691.93	Part	\$0.00	Total Paid
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## Dealer Information

Code	Name
Address	

## Condition Information

Condition	Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Expense	Expense
A	Transmission ; DEF equipped 4x4 pick-up only				TRANSMISS	1	X		
A	Transmission ; DEF equipped 4x4 pick-up only								
A	Transmission, Replace - automatic ;		CHECK SERVICE SO		TRANSMISS	1	X		
A	Transmission, Replace - automatic ;		CHECK SERVICE SO						
	Transmission, Replace - automatic ; propeller shaft equipped				TRANSMISS	1	X		
	Transmission, Replace - automatic ; propeller shaft equipped								

## RO Narratives

### (RO) Customer Concern:

C/S: CUSTOMER STATES REAR BRAKE LOCKING DRIVER REAR EXPRESS MULTI-POINT INSPECTION C/S: CUST states vehicle is not shifting properly. C/S: four wheel drive not available DD/DP/D2 Transmission DIESEL PM SENSOR

### (RO) Cause:

REMOVED TIRES AND VISUALLY INSPECTED BRAKES, NO PROBLEM FOUND AT THIS TIME. ROAD TESTED VEHICLE AND WAS UNABLE TO DUPLICATE CUSTOMER CONCERN. VEHICLE STILL NOT SHIFTING PROPERLY AFTER RECALL PERFORMED. VEHICLE STILL HAS HARSH SHIFT.NO CODES PRESENT AT THIS TIME. TECHNICIAN INSPECTED VEHICLE FOR RECALL, FOUND SNAP RING FAILED.

### (RO) Correction:

NO REPAIR MADE AT THIS TIME, NO PROBLEM FOUND. COMPLETED COMPLEMENTARY INSPECTION PER STAR AND ERING DM NOTES, REMOVE AND REPLACE TRANSMISSION ASSEMBLY, REPLACE FLUID TO PROPER LEVEL AND ROAD TEST VEHICLE TO VERIFY OPERATION VEHICLE OPERATING AS DESIGNED AFTER REPLACEMENT OF TRANSMISSION - NO WARNING LIGHTS ON AT THIS TIME. RECALL COMPLETE - INSPECT AND REPLACE SUB ASSEMBLY, CLUTCH KIT, CLUTCH

HUB, THRUST BEARING [REDACTED] [REDACTED] [REDACTED] [REDACTED] RECALL COMPLETE INSTALL PM SENSOR AND REPROGRAM PCM, INSTALL AUTHORIZED MODIFICATIONS LABEL [REDACTED]

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

C/S: CUST STATES VEHICLE IS NOT SHIFTING PROPERLY.

**(Claim) Cause:**

VEHICLE STILL NOT SHIFTING PROPERLY AFTER [REDACTED] RECALL PERFORMED. VEHICLE STILL HAS HARSH SHIFT.NO CODES PRESENT AT THIS TIME.

**(Claim) Correction:**

PER STAR AND ENGINEERING DM NOTES, REMOVE AND REPLACE TRANSMISSION ASSEMBLY, REPLACE FLUID TO PROPER LEVEL AND ROAD TEST VEHICLE TO VERIFY OPERATION

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# Warranty Claim Report

## Vehicle Information

VIN		Year		Body	D28L92 - RAM 3500	CREW CAB 4X4
Build Date		Plant	TRUCK ASSEMBLY PLANT	Coverage Code		

## Claim Information

Claim #		In Service Date	
Claim Type	S - Safety (Recalls)	Repair Date	
Claim Status	Paid	Mileage (Miles)	
<b>Expense</b>			
Labor		Sublet	\$162.81
Part		Total Paid	\$0.00

## Dealer Information

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

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
		Emissions Recall ■ - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM and Replace VECI Label ( Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)		SENSOR				
		Emissions Recall ■ - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM and Replace VECI Label ( Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						
		Emissions Recall ■ - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM and Replace VECI Label ( Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)						
		Safety Recall ■ - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)		RELAY	1	X		
A		Customer Satisfaction Notification ■ - Aisin Transmission ; ■ Clutch / Input Shaft Assembly - Verify No Failures Have Occurred or Symptoms are Present	UC	UNCODABLE (NARRATIVE REQUIRED)						

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES TRANSMISSION CONCERN. WILL NOT MOVE IN DRIVE. PLEASE CHECK AND ADVISE. Recall / Customer Satisfaction Notification 2 [Customer Satisfaction Notification ■ - Aisin Transmission \*\* ] Recall / Customer Satisfaction Notification 3 [Emissions Recall ■ - Particulate Matter Sensor \*\* ] Recall / Customer Satisfaction Notification 1 [Safety Recall ■ - Intake Air Grid Heater Relay \*\* ] Multi-point inspection (according to maintenance interval) CUSTOMER STATES RING AROUND THE DRIVE SHIFT CAME LOOSE. CUSTOMER HAD TO ZIP TIE IT TO STAY ON. PLEASE CHECK AND ADVISE.

**(RO) Cause:**

...x.

**(RO) Correction:**

REPLACE [REDACTED] ( [REDACTED] PROP SHAFT [REDACTED] (0.2) [REDACTED] PLATE EQUIPPED [REDACTED]  
(0.3) DEF EQUIPPED [REDACTED] (0.6) 4X4 EQUIPPED [REDACTED] (1.2) SNAP RING FAILURE. PERFORMED REPAIR TSB. CLOSE  
CSN LO [REDACTED] (0.1) INSTALL PM SENSOR AND FLASH PCM [REDACTED] (0.6) REPLACE HEATER GRID RELAY [REDACTED]  
(0.2) PERFORM [REDACTED] INSPECTION REPLACE REAR DRIVESHAFT [REDACTED] (0.5) [REDACTED] SHAFT [REDACTED] (0.2)

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES RING AROUND THE DRIVE SHIFT CAME LOOSE. CUSTOMER HAD TO ZIP TI CUSTOMER STATES TRANSMISSION CONCERN. WILL NOT MOVE IN DRIVE. PLEASE CHECK AND ADVISE. E IT TO STAY ON. PLEASE CHECK AND ADVISE.

**(Claim) Cause:**

DAMPENING RING AROUND REAR DRIVESHAFT HAS COME LOOSE. TRANSMISSION WILL NOT MOVE. [REDACTED] SNAP RING HAS BECOME DISLODGED.

**(Claim) Correction:**

REPLACE [REDACTED] ASS [REDACTED] ( [REDACTED] PROP SHAFT [REDACTED] (0. REPLACE REAR DRIVESHAFT [REDACTED]  
(0.5) [REDACTED] SHAFT [REDACTED] (0.2) 2) [REDACTED] PLATE EQUIPPED [REDACTED] (0.3) DEF EQUIPPED [REDACTED] (0.6) 4X4  
EQUIPPED [REDACTED] (1.2)

# Warranty Claim Report

## Vehicle Information

<b>Year</b>		<b>Body</b>	D28L92 - RAM 3500	<b>CREW CAB 4X4</b>
<b>Build Date</b>		<b>Plant</b>	TRUCK ASSEMBLY PLANT	<b>Coverage Code</b>

## Claim Information

<b>Claim #</b>		<b>In Service Date</b>	
<b>Claim Type</b>	W - Warranty	<b>Repair Date</b>	
<b>Claim Status</b>	Paid	<b>Mileage (Miles)</b>	
<b>Expense</b>			
<b>Labor</b>		<b>Sublet</b>	<b>Total Paid</b>

## Dealer Information

<b>Code</b>		<b>Name</b>	ED CHRYSLER JEEP, INC	<b>Zone</b>	00
<b>Address</b>	789 COBB PARKWAY SOUTH , MARIETTA, GA 30060				

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Number	Name	Quantity	Failed	Expense	LOP Expense
		Transmission - equipped pick-up only				CLUTCH KIT	1	X		
		Transmission - equipped pick-up only								
		Transmission - equipped pick-up only								
		Transmission - equipped pick-up only								
		Transmission - equipped pick-up only				GREASE	1		93.39	\$117.29
		Transmission - equipped pick-up only				FLUID AFT	9		188.93	\$117.29
		Transmission - equipped pick-up only				FLUID AFT	6		125.96	\$117.29
		Transmission, Remove and install for recondition AS68R C; equipped					1	X		
		Transmission, Remove and install for recondition C; equipped								
		Transmission, Remove and install for recondition C; equipped								
		Transmission, Remove and install for recondition C; equipped								
		Transmission, Remove and install for recondition C; equipped				GREASE	1		93.39	\$234.58
		Transmission, Remove and install for recondition C; equipped				FLUID AFT	9		188.93	\$234.58
		Transmission, Remove and install for recondition C; equipped				FLUID AFT	6		125.96	\$234.58
		Transmission, Remove and install for recondition -					1	X		



## RO Narratives

**(RO) Customer Concern:**

CUSTOMER STATES TRANSMISSION CONCERN. WILL NOT MOVE IN DRIVE. PLEASE CHECK AND ADVISE. 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 \*\* ] Multi-point inspection (according to maintenance interval) CUSTOMER STATES RING AROUND THE DRIVE SHIFT CAME LOOSE. CUSTOMER HAD TO ZIP TIE IT TO STAY ON. PLEASE CHECK AND ADVISE.

**(RO) Cause:**

... X.

**(RO) Correction:**

REPLACE K1 CLUTCH ASSY [REDACTED] ( [REDACTED] PROP SHAFT [REDACTED] (0.2) [REDACTED] PLATE EQUIPPED [REDACTED] (0.3) DEF EQUIPPED [REDACTED] (0.6) [REDACTED] EQUIPPED [REDACTED] (1.2) SNAP RING FAILURE. PERFORMED REPAIR TSB. CLOSE CSN LO [REDACTED] (0.1) INSTALL PM SENSOR AND FLASH PCM [REDACTED] (0.6) REPLACE HEATER GRID RELAY [REDACTED] (0.2) PERFORM [REDACTED] INSPECTION REPLACE REAR DRIVESHAFT [REDACTED] (0.5) [REDACTED] SHAFT [REDACTED] (0.2)

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES RING AROUND THE DRIVE SHIFT CAME LOOSE. CUSTOMER HAD TO ZIP TI CUSTOMER STATES TRANSMISSION CONCERN. WILL NOT MOVE IN DRIVE. PLEASE CHECK AND ADVISE. E IT TO STAY ON. PLEASE CHECK AND ADVISE.

**(Claim) Cause:**

DAMPENING RING AROUND REAR DRIVESHAFT HAS COME LOOSE. TRANSMISSION WILL NOT MOVE. K1 CLUTCH SNAP RING HAS BECOME DISLODGED.

**(Claim) Correction:**

REPLACE K1 CLUTCH ASSY [REDACTED] ( [REDACTED] PROP SHAFT [REDACTED] (0. REPLACE REAR DRIVESHAFT [REDACTED] (0.5) [REDACTED] SHAFT [REDACTED] (0.2) 2) [REDACTED] PLATE EQUIPPED [REDACTED] (0.3) DEF EQUIPPED [REDACTED] (0.6) [REDACTED] EQUIPPED [REDACTED] (1.2)

# Warranty Claim Report

## Vehicle Information

Year	Body	D28P92 - RAM 3500
Build Date	Plant	TRUCK ASSEMBLY PLANT
Coverage		

## Claim Information

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

**Expense**

Labor	Sublet	Part	Total Paid
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## Dealer Information

Name	PLANET JEEP OF	Zone	70
Address	2608 N WEST ST , AZ 86004		

## Condition Information

Condition	LOP	LOP Desc	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
		Maintenance Interval - Schedule B ; To be used Intervals	MC	MAINTENANCE CARE						
		Maintenance Allowance ; Fixed Cost Maintenance								
		Maintenance Allowance ; TIRE ROTATION								

## RO Narratives

### (RO) Customer Concern:

SERVICE CONTRACT OIL CHANGE 1-Tire Rotation Replace both fuel filters MOPAR EXPRESS LANE INSPECTION 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 . 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. REPLACE AIR FILTER AS REQUESTED

### (RO) Cause:

maint MAINT REPLACED AIR FILTER

### (RO) Correction:

SERVICE CONTRACT OIL CHANGE TECHNICIAN PERFORMED MVP LUBE, OIL AND FILTER SERVICE CUSTOMER REQUESTS TIRE ROTATE Replace both fuel filters REPLACED FUEL FILTER MOPAR EXPRESS LANE INSPECTION MOPAR express lane multi-point inspection. The multi point inspection is a visual inspection of your vehicles current condition at the time of inspection and does not guaranty against component failure after the inspection is completed. 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 . 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 services, recall updates and offers via . 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. 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. REPLACE AIR FILTER AS REQUESTED

### (RO) Technical Notes:

NA



**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

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# Warranty Claim Report

## Vehicle Information

VIN	[REDACTED]	Year	[REDACTED]	Body	D28P92 - RAM 3500
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]
<b>Expense</b>			
Labor	[REDACTED]	Sublet	[REDACTED]
Total Paid	[REDACTED]		[REDACTED]

## Dealer Information

Code	[REDACTED]	Name	[REDACTED]	Zone	06
Address	2601 WILLIAM D TATE AVE , GRAPEVINE, TX 76051				

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Number	Name	Quantity	Failed	Expense	LOP Expense
A	[REDACTED]	Transmission ; equipped pick-up only			[REDACTED]	SNAP RING	1	X	[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission ; equipped pick-up only			[REDACTED]	RING	1		[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission ; equipped pick-up only			68815702AA	RING	1		10.03	[REDACTED]
A	[REDACTED]	Transmission ; equipped pick-up only			[REDACTED]	O-RING	1		44.76	[REDACTED]
A	[REDACTED]	Transmission ; equipped pick-up only			[REDACTED]	GASKET	1		54.67	[REDACTED]
A	[REDACTED]	Transmission ; equipped pick-up only			68085955AA	[REDACTED] R	1		[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission ; equipped pick-up only			06511777AA	BOLT	6		[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission ; equipped pick-up only			[REDACTED]	BOLT	[REDACTED]		[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission ; equipped pick-up only			06509166AA	BOLT	[REDACTED]		[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission ; equipped pick-up only			[REDACTED]	GREASE	1		122.42	[REDACTED]
A	[REDACTED]	Transmission ; equipped pick-up only			68456960AA	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission ; equipped pick-up only			68253813AB	[REDACTED]	[REDACTED]		[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission ; equipped pick-up only			68253770AA	BEARING	1		53.32	[REDACTED]
A	[REDACTED]	Transmission ; equipped pick-up only			68254056AB	[REDACTED]	1		501.43	[REDACTED]
A	[REDACTED]	Transmission ; equipped pick-up only			[REDACTED]	BEARING	1		52.34	[REDACTED]

		pick-up only								
A	████████	Transmission ; DEF equipped ██████████ 4x4 pick-up only			████████	FLUID AFT	2		55.04	\$137.11
A	████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			████████	SNAP RING	1	X	████████	████████
A	████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			████████	SEAL RING	1		████████	████████
A	████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			████████	SEAL RING	1		████████	████████
A	████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			68244579AA	O-RING	1		████████	████████
A	████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			68244638AA	GASKET	1		████████	████████
A	████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			████████	WASHER	1		████████	████████
A	████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			████████	BOLT	6		████████	████████
A	████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			06506497AA	BOLT	4		████████	████████
A	████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			06509166AA	BOLT	4		████████	████████
A	████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			████████	GREASE	1		████████	████████
A	████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			68456960AA	HUB	1		████████	████████
A	████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			68253813AB	RACE	1		████████	████████
A	████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			68253770AA	BEARING	1		████████	████████
A	████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			████████	HUB	1		████████	████████
A	████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			68253772AA	BEARING	1		████████	████████
A	████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			████████	FLUID AFT	2		████████	████████
A	████████	Transmission, Remove and install for recondition - ██████████ C ; Skid plate equipped			████████	SNAP RING	1	X	████████	████████



		propeller shaft equipped								
A		Transmission, Remove and install for recondition - ; Two propeller shaft equipped				O-RING	1		44.76	
A		Transmission, Remove and install for recondition - ; equipped				GASKET	1			
A		Transmission, Remove and install for recondition - ; equipped				WASHER	1			
A		Transmission, Remove and install for recondition - ; equipped				BOLT	6			
A		Transmission, Remove and install for recondition - ; Two propeller shaft equipped				BOLT	4			
A		Transmission, Remove and install for recondition - ; Two propeller shaft equipped				BOLT	4		40.60	
A		Transmission, Remove and install for recondition - ; Two propeller shaft equipped				GREASE	1		122.42	
A		Transmission, Remove and install for recondition - ; equipped			68456960AA	HUB	1			
A		Transmission, Remove and install for recondition - ; equipped				RACE	1			
A		Transmission, Remove and install for recondition - ; equipped				BEARING	1			
A		Transmission, Remove and install for recondition - ; Two propeller shaft equipped				HUB	1		501.43	
A		Transmission, Remove and install for recondition - ; Two propeller shaft equipped				BEARING	1		52.34	
A		Transmission, Remove and install for recondition - ; Two propeller shaft equipped				FLUID AFT	2		55.04	
A		Customer Satisfaction Notification - Aisin Transmission; / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)		SNAP RING	1	X	16.27	\$1,005.49

A		Customer Satisfaction Notification [REDACTED] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	SEAL RING	1			[REDACTED]
A		Customer Satisfaction Notification [REDACTED] Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	SEAL RING	1			[REDACTED]
A		Customer Satisfaction Notification [REDACTED] Transmission ; [REDACTED] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	O-RING	1			[REDACTED]
A		Customer Satisfaction Notification [REDACTED] Transmission ; [REDACTED] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	GASKET	1			[REDACTED]
A		Customer Satisfaction Notification [REDACTED] Transmission ; [REDACTED] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	WASHER				[REDACTED]
A		Customer Satisfaction Notification [REDACTED] Transmission ; [REDACTED] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	BOLT				[REDACTED]
A		Customer Satisfaction Notification [REDACTED] Transmission ; [REDACTED] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	BOLT				[REDACTED]
A		Customer Satisfaction Notification [REDACTED] Transmission ; [REDACTED] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	BOLT				[REDACTED]
A		Customer Satisfaction Notification [REDACTED] Transmission ; [REDACTED] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	GREASE	1		122.42	[REDACTED]
A		Customer Satisfaction Notification [REDACTED] Transmission ; [REDACTED] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	HUB	1		254.38	[REDACTED]
A		Customer Satisfaction Notification [REDACTED] Transmission ; [REDACTED] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	RACE	1		49.65	[REDACTED]
A		Customer Satisfaction Notification [REDACTED] Transmission ; [REDACTED] Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	BEARING	1		53.32	[REDACTED]
A		Customer Satisfaction Notification [REDACTED]	UC	UNCODABLE (NARRATIVE	[REDACTED]	HUB	1		501.43	[REDACTED]

		Transmission ; ■ Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring		REQUIRED)						
A	■	Customer Satisfaction Notification ■ - Aisin Transmission ; ■ Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	■	BEARING	1			■
A	■	Customer Satisfaction Notification ■ - Aisin Transmission ; ■ Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	■	FLUID AFT	2			■ ■
B	■	Emissions Recall ■ - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM and Replace VECI Label ( Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	■	SENSOR	1	X		■
B	■	Emissions Recall ■ - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM and Replace VECI Label ( Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	■		1			■ ■
C	■	Safety Recall ■ - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay	UC	UNCODABLE (NARRATIVE REQUIRED)	■	RELAY	1	X		■

## RO Narratives

### (RO) Customer Concern:

Recall / Customer Satisfaction Notification 5 [Customer Satisfaction Notification ■ - Aisin Transmission \*\*] Recall / Customer Satisfaction Notification 6 [Emissions Recall ■ - Particulate Matter Sensor \*\*] Recall / Customer Satisfaction Notification 3 [Safety Recall ■ - Intake Air Grid Heater Relay \*\*] Flash Software 5 [Software Flash for PCM \*\*] General Concern #1 [CUSTOMER STATES WHILE DRIVING VEHICLE STALLED. GOT IT STARTED AND HEARD A LOUD POP NOISE, WOULD NOT SHIFT GEARS, ONLY REVERSE IS CURRENTLY WORKING.] Multi-point inspection (according to maintenance interval) Car Wash

### (RO) Cause:

F F F F

### (RO) Correction:

■ lops ■ performed campaign ■. vehicle stalled while driving upon start up no forward gears present. ■ and ■ present. directed action to perform campaign ■. remove 2 piece driveshaft, front driveshaft, def tank and transfer case for access, remove transmission. remove pump and inspect found k1 snap ring popped out causing scoring on k1 and k2 clutch hubs. remove and replaced k1 and k2 clutch hubs installed new k1 and k2 thrust bearings, replaced k1 snapping and assembled. measured end play and found to be in specification ■ reassembled and road test, delayed/harsh shift present into 1st and ■ Recall / Customer Satisfaction Notification 5 RECALL ■ 0.6hrs performed campaign y43, installed particulate matter sensor and updated pcm Recall / Customer Satisfaction Notification 6 RECALL ■ performed campaign ■ replaced intake heater relay Recall / Customer Satisfaction Notification 3 RECALL NO WORK DON ■ lops ■ 21002766, ■ 21002762, 21252050 after performing recall ■. transmission will drive but has a harsh engagement into drive and harsh shift into ■ as well as a grinding noise from transmission. remove transmission pan and inspect, metal contamination present. remove transmission and teardown, found p2 annulus pinion

### (RO) Technical Notes:

GRINDING IN ■ P2 ■ BEARING FAILURE. METAL H WONT SHIFT GEARS, ONLY REVERSE IS AVAILABLE. FOUND TRANS IS GRINDING. PERFMD RECALL ■ NOW VEH WILL DRIVE BUT HAS A HARSH ENGAGING INTO DRIVE AND HARSH SHIFT IN ■. REMOVED PAN FOUND METAL CONTAMINATION, FURTHER TEARDOWN FOUND P2 ■ PINION BEARING FAILURE, LEAKING ■ AND SCORING ON PUMP. REPAIR EXCEEDS ■. REMAN TRANS IS NOT AVAILABLE. REPLACED TRANSMISSION, COOLER WITH NEW DRIVESHAFT AND TORQUE CONVERTER BOLTS,

FLUSH TRANS COOLER LINES WITH CLEAN FLUID, ADJUST FLUID LEVEL PERFORM TRANS QUICK LEARN PROCEDURE. ROAD TEST AND TRANS SHIFTING NORMALLY.

## GCS Narratives

**(Claim) Customer Concern:**

VEHICLE STALLED WHILE DRIVING. STARTED AND HEARD A LOUD POP NOISE. WILL NOT SH IFT GEARS ONLY REVERSE IS WORKING.

**(Claim) Cause:**

REMOVED TRANSMISSION METAL CONTAMINATION PRESENT. FOUND P2 ANNULUS PINION B EARING FAILURE CAUSING METAL THROUGHOUT TRANSMISSION AND SCORING ON PUMP GEA R AND LEAKING K1 PISTON.

**(Claim) Correction:**

REMOVED AND REPLACED TRANSMISSION (REMAN IS NOT AVAILABLE), WITH TORQUE CONV ERTER BOLTS AND DRIVESHAFT BOLTS. AND COOLER AND FLUSHED TRANSCOOLER LINES W ITH CLEAN FLUID. ADJUSTED FLUID LEVEL AND PERFORMED A QUICKLEARN AND ROAD TE STED.

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# Warranty Claim Report

## Vehicle Information

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

## Claim Information

Claim #	[REDACTED]	In Service Date	[REDACTED]
Claim Type	W - Warranty	Repair Date	[REDACTED]
Claim Status	Paid	Mileage (Miles)	[REDACTED]
<b>Expense</b>			
Labor	[REDACTED]	Sublet	[REDACTED]
Total Paid		[REDACTED]	[REDACTED]

## Dealer Information

Code	[REDACTED]	Name	[REDACTED]	Zone	06
Address	2601 WILLIAM D TATE AVE , [REDACTED] , TX 76051				

## Condition Information

Condition Code	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] pick-up only	[REDACTED]	TRANSMISS	1	X	[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] pick-up only	[REDACTED]	COOLER	1		[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] pick-up only	[REDACTED]	[REDACTED]			[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] pick-up only	[REDACTED]	BOLT	6		[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] pick-up only	[REDACTED]	[REDACTED]			[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission, Replace - automatic ; [REDACTED]	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	X	[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission, Replace - automatic ; [REDACTED]	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]		423.16	\$891.23
A	[REDACTED]	Transmission, Replace - automatic ; [REDACTED]	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]		[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission, Replace - automatic ; [REDACTED]	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]		[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission, Replace - automatic ; [REDACTED]	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]		[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission, Replace - automatic ; Skid plate equipped		TRANSMISS	[REDACTED]		[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission, Replace - automatic ; Skid plate equipped		COOLER	[REDACTED]		[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission, Replace - automatic ; Skid plate equipped		[REDACTED]			[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission, Replace - automatic ; Skid plate equipped		BOLT	6		[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission, Replace - automatic ; Skid plate		[REDACTED]			[REDACTED]	[REDACTED]

		equipped								
A		Transmission, Replace - automatic ; [REDACTED] propeller shaft equipped			[REDACTED]	TRANSMISS	1	X	12914.88	\$45.70
A		Transmission, Replace - automatic ; [REDACTED] propeller shaft equipped			[REDACTED]	COOLER	1		[REDACTED]	
A		Transmission, Replace - automatic ; [REDACTED] propeller shaft equipped			[REDACTED]	BOLT	4		[REDACTED]	
A		Transmission, Replace - automatic ; [REDACTED] propeller shaft equipped			[REDACTED]	BOLT	6		[REDACTED]	[REDACTED]
A		Transmission, Replace - automatic ; [REDACTED] propeller shaft equipped			[REDACTED]	BOLT	4		[REDACTED]	
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]	BOLT	4		[REDACTED]	
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[REDACTED]	BOLT	6		35.22	\$137.11
A	21002766	Transmission, Replace - automatic ; 4x4/AWD equipped			[REDACTED]	BOLT	4		[REDACTED]	
A		Oil cooler, external / auxiliary ; Cooler (2 - [REDACTED])			[REDACTED]	TRANSMISS	1	X	[REDACTED]	
A		Oil cooler, external / auxiliary ; Cooler (2 - [REDACTED])			[REDACTED]	COOLER	1		[REDACTED]	
A		Oil cooler, external / auxiliary ; Cooler (2 - [REDACTED])			[REDACTED]	BOLT	4		[REDACTED]	
A		Oil cooler, external / auxiliary ; Cooler (2 - [REDACTED])			[REDACTED]	BOLT	6		35.22	\$411.34
A		Oil cooler, external / auxiliary ; Cooler (2 - [REDACTED])			[REDACTED]	BOLT	4		[REDACTED]	[REDACTED]

## RO Narratives

### (RO) Customer Concern:

Recall / Customer Satisfaction Notification 5 [Customer Satisfaction Notification [REDACTED] - Aisin Transmission \*\*] Recall / Customer Satisfaction Notification 6 [Emissions Recall [REDACTED] - Particulate Matter Sensor \*\*] Recall / Customer Satisfaction Notification 3 [Safety Recall [REDACTED] - Intake Air Grid Heater Relay \*\*] Flash Software 5 [Software Flash for PCM \*\*] General Concern #1 [CUSTOMER STATES WHILE DRIVING VEHICLE STALLED. GOT IT STARTED AND HEARD A LOUD POP NOISE, WOULD NOT SHIFT GEARS, ONLY REVERSE IS CURRENTLY WORKING.] Multi-point inspection (according to maintenance interval) Car Wash

### (RO) Cause:

F F F F

### (RO) Correction:

18812 tk [REDACTED] lops [REDACTED] [REDACTED] [REDACTED] performed campaign [REDACTED]. vehicle stalled while driving upon start up no forward gears present. dcsp0731 and [REDACTED] present. directed action to perform campaign 71a. remove 2 piece driveshaft, front driveshaft, def tank and transfer case for access, remove transmission. remove pump and inspect found k1 snap ring



# Warranty Claim Report

## Vehicle Information

VIN	██████████4	Year	██████████	██████████	██████████ - RAM 5500
Build Date	██████████	Plant	TRUCK ASSEMBLY PLANT	Coverage Code	██████████

## Claim Information

Claim #	██████████	In Service Date	██████████
Claim Type	W - Warranty	Repair Date	██████████
Claim Status	Paid	Mileage (Miles)	██████████
<b>Expense</b>			
Labor	██████████	Sublet	██████████
Total Paid	██████████		██████████

## Dealer Information

Code	██████████	Name	SETH WADLEY CHRYSLER DODGE JEEP	Zone	██████████
Address	200 BALLARD RD , PAULS VALLEY, OK 73075				

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	██████████	Cooler, EGR ██████████ diesel engine - Cab Chassis Only	██████████	LEAKS	██████████	COVER	1	X	██████████	██████████
A	██████████	Cooler, EGR ██████████ diesel engine - Cab Chassis Only	██████████	LEAKS	██████████	GASKET	1		██████████	██████████
A	██████████	Cooler, EGR ██████████ diesel engine - Cab Chassis Only	██████████	LEAKS	██████████	ANTIFREEZ	██████████		██████████	██████████
A	██████████	Cooler, EGR ██████████ diesel engine - Cab Chassis Only	██████████	LEAKS	██████████	COVER	██████████		██████████	██████████

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES DURING ROUTINE OIL CHANGES THEY HAVE DONE ██████████ OILANALYSIS AND HAVE HAD HIGH TRACES OF ALUMINIUM IRON AND POTASSIUM CRANKCASE FILTER REPLACE AIR FILTER CHANGE OIL AND FILTER, LUBE AS NECESSARY, SET TIRE PRESSURES TO SPECS

### (RO) Cause:

C

### (RO) Correction:

customer provided oil analysis foundexcessive potassium in oil, pressure testedcooling system for leaks found leak inspectedfound egr cooler leaking coolant internally,removed and replaced egr cooler, refilledcooling system and retested all tests okay atthis time EGR COOLER REPLACE CRANK CASE FILTER REPLACE DIESEL ██████████ FUEL FILTER REPLACE AIR FILTER CHANGE OIL AND FILTER, LUBE AS NECESSARY, SET TIRE PRESSURES TO SPECS REPLACE DIESEL ██████████ FUEL FILTER REPLACE AUX FUEL FILTER TOP OFF FLUIDS AS NEEDED CHANGE OIL AND FILTER, LUBE AS NECESSARY, SET TIREPRESSURES TO SPECS REPLACE DIESEL ██████████ FUEL FILTER REPLACE AUX FUEL FILTER MISC. SHOP CHARGES

### (RO) Technical Notes:

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES DURING ROUTINE OIL CHANGES THEY HAVE DONE [REDACTED] ANALYSIS AND HAVE HAD HIGH TRACES OF ALUMINIUM IRON AND POTASSIUM

**(Claim) Cause:**

CUSTOMER PROVIDED OIL ANALYSIS FOUND EXCESSIVE POTASSIUM IN OIL, PRESSURE TESTED COOLING SYSTEM FOR LEAKS FOUND LEAK INSPECTED FOUND EGR COOLER LEAKING COOLANT INTERNALLY, REMOVED AND REPLACED EGR COOLER, REFILLED COOLING SYSTEM AND RETESTED ALL TESTS OKAY AT THIS TIME

**(Claim) Correction:**

CUSTOMER PROVIDED OIL ANALYSIS FOUND EXCESSIVE POTASSIUM IN OIL, PRESSURE TESTED COOLING SYSTEM FOR LEAKS FOUND LEAK INSPECTED FOUND EGR COOLER LEAKING COOLANT INTERNALLY, REMOVED AND REPLACED EGR COOLER, REFILLED COOLING SYSTEM AND RETESTED ALL TESTS OKAY AT THIS TIME

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# Warranty Claim Report

## Vehicle Information

Year	Body	DP9L94 -	CAB CHASSIS
Build Date	Plant	TRUCK ASSEMBLY PLANT	Coverage Code

## Claim Information

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

## Expense

Labor	Sublet	\$	Part	\$0.00	Total Paid
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## Dealer Information

Code	Name	DODGE JEEP RAM	Zone
Address	9640 STATE HWY 121 , TX 75035		

## Condition Information

Condition Code	Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	Power Outlet / USB / Inverter ; Floor Console Mounted		GROUNDING OR SHORTED		PLUG	1	X		
A	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.				PLUG	1	X		

## RO Narratives

### (RO) Customer Concern:

Moved to: Line: A Radio/Nav/Telematics Concern [we replaced radio screen but uconnect message still on and other message keeps coming on-] Moved to: Line: B Moved to: Line: C Moved to: Line: D Moved to: Line: E  
 PERFORM BETTERLOFDSL PERFORM DIESELOIL AND FILTER CHANGE USING . PREMIUM ENGINE TREATMENT, PREMIUM FUEL TREATMENT, TOP OFF FLUIDS, PERFORM MULTI-POINTINSPECTION ECODIESEL IS EXTRA REPLACE FUEL FILTER. REPLACE FUEL FILTER. PERFORM MULTI POINT VEHICLE INSPECTION.....TREAD DEPTH.....TIRE SIZE..... DOC STORAGE FEE

### (RO) Cause:

PERFORM BETTERLOFDSLPERFORM DIESEL OIL AND FILTER CHANGE USING . PREMIUM ENGINE TREATMENT, PREMIUM FUEL TREATMENT, TOP OFF FLUIDS, PERFORM MULTI-POINT INSPECTION REPLACE FUEL FILTER REPLACE FUEL FILTER VEHICLE INSPECTION

### (RO) Correction:

50 diesel oil change completed Moved to: Line: A RO USE ONLY NPF and media port code from Could not duplicateconcern. Removed trim and radio screen. Removed and checkall coax cables from 2 to radio for anyloose connections or broken connectors.Verified all connections were tight and nobroken connectors. Checked onradio and 2 for any bent terminals orloose pins. Verified all was good. Found codein radio for media port hub. Removed andreplaced media hub and verified media hubworks. Performed hard reset of andadvised customer to drive and see if Uconnectmessage will come back on. POWER OUTLET/USB/INVERTER115 Operation diagnostics - With repair 50 fuel filter replaced Moved to: Line: B RO USE ONLY 50 fuel filter replaced Moved to: Line: C RO USE ONLY Moved to: Line: D RO USE ONLY DOC2 Moved to: Line: RO USE ONLY 50 diesel oil change completed PERFORM BETTERLOFDSL PERFORM DIESEL OIL AND FILTER CHANGE USING . PREMIUMENGINE TREATMENT, PREMIUMFUEL TREATMENT, TOP OFF FLUIDS, PERFORM MULTI-POINT INSPECTION ECODIESEL IS EXTRA PERFORM BETTERLOFDSL PERFORM DIESEL OIL AND FILTERCHANGE USING . PREMIUM ENGINE TREATMENT, PREMIUM FUEL TREATMENT, TOP OFF FLUIDS, PERFORM MULTI-POINT INSPECTION ECODIESEL IS EXTRA MISC. SHOP CHARGES 50 fuel filter replaced REPLACE FUEL FILTER. 50 fuel filter replaced REPLACE FUEL FILTER. PERFORM MULTI POINT VEHICLE INSPECTION.....TREAD DEPTH.....TIRE SIZE..... DOC2 DOC STORAGE FEE DOCUMENT AND STORAGE FEE FIXED DISCOUNT DOC STORAGE FEE MISC. SHOP CHARGES MISC. SHOP CHARGES

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

[WE REPLACED RADIO SCREEN BUT UCONNECT MESSAGE STILL ON AND OTHER MESSAGE KEYS COMING ON-]

**(Claim) Cause:**

COULD NOT DUPLICATE CONCERN. REMOVED TRIM AND [REDACTED] BOXES. REMOVED RADIO SCREEN. REMOVED [REDACTED] AND CHECK ALL COAX CABLES FROM [REDACTED] TO RADIO FOR ANY LOOSE CONNECTIONS OR BROKEN CONNECTORS. VERIFIED ALL CONNECTIONS WERE TIGHT AND NO BROKEN CONNECTORS. CHECKED [REDACTED] CONNECTORS ON RADIO AND [REDACTED] FOR ANY BENT TERMINALS OR LOOSE PINS. VERIFIED ALL WAS GOOD. FOUND CODE IN RADIO F OR MEDIA PORT HUB.

**(Claim) Correction:**

REMOVED AND REPLACED MEDIA HUB AND VERIFIED MEDIA HUB WORKS. PERFORMED HARD RE SET OF [REDACTED] AND ADVISED CUSTOMER TO DRIVE AND SEE IF UCONNECT MESSAGE WILL COME BACK ON.

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# Warranty Claim Report

## Vehicle Information

VIN	[REDACTED]	Year	[REDACTED]	Body	D28P92 - RAM 3500	[REDACTED]
Build Date	[REDACTED]	Plant	TRUCK ASSEMBLY PLANT	Coverage Code	[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]	\$9,853.95	Part	\$0.00	Total Paid	[REDACTED]
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## Dealer Information

Code	[REDACTED]	Name	[REDACTED]	Zone	71	[REDACTED]
Address	[REDACTED]					

## Condition Information

Condition	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Expense	Expense
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	2.69	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	FILTER	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CONVERTER	1	X	2424.56	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	68379574AA	GASKET	1	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	68437471AA	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	CHECK SERVICE SO	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	CHECK SERVICE SO	[REDACTED]	FILTER	1	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	CHECK SERVICE SO	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	CHECK SERVICE SO	[REDACTED]	CONVERTER	1	X	[REDACTED]	[REDACTED]

A	████████	Filter diesel particulate (DPF) ; ████████ diesel engine, ██████████ pick up only	ML	CHECK ████████/SERVICE ████████ SO	████████	GASKET	1		████████	████████
A	████████	Filter diesel particulate (DPF) ; ████████ diesel engine, ██████████ pick up only	ML	CHECK ████████/SERVICE ████████ SO	████████	GASKET	1		████████	████████
A	████████	Filter diesel particulate (DPF) ; ████████ diesel engine, ██████████ pick up only	ML	CHECK ████████/SERVICE ████████ SO	████████	GASKET	1		████████	████████
A	████████	Filter diesel particulate (DPF) ; ████████ diesel engine, ██████████ pick up only	ML	CHECK ████████/SERVICE ████████ SO	████████	GASKET	1		████	████
A	████████	Filter, particulate - Regen ; Stationary Regeneration w/ ████████, ██████████ pick up only			████████	GASKET	1		████	████
A	████████	Filter, particulate - Regen ; Stationary Regeneration w/ ████████, ██████████ pick up only			████████	FILTER	1		████████	████████
A	████████	Filter, particulate - Regen ; Stationary Regeneration w/ ████████, ██████████ pick up only			████████	OIL	3		████████	████████
A	████████	Filter, particulate - Regen ; Stationary Regeneration w/ ████████, ██████████ pick up only			████████	CONVERTER	1	X	████████	████████
A	████████	Filter, particulate - Regen ; Stationary Regeneration w/ ████████, ██████████ pick up only			████████	GASKET	1		████████	████████
A	████████	Filter, particulate - Regen ; Stationary Regeneration w/ ████████, ██████████ pick up only			████████	GASKET	1		████	████
A	████████	Filter, particulate - Regen ; Stationary Regeneration w/ ████████, ██████████ pick up only			████████	GASKET	1		████	████
A	████████	Filter, particulate - Regen ; Stationary Regeneration w/ ████████, ██████████ pick up only			████████	GASKET	1		24.72	\$160.69
A	████████	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			████████	GASKET	1		████████	████████
A	████████	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.			████████	FILTER	1		████████	████████

A		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.				OIL	3			
A		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.				CONVERTER	1	X		
A		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.				GASKET	1			
A		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.				GASKET	1			
A		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.				GASKET	1			
A		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.				GASKET	1			
A		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.				GASKET	1			
B		Injector, Fuel ; 6.7 liter primary labor operation				INJECTOR	2	X		
B		Injector, Fuel ; 6.7 liter primary labor operation				CONNECTOR	2		496.19	\$229.55
B		Injector, Fuel ; Cylinder 1 -				INJECTOR	2	X		
B		Injector, Fuel ; Cylinder 1 -				CONNECTOR	2			
B	143020D2	Injector, Fuel ; Cylinder 2 -	14	BURNED OR BURNED OUT		INJECTOR	2	X		
B	143020D2	Injector, Fuel ; Cylinder 2 -	14	BURNED OR BURNED OUT		CONNECTOR	2			

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON. DISPLAY READS EXHAUST FILTER FULL. CHECK AND ADVISE. PERFORM COMPLIMENTARY FACTORY VEHICLE MULTI-POINT VISUAL INSPECTION - INCLUDES BATTERY CHECK, VISUAL INSPECTION OF TIRE AND BRAKE PAD WEAR (WHEELS ON), CHECK FLUID CONDITION (WHERE APPLICABLE), AND SET TIRE PRESSURE TO PROPER PSI. COURTESY TIRE PRESSURE INSPECTION AND SET PRESSURE TO MANUFACTURER'S DOOR STICKER SPECIFICATIONS (LF \_\_\_ PSI RF \_\_\_ PSI LR \_\_\_ PSI RR \_\_\_ PSI )

### (RO) Cause:

.. FUTURE CDJR OF CONCORD PROVIDES THIS COMPLIMENTARY VISUAL TO ASSIST OUR CUSTOMERS IN PROTECTING THEIR INVESTMENT

### (RO) Correction:

VERIFIED CHECK ENGINE LIGHT IS ON. DTC IS ACTIVE. O SERVICE BULLETIN APPLY. PCM SOFTWARE IS UP TO DATE. CONNECTEDSCAN TOOL AND FOUND SOOT LOAD DPF REPLACEMENT AND RAN STATIONARY DESOOT. ROAD TESTED VEHICLE AND DTC RETURNED WITH DTC'S PCM Diesel Particulate Filter

System Performance- Stored [REDACTED] Particulate Filter Restriction -Soot Accumulation Bank 1- Stored [REDACTED] Diesel Particulate Filter Restriction - Ash Accumulation- Active INSPECTED FOR [REDACTED] DAMAGE OR LEAKS IN EXHAUST SYSTEM. NO PROBLEMS FOUND. SOOT LOAD [REDACTED] AGAIN. NEED TO REPLACE DPF. NEED TO COLLECT FUEL SAMPLE AND INSPECT AND PRESSURE TEST CAC SYSTEM. COLLECTED FUEL SAMPLE. NO CONTAMINATION. CHECKED AIR FILTER [REDACTED] FOUND IT TO BE DIRTY. CHECKED OIL AND FOUND OVERFULL. PERFORMED INJECTOR KILL TEST AND FOUND DIFFERENCE AT #1 AND #2 [REDACTED] PERFORMED INJECTOR RETURN TEST AND FOUND 108mL OF RETURN AT [REDACTED] #1 AND [REDACTED] AT [REDACTED] #2. NEED TO REPLACE [REDACTED] FUEL INJECTORS AND CONNECTOR TUBES. REPLACED REMOVED DPF AND INSPECTED INLET. FOUND LARGE AMOUNT OF SOOT. INSPECTED DPF OUTLET AND FOUND SIGNS OF HIGH HEAT. INSTALLED DPF FOR CUSTOMER TO TAKE VEHICLE. PARTS ON ORDER. CUSTOMER DECLINED TO LEAVE VEHICLE. DO NOT RECOMMEND TO DRIVE VEHICLE. REMOVED INTAKE MANIFOLD AND FUEL RAIL. REPLACED [REDACTED] #1 AND [REDACTED] #2 INJECTORS AND CONNECTOR TUBES. TORQUED TO PROPER SPEC. ASSEMBLED FUEL SYSTEM. REPLACED [REDACTED] FUEL FILTERS. DRAINED

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON. DISPLAY READS EXHAUST FILTER FULL. CHECK AND ADVISE

**(Claim) Cause:**

INSPECTED FOR [REDACTED] DAMAGE OR LEAKS IN EXHAUST SYSTEM. NO PROBLEMS FOUND. SOOT VERIFIED CHECK ENGINE LIGHT IS ON. [REDACTED] IS ACTIVE. O SERVICE BULLETINS A LOAD [REDACTED] AGAIN. NEED TO REPLACE DPF. NEED TO COLLECT FUEL SAMPLE AND INSPECT PPLY. [REDACTED] SOFTWARE IS UP TO DATE. CONNECTED SCAN TOOL AND FOUND SOOT LOAD 11G /L. PERFORMED DPF REPLACEMENT AND [REDACTED] STATIONARY DESOOT. ROAD TESTED VEHICLE T AND PRESSURE TEST CAC SYSTEM. COLLECTED FUEL SAMPLE. NO CONTAMINATION. CHECKED AIR FILTER. CHECKED OIL. PERFORMED INJECTOR KILL TEST AND FOUND DIFFER [REDACTED] AND [REDACTED] RETURNED WITH [REDACTED] S [REDACTED] DIESEL PARTICULATE FILTER S NCE AT #1 AND #2 [REDACTED] PERFORMED INJECTOR RETURN TEST AND FOUND [REDACTED] OF YSTEM PERFORMANCE- STORED [REDACTED] PARTICULATE FILTER RESTRICTION - SOOT RETURN AT [REDACTED] #1 AND [REDACTED] AT [REDACTED] #2. NEED TO REPLACE [REDACTED] FUEL INJECTORS AND ACCUMULATION BANK 1- STORED [REDACTED] DIESEL PARTICULATE FILTER RESTRICTI CONNECTOR TUBES. REPLACED REMOVED DPF AND INSPECTED INLET. FOUND LARGE AMOUNT ON - ASH ACCUMULATION- ACTIVE INSPECTED FOR [REDACTED] DAMAGE OR LEAKS IN EXHAUST S OF SOOT. INSPECTED DPF OUTLET AND FOUND SIGNS OF HIGH HEAT. INSTALLED DPF FO YSTEM. NO PROBLEMS FOUND. SOOT LOAD [REDACTED] AGAIN. NEED TO REPLACE DPF. NEED TO COLLECT FUEL SAMPLE AND INSPECT AND PRESSURE TEST CAC SYSTEM. COLLECTED FUEL R CUSTOMER TO TAKE VEHICLE. PARTS ON ORDER SAMPLE. NO CONTAMINATION. CHECKED AIR FILTER. CHECKED OIL. PERFORMED INJECTOR KILL TEST AND FOUND DIFFERENCE AT #1 AND #2 [REDACTED] PERFORMED INJECTOR RETURN TEST AND FOUND [REDACTED] OF RETURN AT [REDACTED] #1 AND [REDACTED] AT [REDACTED] #2. NEED TO REPLACE [REDACTED] FUEL INJECTORS AND CONNECTOR TUBES. REPLACED REMOVED DPF AND INSPECTED INLET. FOUND LARGE AMOUNT OF SOOT. INSPECTED DPF OUTLET AND FOUND SIGN S OF HIGH HEAT. INSTALLED DPF FOR CUSTOMER TO TAKE VEHICLE. PARTS ON ORDER

**(Claim) Correction:**

REMOVED INTAKE MANIFOLD AND FUEL RAIL. REPLACED [REDACTED] #1 AND [REDACTED] #2 INJECTORS AND CONNECTOR TUBES. TORQUED TO PROPER SPEC. ASSEMBLED FUEL SYSTEM. REPLACED [REDACTED] FUEL FILTERS. DRAINED OIL AND REPLACED ENGINE OIL AND FILTER WITH FACTORY PARTS. [REDACTED] ENGINE AND CHECKED OIL LEVEL. CORRECT LEVEL. RAISED VEHICLE AND REPLACED DPF ASSEMBLY USING NEW GASKETS. INJECTORS RESET DPF FILTER VALUES. PROGRAMMED NEW INJECTORS. ERASED ALL [REDACTED] S. ROAD TESTED [REDACTED]. RECHECKED. NO LEAKS. NO [REDACTED] S. SOOT LOAD [REDACTED] NORMAL READINGS. ROAD TESTED ANOTHER [REDACTED] REMOVED INTAKE MANIFOLD AND FUEL RAIL. REPLACED [REDACTED] #1 AND [REDACTED] #2 INJECTORS AND CONNECTOR TUBES. TORQUED TO PROPER SPEC. ASSEMBLED FUEL SYSTEM. REPLACED B S AND RECHECKED. NO [REDACTED] S OTH FUEL FILTERS. DRAINED OIL AND REPLACED ENGINE OIL AND FILTER WITH FACTORY PARTS. [REDACTED] ENGINE AND CHECKED OIL LEVEL. CORRECT LEVEL. RAISED VEHICLE AND REPLACED DPF ASSEMBLY USING NEW GASKETS. INJECTORS RESET DPF FILTER VALUES. PROGRAMMED NEW INJECTORS. ERASED ALL [REDACTED] S. ROAD TESTED [REDACTED] RECHECKED. NO LEAKS. NO [REDACTED] S. SOOT LOAD [REDACTED] NORMAL READINGS. ROAD TESTED ANOTHE [REDACTED] AND RECHECKED. NO [REDACTED] S

# Warranty Claim Report

## Vehicle Information

VIN	[REDACTED]	Year	[REDACTED]	Body	DP9L93 - RAM 4500 CREW CAB CHASSIS
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]
<b>Expense</b>			
Labor	[REDACTED]	Sublet	[REDACTED]
Total Paid	[REDACTED]		[REDACTED]

## Dealer Information

Code	[REDACTED]	Name	GOSSETT MOTOR CARS INC	Zone	63
Address	1901 COVINGTON PIKE , MEMPHIS, TN 38128				

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Number	Name	Quantity	Failed	Expense	LOP Expense
[REDACTED]	[REDACTED]	Transmission, equipped pick-up only			[REDACTED]	RING	1		11.27	\$79.77
[REDACTED]	[REDACTED]	Transmission, equipped pick-up only			[REDACTED]	WASHER	1			
[REDACTED]	[REDACTED]	Transmission, equipped pick-up only			[REDACTED]	BOLT	6			
[REDACTED]	[REDACTED]	Transmission, equipped pick-up only			[REDACTED]	BOLT	4			
[REDACTED]	[REDACTED]	Transmission, equipped pick-up only			[REDACTED]	FLUID AFT	2			
[REDACTED]	[REDACTED]	Transmission, equipped pick-up only			[REDACTED]	RING	1		10.49	\$79.77
[REDACTED]	[REDACTED]	Transmission, equipped pick-up only			[REDACTED]	RING	1			
[REDACTED]	[REDACTED]	Transmission, equipped pick-up only			[REDACTED]	O-RING	1			
[REDACTED]	[REDACTED]	Transmission, equipped pick-up only			[REDACTED]	GASKET	1		35.24	\$79.77
[REDACTED]	[REDACTED]	Transmission, equipped pick-up only			[REDACTED]	HUB	1	X	163.99	\$79.77
[REDACTED]	[REDACTED]	Transmission, equipped pick-up only			[REDACTED]	HUB	1		323.24	\$79.77
[REDACTED]	[REDACTED]	Transmission, Remove and install for recondition - equipped			[REDACTED]	RING	1		11.27	\$159.54
[REDACTED]	[REDACTED]	Transmission, Remove and install for recondition - equipped			[REDACTED]	WASHER	1		7.65	\$159.54
[REDACTED]	[REDACTED]	Transmission, Remove and install for recondition - equipped			[REDACTED]	BOLT	6			
[REDACTED]	[REDACTED]	Transmission, Remove and install for recondition - equipped			[REDACTED]	BOLT	4			
[REDACTED]	[REDACTED]	Transmission, Remove and install for recondition - equipped			[REDACTED]	FLUID AFT	2		35.48	\$159.54
[REDACTED]	[REDACTED]	Transmission, Remove and install for recondition -			[REDACTED]	RING	1			

		██████████ C ; 4X4 equipped							
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			68019782AA	SEAL RING	1		██████████ ██████████
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			██████████	O-RING	1		██████████ ██████████
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			██████████	GASKET	1	35.24	\$159.54
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			██████████	HUB	1	X	██████████ ██████████
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			██████████	HUB	1		██████████ ██████████
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; Skid plate equipped			██████████	SEAL RING	1		██████████ ██████████
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; Skid plate equipped			██████████	WASHER	1		██████████ ██████████
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; Skid plate equipped			██████████	BOLT	6	22.71	██████████
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; Skid plate equipped			██████████	BOLT	4		██████████ ██████████
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; Skid plate equipped			██████████	FLUID AFT	2		██████████ ██████████
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; Skid plate equipped			68269568AB	SNAP RING	1		██████████ ██████████
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; Skid plate equipped			68019782AA	SEAL RING	1		██████████ ██████████
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; Skid plate equipped			██████████	O-RING	1		██████████ ██████████
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; Skid plate equipped			██████████	GASKET	1		██████████ ██████████
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; Skid plate equipped			██████████	HUB	1	X	██████████ ██████████
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; Skid plate equipped			██████████	HUB	1		██████████ ██████████
A	██████████	Customer Satisfaction Notification ██████████ - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	██████████	SEAL RING	1		██████████ ██████████

A		Customer Satisfaction Notification [REDACTED] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	WASHER	1		7.65	[REDACTED]
A		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		Customer Satisfaction Notification [REDACTED] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	BOLT	4		26.17	[REDACTED]
A		Customer Satisfaction Notification [REDACTED] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	FLUID AFT	2		35.48	[REDACTED]
A		Customer Satisfaction Notification [REDACTED] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	SNAP RING	1		10.49	[REDACTED]
A		Customer Satisfaction Notification [REDACTED] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	SEAL RING	1		6.46	[REDACTED]
A		Customer Satisfaction Notification [REDACTED] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	O-RING	1		28.86	[REDACTED]
A		Customer Satisfaction Notification [REDACTED] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	GASKET	1		35.24	[REDACTED]
A		Customer Satisfaction Notification [REDACTED] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	HUB	1	X	163.99	[REDACTED]
A		Customer Satisfaction Notification [REDACTED] - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	[REDACTED]	HUB	1		323.24	[REDACTED]

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES CUSTOMER SATISFACTION NOTIFICATION [REDACTED] - AISIN TRANSMISSION (RECALL CUSTOMER SATISFACTION NOTIFICATION 2) CUSTOMER STATES Safety Recall [REDACTED] - Intake Air Grid Heater Relay (Recall Customer Satisfaction Notification 1) CUSTOMER STATES VEHICLE WILL NO LONGER OPERATE IN DRIVE ONLY REVERSE. VEHICLE WILL CRANK. TOWED IN. CALL [REDACTED] WITH DIAGNOSTIC. ADDED LINE FOR DIESEL DUE TO MISFIRE CAUSED PUSHROD TO BE PUSHED OFF ROCKER. ADDED LINE FOR OIL CHANGE AND FILTER

**(RO) Cause:**

■■■ - AISIN TRANSMISSION - RECALL SAFETY RECALL ■■■ - INTAKE AIR GRID HEATER RELAY REMOVED TRANS MISSION INSTALLED FRONT CLUTCH DRUM THAT WAS NOT LISTED IN RECALL DIAGNOSED THAT THE VEHICLE'S FUEL SYSTEM HAS BEEN CONTAMINATED WITH GAS. AUTO INTEGRATE ■■■ FOUND #1 PUSH ROD BENT DUE TO CYLINDER FILLING WITH GAS AND NOT COMBUSTING CAUSING WEAKEST LINK TO BENT COMPLETED DIESEL ENGINE OIL & FILTER SERVICE & VEHICLE INSPECTION.

**(RO) Correction:**

PREFORMED RECALL ■■■ WITH RECALL PARTS FOUND OUT RECALL LISTED WRONG PARTS PERFORM RECALL-REPLACED INTAKE HEATER GRID RELAY FLASHED ■■■ ■■■ AND DEF EQUIPPED PLACING LABOR FOR DRAINING ■■■ TANKS, FUEL FILTERS, FLUSHING LINES, INJECTORS, FUEL RAIL, AND ALL TUBING REPAIR ORDER ID: ■■■ AUTHORIZATION NUMBER: ■■■ \$■■■ VEHICLE ON E- ADDED DIESEL REPLACED #1 PUSH RODS AND ROCKERS COMPLETED DIESEL ENGINE OIL & FILTER SERVICE & VEHICLE INSPECTION.

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES CUSTOMER SATISFACTION NOTIFICATIO ■■■ - AISIN TRANSMISSION

**(Claim) Cause:**

PREFORMED RECAL ■■■ WITH RECALL PARTS FOUND OUT RECALL LISTED WRONG PARTS

**(Claim) Correction:**

PREFORMED RECAL ■■■ WITH RECALL PARTS FOUND OUT RECALL LISTED WRONG PARTS

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# Warranty Claim Report

## Vehicle Information

VIN	[REDACTED]	Year	[REDACTED]	Body	DP9L93 - RAM 4500 CREW CAB CHASSIS
Build Date	[REDACTED]	Plant	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]
<b>Expense</b>			
Labor	[REDACTED]	Sublet	[REDACTED]
Total Paid			\$2,294.56

## Dealer Information

Name	GOSSETT MOTOR CARS INC	Zone	63
Address	1901 COVINGTON PIKE , MEMPHIS, TN 38128		

## Condition Information

Condition	Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] 4x4 pick-up only	[REDACTED]	FLUID AFT	[REDACTED]			
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] 4x4 pick-up only	[REDACTED]	CLUTCHKIT	1	X	[REDACTED]	[REDACTED]
A	[REDACTED]	Transmission ; DEF equipped [REDACTED] pick-up only	[REDACTED]	FLUID AFT	1		17.74	\$79.77
[REDACTED]	[REDACTED]	Transmission, Remove and install for recondition - [REDACTED] C ; [REDACTED] equipped	[REDACTED]	FLUID AFT	[REDACTED]			
[REDACTED]	[REDACTED]	Transmission, Remove and install for recondition - [REDACTED] C ; [REDACTED] equipped	[REDACTED]	CLUTCHKIT	1	X	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	Transmission, Remove and install for recondition - [REDACTED] C ; [REDACTED] equipped	[REDACTED]	FLUID AFT	1		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	Transmission, Remove and install for recondition - [REDACTED] C ; Skid plate equipped	[REDACTED]	FLUID AFT	[REDACTED]			
[REDACTED]	[REDACTED]	Transmission, Remove and install for recondition - [REDACTED] C ; Skid plate equipped	[REDACTED]	CLUTCHKIT	1	X	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	Transmission, Remove and install for recondition - [REDACTED] C ; Skid plate equipped	[REDACTED]	FLUID AFT	1		17.74	[REDACTED]
A	[REDACTED]	Transmission, Remove and install for recondition - [REDACTED] ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	[REDACTED]	FLUID AFT	2		148.69	[REDACTED]
A	[REDACTED]	Transmission, Remove and install for recondition - [REDACTED] C ; Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	[REDACTED]	X	[REDACTED]	[REDACTED]

A	██████████	Transmission, Remove and install for recondition - ██████████ C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	██████████	FLUID AFT	1	██████████	██████████
B	██████████	Module, Transmission Control (██████████); Module, Transmission Control (TCM) - Reprogram, Includes Quicklearn Routine	CC	SENDING UNITS/SENSORS					██████████

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES CUSTOMER SATISFACTION NOTIFICATION ██████████ - AISIN TRANSMISSION (RECALL CUSTOMER SATISFACTION NOTIFICATION 2) CUSTOMER STATES Safety Recall ██████████ - Intake Air Grid Heater Relay (Recall Customer Satisfaction Notification 1) CUSTOMER STATES VEHICLE WILL NO LONGER OPERATE IN DRIVE ONLY REVERSE. VEHICLE WILL CRANK. TOWED IN. CALL ██████████ WITH DIAGNOSTIC. ADDED LINE FOR DIESEL DUE TO MISFIRE CAUSED PUSHROD TO BE PUSHED OFF ROCKER. ADDED LINE FOR OIL CHANGE AND FILTER

### (RO) Cause:

██████████ - AISIN TRANSMISSION - RECALL SAFETY RECALL ██████████ - INTAKE AIR GRID HEATER RELAY REMOVED TRANSMISSION INSTALLED FRONT CLUTCH DRUM THAT WAS NOT LISTED IN RECALL DIAGNOSED THAT THE VEHICLE'S FUEL SYSTEM HAS BEEN CONTAMINATED WITH GAS. AUTO INTEGRATE ██████████ FOUND #1 PUSH ROD BENT DUE TO CYLINDER FILLING WITH GAS AND NOT COMBUSTING CAUSING WEAKEST LINK TO BENT COMPLETED DIESEL ENGINE OIL & FILTER SERVICE & VEHICLE INSPECTION.

### (RO) Correction:

PERFORMED RECALL ██████████ WITH RECALL PARTS FOUND OUT RECALL LISTED WRONG PARTS PERFORM RECALL-REPLACED INTAKE HEATER GRID RELAY FLASHED ██████████ 4X4 AND DEF EQUIPPED PLACING LABOR FOR DRAINING ██████████ TANKS, FUEL FILTERS, FLUSHING LINES, INJECTORS, FUEL RAIL, AND ALL TUBING REPAIR ORDER ID: ██████████ AUTHORIZATION NUMBER: ██████████ VEHICLE ON E- ADDED DIESEL REPLACED #1 PUSH RODS AND ROCKERS COMPLETED DIESEL ENGINE OIL & FILTER SERVICE & VEHICLE INSPECTION.

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

AFTER COMPLETION OF RECALL ██████████, VEHICLE WOULD NOT OPERATE IN DRIVE, WOULD ONLY REPROGRAM ██████████ ENGAGE REVERSE

### (Claim) Cause:

REPROGRAM ██████████ INCORRECT PARTS LISTED IN RECALL FOR THIS TRANSMISSION

### (Claim) Correction:

REPROGRAM ██████████ PERFORM ██████████, INSTALL CORRECT K1 CLUTCH KIT.

# Warranty Claim Report

## Vehicle Information

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

## Claim Information

Claim #	In Service Date
Claim Type	W - Warranty
Repair Date	
Claim Status	Paid
Mileage (Miles)	
<b>Expense</b>	
Labor	Sublet
Total Paid	

## Dealer Information

Code	Name	GOSSETT MOTOR CARS INC	Zone	63
Address	1901 COLINGTON PIKE , MEMPHIS, TN 38128			

## Condition Information

Condition	Failure	Failure	Part Number	Part Name	Part Quantity	Part Failed	Expense	Expense
A	Transmission, Remove and install for recondition - C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	SERVICE		FLUID AFT	1	X		

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES CUSTOMER SATISFACTION NOTIFICATION TRANSMISSION (RECALL CUSTOMER SATISFACTION NOTIFICATION 2) CUSTOMER STATES Safety Recall - Intake Air Grid Heater Relay (Recall Customer Satisfaction Notification 1) CUSTOMER STATES VEHICLE WILL NO LONGER OPERATE IN DRIVE ONLY REVERSE. VEHICLE WILL CRANK. TOWED IN. CALL WITH DIAGNOSTIC. ADDED LINE FOR DIESEL DUE TO MISFIRE CAUSED PUSHROD TO BE PUSHED OFF ROCKER. ADDED LINE FOR OIL CHANGE AND FILTER

### (RO) Cause:

TRANSMISSION - RECALL SAFETY RECALL - INTAKE AIR GRID HEATER RELAY REMOVED TRANS MISSION INSTALLED FRONT CLUTCH DRUM THAT WAS NOT LISTED IN RECALL DIAGNOSED THAT THE VEHICLE'S FUEL SYSTEM HAS BEEN CONTAMINATED WITH GAS. AUTO INTEGRATE FOUND #1 PUSH ROD BENT DUE TO CYLINDER FILLING WITH GAS AND NOT COMBUSTING CAUSING WEAKEST LINK TO BENT COMPLETED DIESEL ENGINE OIL & FILTER SERVICE & VEHICLE INSPECTION.

### (RO) Correction:

PREFORMED RECALL WITH RECALL PARTS FOUND OUT RECALL LISTED WRONG PARTS PERFORM RECALL-REPLACED INTAKE HEATER GRID RELAY FLASHED 4X4 AND DEF EQUIPPED PLACING LABOR FOR DRAINING BOTH TANKS, FUEL FILTERS, FLUSHING LINES, INJECTORS, FUEL RAIL, AND ALL TUBING REPAIR ORDER ID: AUTHORIZATION NUMBER: \$ VEHICLE ON E- ADDED DIESEL REPLACED #1 PUSH RODS AND ROCKERS COMPLETED DIESEL ENGINE OIL & FILTER SERVICE & VEHICLE INSPECTION.

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

1 [REDACTED] OMITTED FROM ORIGINAL CLAIM

**(Claim) Cause:**

1 [REDACTED] OMITTED FROM ORIGINAL CLAIM

**(Claim) Correction:**

1 [REDACTED] OMITTED FROM ORIGINAL CLAIM

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# Warranty Claim Report

## Vehicle Information

VIN		Year		Body		CREW CAB 4X4
Build Date		Plant		ASSEMBLY PLANT		Coverage Code

## Claim Information

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

## Expense

Labor		Sublet	\$5,121.55	Part		Total Paid	
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## Dealer Information

Code		Name	DODGE JEEP RAM	Zone	
		187 BENJAMIN H HILL DRIVE W ,	GA 31750		

## Condition Information

Condition Code	Failure	Failure	Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A		Transfer Case ; diesel	68	NOISY	TRANSFER	1	X	
A		Transfer Case ; diesel	68	NOISY	TRANSFER	1		
A		Transfer Case ; diesel	68	NOISY	TRANSFER	3		182.02
A		Transfer Case ; Skid Plate Equipped			TRANSFER	1	X	\$13.68
A		Transfer Case ; Equipped			TRANSFER	1		
A		Transfer Case ; Skid Plate Equipped			TRANSFER			
A		Transfer Case ; equipped pick-up only			TRANSFER	1	X	
A		Transfer Case ; equipped pick-up only			TRANSFER	1		
A		Transfer Case ; equipped pick-up only			TRANSFER			
		Transfer Case ; Propeller Shaft			TRANSFER	1	X	\$27.35
		Transfer Case ; Propeller Shaft			TRANSFER	1		
		Transfer Case ; Propeller Shaft			TRANSFER			\$27.35
		Loaner Car ; High Line Vehicles			TRANSFER	1	X	
		Loaner Car ; High Line Vehicles			TRANSFER	1		7.86
		Loaner Car ; High Line Vehicles			TRANSFER			

## RO Narratives

### (RO) Customer Concern:

CHECK NOISE WHEN DRIVING \*\*\*TECH TEST DROVE VEHICLE AND VERIFIED GRINDING NOISE WHILE DRIVING AT LOW SPEEDS. TECH PUT VEHICLE ON LIFT AND INSPECTED VEHICLE . PUT VEHICLE IN GEAR WHILE ON LIFT AND VERIFIED NOISE WAS COMING FROM TRANSFER CASE. TECH DRAINED FLUID FROM TRANSFER CASE AND FOUND FLUID TO BE BURNT AND

VERY DARK AND CONTAINED METAL SHAVINGS OF INTERNALLY FAILED PARTS. REMOVED AND REPLACED TRANSFER CASE ASSEMBLY. TEST DROVE [REDACTED] TO VERIFY CORRECTION. RETURNED TO CUSTOMER. [REDACTED]

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CK NOISE WHEN DRIVING

**(Claim) Cause:**

TECH TEST DROVE VEHICLE AND VERIFIED GRINDING NOISE WHILE DRIVING AT LOW SPEEDS PUT VEHICLE ON LIFT AND INSPECTED PUT VEHICLE IN GEAR WHILE ON LIFT AND VERIFIED NOISE WAS COMING FROM TRANSFER CASE TECH DRAINED FLUID FROM TRANSFER CASE AND FOUND FLUID BURNT AND VERY DARK CONTAINED METAL SHAVINGS OF INTERNALLY FAILED PARTS

**(Claim) Correction:**

REMOVED AND REPLACED TRANSFER CASE ASSY TEST DROVE [REDACTED] TO VERIFY CORRECTION RETURNED TO CUSTOMER

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# Warranty Claim Report

## Vehicle Information

VIN		Year		Body	D28P81 - RAM 3500	MEGA CAB 4X4
Build Date		Plant	TRUCK ASSEMBLY PLANT	Coverage		

## Claim Information

Claim #		In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage (Miles)	
<b>Expense</b>			
Labor	\$981.53	Sublet	
Total Paid			

## Dealer Information

Name	CHAPMAN SCOTTSDALE AUTOPLEX INC	Zone	79
Address	6601 EAST MCDOWELL ROAD , SCOTTSDALE, AZ 85257		

## Condition Information

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

## RO Narratives

### (RO) Customer Concern:

Perform complete multipoint safety inspection customer states transmission is slipping advise

### (RO) Cause:

VISUAL INSPECTION Transmission internal failure to gears causing slipping and wont accelerate

### (RO) Correction:

TECH COMPLETED Found after previous transmission repair (k1 clutch replacement) vehicle started slipping in [REDACTED]. Previously, vehicle had no movement in the forward direction but was now moving forward in [REDACTED]. Transmission assembly was removed and recent work was re-checked, as suspected possible torn input shaft seal or pump seal. Found all seals and gaskets that were serviced during previous repair were ok. Removed valve body and air tested all clutches, found all clutches passed air test. Submitted case to [REDACTED] reference case number [REDACTED]. [REDACTED] recommended to replace the transmission. PTSC pre-auth not needed for this component. Removed and replaced transmission assembly. Performed quicklearn procedure after repair, and verified fluid level is correct. Test drove vehicle after repair, shift quality is great, no transmission issues present, transmission is not slipping, no dtc's set after repair. No further action needed. LOPS: [REDACTED] / [REDACTED] / [REDACTED] / [REDACTED] hours total.

### (RO) Technical Notes:

TRANSMISSION INTERNAL FAILURE TO GEARS CAUSING SLIPPING AND WONT ACC

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES TRANSMISSION IS SLIPPING ADVISE

**(Claim) Cause:**

TRANSMISSION INTERNAL FAILURE TO GEARS CAUSING SLIPPING AND WONT ACCELERATE

**(Claim) Correction:**

FOUND AFTER PREVIOUS TRANSMISSION REPAIR (K1 CLUTCH REPLACEMENT) VEHICLE [REDACTED] T ED SLIPPING IN [REDACTED] [REDACTED] PREVIOUSLY, VEHICLE HAD NO MOVEMENT IN THE FORWA RD DIRECTION BUT WAS NOW MOVING FORWARD IN [REDACTED]. TRANSMISSION ASSEMBLY WAS REMOVED AND RECENT WORK WAS RE-CHECKED, AS SUSPECTED POSSIBLE TORN INPUT SHAFT SEAL OR PUMP SEAL. FOUND [REDACTED] AND GASKETS THAT WERE SERVICED DURI NG PREVIOUS REPAIR WERE OK. REMOVED VALVE BODY AND AIR TESTED [REDACTED], FOUND [REDACTED] PASSED AIR TEST. SUBMITTED CASE TO [REDACTED], REFERENCE CASE NUM [REDACTED], [REDACTED] RECOMMENDED TO REPLACE THE TRANSMISSION. PTSC PRE-AUTH N OT NEEDED FOR THIS COMPONENT. REMOVED AND REPLACED TRANSMISSION ASSEMBLY. PE RFORMED QUICKLEARN PROCEDURE AFTER REPAIR, AND VERIFIED FLUID LEVEL IS CORRECT . TEST DROVE VEHICLE AFTER REPAIR, SHIFT QUALITY IS GREAT, NO TRANSMISSION I SSUES PRESENT, TRANSMISSION IS NOT SLIPPING, NO DTC'S SET AFTER REPAIR. NO FUR THER ACTION NEEDED.

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# Warranty Claim Report

## Vehicle Information

Year	Body	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	Plant	TRUCK ASSEMBLY PLANT
	Coverage Code	

## Claim Information

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

**Expense**

Labor	Sublet	Part	Total Paid
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## Dealer Information

Code	Name	JEEP RAM	Zone	LOS ANGELES
Address				

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Number	Name	Quantity	Price	Expense	Expense
A		Module, Transmission ( ) ; Module, Transmission ( ) - Reprogram, Includes Quicklearn Routine								

## RO Narratives

### (RO) Customer Concern:

REPLACE BATTERY PDI PERFORM RECALL GRID RELAY PERFORM RECALL 71A AISIN TRANSMISSION GEAR CUSTOMER STATES CHECK ENGINE LIGHT. CHECK AND ADVISE CUSTOMER STATES TRANSMISSION DOES NOT SHIFT

### (RO) Cause:

NA

### (RO) Correction:

ELECTRICAL BATTERY CORE ELECTRICAL MISC. SHOP 15 RECALL 13A Install a NEW Intake AirHeater Relay REPLACED INTAKE AIR HEATER RELAY REMOVE WIRE CLIPS AND PLUGS , REMOVE REAR DRIVE SHAFT , DRAIN TRANSMISSION ,REMOVE TRANSMISSION LINES , REMOVE FRONT DRIVE SHAFT , REMOVE EXHAUST HANGER STRAP ,REMOVE TORQUE CONVERTER BOLTS , REMOVE BELLHOUSING BOLTS , REMOVE TRANSMISSION MOUNT BOLTS , CROSS MEMBER BOLTS AND CROSS MEMBER ,REMOVE TRANSMISSION , REMOVE TRANSMISSION INNER BELL HOUSING BOLTS , REMOVE PUMP BOLTS, REMOVE PUMP , INSPECT INTERNAL PARTS ,INSPECT K RING. UNABLE TO CONTINUE RECALL SINCE TRANSMISSION FAILED AND REPAIR NEEDS TO BE SUBMITTED TO PTSC FOR CORRECT APPROVAL OF REPAIR. INSTALL TRANSFER CASE TO TRANSMISSION ,INSTALL TRANSMISSION MOUNT , INSTALL TRANSMISSION TO ENGINE , TORQUE CONVERTER BOLTS , TRANSMISSION CROSS MEMBER ,TRANSMISSION BRACE , FRONT DRIVESHAFT ,TRANSMISSION WIRE PLUGS , REAR DRIVE SHAFT AND CENTER SUPPORT , FLUSH TRANSMISSION COOLER LINES , BLOW TRANSMISSION LINES CLEAR, REMOVE AND INSTALL NEW TRANSMISSION COOLER AND VALVE , INSTALL VALVE TO TRANSMISSION ,CONNECT BATTERIES , CHECK FOR CODES CLEAR STORED CODES , NO CODES PRESENT , PERFORM TRANSMISSION RELEARN Calibration DP6.7L AS69RC NAFTA Current Part Number: New Part Number: TRANS UPDATE TRANSMISSION

### (RO) Technical Notes:

K1 CLUTCH FAILURE AFTER RECALL

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES [REDACTED] CHECK ENGINE LIGHT. CHECK AND ADVISE RECALL [REDACTED] INSTALL A NEW INTAKE AIR HEATER RELAY REPLACED INTAKE AIR HEATER REMOVE WIRE CLIPS AND PLUGS , REMOVE REAR DRIVE SHAFT , DRAIN TRANSMISSION , RELAY REMOVE TRANSMISSION LINES , REMOVE FRONT DRIVE SHAFT , REMOVE EXHAUST HANGER STRAP , REMOVE TORQUE CONVERTER [REDACTED] , REMOVE BELL HOUSING [REDACTED] , REMOVE TRANSMISSION MOUNTS [REDACTED] , CROSS MEMBER [REDACTED] AND CROSS MEMBER , REMOVE TRANSMISSION , REMOVE TRANSMISSION

**(Claim) Cause:**

CHECK CONCERN, AFTER [REDACTED] RECALL WAS PERFORM TRANSMISSION FAILURE OCCUR AND FOUND METAL SHAVINGS IN THE TRANSMISSION OIL PAN. TRANSMISSION REMOVAL WILL BE REQUIRED AND DISASSEMBLY. DURING THE DISASSEMBLY OF THE TRANSMISSION, FOUND THE K1 CLUTCH DAMAGE, DRUM AND REACTION PLATE DAMAGE, GATHER ALL INFORMATION NEEDED TO SUBMIT TO [REDACTED] WHICH INCLUDED REPAIR COST WORKSHEET, TRANSMISSION DIAG SHEET, AND SCAN REPORT, AS WELL AS OTHER INFORMATION THAT THE [REDACTED] AGENT ASKED FOR, INNER BELL HOUSING [REDACTED] , REMOVE PUMP [REDACTED] , REMOVE PUMP , INSPECT INTERNAL PARTS , INSPECT K RING. UNABLE TO CONTINUE RECALL SINCE TRANSMISSION FAILED AND REPAIR NEEDS TO BE SUBMITTED TO [REDACTED] FOR CORRECT APPROVAL OF REPAIR.

**(Claim) Correction:**

REMOVAL OF THE DPF AND EGR VALVE WAS ALSO REQUIRED TO SUBMIT TO [REDACTED] TOOK PICTURES ALL ALL FAILED COMPONENTS AND OF EGR VALVE AND DPF, NO DAMAGE FOUND IN THIS COMPONENTS, A SUBMISSION WAS SEND FOR A COMPLETE REPLACEMENT OF THE TRANSMISSION [REDACTED] AS WELL THE TRANSMISSION COOLER AND THERMOSTAT VALVE. [REDACTED] APPROVED, ORDER PARTS, WAITING ON PARTS ARRIVAL. FOLLOW PROCEDURES TO INSTALL NEW TRANSMISSION TRANSMISSION BRACE . FRONT DRIVESHAFT , TRANSMISSION WIRE PLUGS , REAR DRIVE SHAFT AND CENTER SUPPORT , FLUSH TRANSMISSION COOLER LINES , BLOW TRANSMISSION LINES CLEAR , REMOVE AND INSTALL NEW TRANSMISSION COOLER AND THERMOSTAT VALVE , INSTALL VALVE TO TRANSMISSION , CONNECT BATTERIES , CHECK FOR CODES CLEAR STORED CODES , NO CODES PRESENT , PERFORM TRANSMISSION RELEARN, TOOK VEHICLE ON A TEST DRIVE AND CHECK FOR CODES, NO CODES SET, ALSO PERFORM A SOFTWARE UPDATE AVAILABLE FOR THE TCM TO IMPROVE SHIFT QUALITY. CALIBRATION: [REDACTED] DP [REDACTED] AS69RC NAFTA CURRENT PART NUMBER [REDACTED] NEW PART NUMBER: [REDACTED] [REDACTED] RT MODULE, TRANSMISSION CONTROL (TCM) - INSPECT AND REPROGRAM (0 - INTRODUCTION) 2 - AUTOMATIC TRANSMISSION [REDACTED] CUSTOMER STATES DELIVER VEHICLE BACK TO SALES DEPT FOR AFTER HOURS PICKUP

# Warranty Claim Report

## Vehicle Information

VIN		Year		Body	D28P92 - RAM 3500
Build Date		Plant	TRUCK ASSEMBLY PLANT	Coverage Code	

## Claim Information

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

## Expense

Labor		Sublet	\$443.27	Part	\$100.00	Total Paid	
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## Dealer Information

Code		Name		Zone	63
Address	14215 N AIRLINE HWY , GONZALES, LA 70737				

## Condition Information

Condition Code	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	UC	UNCODABLE (NARRATIVE REQUIRED)		RELAY	1	X		
A		Safety Recall - Intake Air Grid Heater Relay ; Replace Intake Air Grid Heater Relay ; High Line		RELAY	1	X	43.81	\$100.00
B		Transmission - equipped pick-up only		FLUID AFT				
		Transmission - equipped pick-up only		RING	1	X		
		Transmission - equipped pick-up only						
		Transmission - equipped pick-up only		WASHER	1		8.50	\$97.63
B		Transmission - equipped pick-up only		GASKET	1		39.17	\$97.63
		Transmission - equipped pick-up only		O-RING	1		32.07	\$97.63
B		Transmission - equipped pick-up only		RING	1		7.18	\$97.63
		Transmission - equipped pick-up only		RING	1		12.53	\$97.63
		Transmission, Remove and install for recondition - equipped		FLUID AFT	8		157.72	
		Transmission, Remove and install for recondition - equipped		RING	1	X		
		Transmission, Remove and install for recondition - equipped						
		Transmission, Remove and install for recondition - equipped		WASHER	1		8.50	
		Transmission, Remove and install for recondition - equipped		GASKET	1		39.17	
D		Transmission, Remove and install for recondition -		O-RING	1		32.07	

		██████████ C ; 4X4 equipped								
B	██████████	Transmission, Remove and install for recondition - ██████████ ; 4X4 equipped			██████████	SEAL RING	1		7.18	██████████
B	██████████	Transmission, Remove and install for recondition - ██████████ C ; 4X4 equipped			██████████	SEAL RING	1		██████████	\$ ██████████
B	██████████ 2	Customer Satisfaction Notification ██████ - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AE	FLUID AFT	8		157.72	\$ ██████████
B	██████████ 2	Customer Satisfaction Notification ██████ - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	██████████	UNCODABLE (NARRATIVE REQUIRED)	██████████	SNAP RING	1	X		██████████
B	██████████	Customer Satisfaction Notification 71A - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	██████████	BOLT			██████████	██████████
B	██████████	Customer Satisfaction Notification 71A - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	██████████	WASHER	1			██████████
B	██████████	Customer Satisfaction Notification 71A - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	██████████	GASKET	1		39.17	██████████
B	██████████	Customer Satisfaction Notification 71A - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	██████████	O-RING	1		32.07	██████████
B	██████████	Customer Satisfaction Notification ██████ - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	██████████	SEAL RING	1		7.18	\$ ██████████
B	██████████ 2	Customer Satisfaction Notification ██████ - Aisin Transmission ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	██████████	UNCODABLE (NARRATIVE REQUIRED)	██████████	SEAL RING	1		██████████	\$ ██████████
C	██████████	Emissions Recall ██████ 3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM, Quicklearn, and New VECI Label ( ██████ Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	██████████	SENSOR	1	X	101.73	██████████
C	██████████	Emissions Recall ██████ - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM, Quicklearn, and New VECI	UC	UNCODABLE (NARRATIVE REQUIRED)	██████████					██████████

## RO Narratives

### (RO) Customer Concern:

General Concern [SERVICE DEF MESSAGE ON DASH AND CHECK ENGINE LIGHT ON] General Concern #2 [ENTERPRISE FLEET TRUCK--- CUST PAYS DIFFERENCE IN RENTAL PER SHANE..RENTAL IS [REDACTED] IF HE GETS A [REDACTED] AND [REDACTED] ID HE GETS A [REDACTED] Recall / Customer Satisfaction Notification 1 [ [REDACTED] Ram Heavy Duty Grid Heater Relay] Recall / Customer Satisfaction Notification 2 [ [REDACTED] [REDACTED] Transmission Gears 1-4 Inop] Recall / Customer Satisfaction Notification 3 [ [REDACTED] [REDACTED] DIESEL PM SENSOR] ENTERPRISE RENTAL

### (RO) Cause:

[REDACTED] RECALL RECALL RECALL

### (RO) Correction:

[REDACTED] FOUND [REDACTED] ACTIVE, FOUND DEF INJECTOR INTERNAL RESISTANCE OPEN, NEEDS DEF INJECTOR, ALSO FOUND DEF LEVEL SIGNAL INTERNALLY SHORTED IN PUMP, REMOVED AND REPLACED DEF PUMP, FILLED WITH [REDACTED] OFF FLUID AND PRIMED SYSTEM FOUND NO LEAKS, AND LEVEL READS CORRECTLY, PRESSURE TESTED INTAKE SYSTEM FOR [REDACTED] AND FOUND NO INTAKE OR EXHAUST LEAKS, INSPECTED MASS AIR FLOW SENSOR AND FOUND TO HAVE INCORRECT SENSOR INSTALLED 22 AND [REDACTED] TAKE STAMP NUMBER ABMBV PART [REDACTED] REMOVED AND REPLACED MAF SENSOR ALSO FOUND AIR FILTER TO BE DIRTY REMOVED AND REPLACED ENGINE AIR FILTER AND TEST DROVE TRUCK DID NOT GO IN REGEN AND CEL LIGHT DID NOT RETURN Sensor, mass airflow - Test and Replace All other engines [REDACTED] Skilled) Pump, Unit - Replace [REDACTED] Injector Assembly - Replace [REDACTED] diesel engine ([REDACTED] Skilled) Sensor, mass airflow - Test and Replace All other engines ([REDACTED] Skilled) Pump, Unit - Replace [REDACTED] Injector Assembly - Replace 6.7 liter diesel engine ([REDACTED] Skilled) SENSOR, AIR FLOW/AIR INTAKE/BAROMETER-Replace (A) Pump, Unit - Replace [REDACTED] Injector Assembly - Replace 6.7 liter diesel engine ([REDACTED] Skilled) SENSOR, AIR FLOW/AIR INTAKE/BAROMETER-Replace (A) Pump, Unit - Replace [REDACTED] Injector Assembly - Replace [REDACTED] diesel engine ([REDACTED] Skilled) General Concern #2 [ENTERPRISE FLEET TRUCK--- CUST PAYS DIFFERENCE IN RENTAL IS [REDACTED] IF HE GETS A [REDACTED] AND [REDACTED] ID HE GETS A [REDACTED]

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

GENERAL CONCERN [SERVICE DEF MESSAGE ON DASH AND CHECK ENGINE LIGHT ON]

### (Claim) Cause:

FOUND [REDACTED] ACTIVE, FOUND DEF INJECTOR INTERNAL RESISTANCE OPEN, NEEDS DEF INJECTOR, ALSO FOUND DEF LEVEL SIGNAL INTERNALLY SHORTED IN PUMP, REMOVED AND REPLACED DEF PUMP, FILLED WITH [REDACTED] OFF FLUID AND PRIMED SYSTEM FOUND NO LEAKS, AND LEVEL READS CORRECTLY, PRESSURE TESTED INTAKE SYSTEM FOR [REDACTED] AND FOUND NO INTAKE OR EXHAUST LEAKS, INSPECTED MASS AIR FLOW SENSOR AND FOUND TO HAVE INCORRECT SENSOR INSTALLED 22 AND [REDACTED] TAKE STAMP NUMBER ABMBV PART [REDACTED] REMOVED AND REPLACED MAF SENSOR AND TEST DROVE TRUCK DID NOT GO IN REGEN AND CEL LIGHT DID NOT RETURN

### (Claim) Correction:

FOUND [REDACTED] ACTIVE, FOUND DEF INJECTOR INTERNAL RESISTANCE OPEN, NEEDS DEF INJECTOR, ALSO FOUND DEF LEVEL SIGNAL INTERNALLY SHORTED IN PUMP, REMOVED AND REPLACED DEF PUMP, FILLED WITH [REDACTED] OFF FLUID AND PRIMED SYSTEM FOUND NO LEAKS, AND LEVEL READS CORRECTLY, PRESSURE TESTED INTAKE SYSTEM FOR [REDACTED] AND FOUND NO INTAKE OR EXHAUST LEAKS, INSPECTED MASS AIR FLOW SENSOR AND FOUND TO HAVE INCORRECT SENSOR INSTALLED 22 AND [REDACTED] TAKE STAMP NUMBER ABMBV PART [REDACTED] REMOVED AND REPLACED MAF SENSOR AND TEST DROVE TRUCK DID NOT GO IN REGEN AND CEL LIGHT DID NOT RETURN

# Warranty Claim Report

## Vehicle Information

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

## Claim Information

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

## Expense

Labor	[REDACTED]	Sublet	\$1,712.45	Part	\$0.00	Total Paid	[REDACTED]
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## Dealer Information

Code	[REDACTED]	Name	[REDACTED]
Address	14215 N AIRLINE HWY , GONZALES, LA 70737		

## Condition Information

Condition Code	Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[REDACTED] Pump, Unit ; 7L Diesel	ML	CHECK [REDACTED] SERVICE SO	[REDACTED]	FLUID	4		72.20	[REDACTED]
A	[REDACTED] Pump, Unit ; 7L Diesel	ML	CHECK [REDACTED] SERVICE SO	[REDACTED]	MODULE	1	X	[REDACTED]	[REDACTED]
A	[REDACTED] Pump, Unit ; 7L Diesel	ML	CHECK [REDACTED] SERVICE SO	[REDACTED]	INJECTOR	1		460.88	[REDACTED]
[REDACTED]	[REDACTED] Injector Assembly ; liter diesel engine			[REDACTED]	FLUID	[REDACTED]		[REDACTED]	[REDACTED]
A	[REDACTED] Injector Assembly ; liter diesel engine			[REDACTED]	MODULE	1	X	[REDACTED]	\$65.08
[REDACTED]	[REDACTED] Injector Assembly ; liter diesel engine			[REDACTED]	INJECTOR	1		[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] Sensor, mass airflow ; All other engines	ML	CHECK [REDACTED] SERVICE SO	[REDACTED]	COVER	1	X	[REDACTED]	[REDACTED]

## RO Narratives

### (RO) Customer Concern:

General Concern [SERVICE DEF MESSAGE ON DASH AND CHECK [REDACTED] LIGHT ON] General Concern #2 [ENTERPRISE FLEET TRUCK--- CUST PAYS DIFFERENCE IN RENTAL PER SHANE..RENTAL IS [REDACTED] IF HE GETS A [REDACTED] AND [REDACTED] HE GETS A [REDACTED] Recall / Customer Satisfaction Notification 1 [ [REDACTED] Ram Heavy Duty Grid Heater Relay] Recall / Customer Satisfaction Notification 2 [ [REDACTED] Transmission Gears 1-4 Inop] Recall / Customer Satisfaction Notification 3 [ [REDACTED] DIESEL PM SENSOR] ENTERPRISE RENTAL

### (RO) Cause:

[REDACTED] [REDACTED] RECALL RECALL RECALL

### (RO) Correction:

[REDACTED] [REDACTED] ACTIVE, FOUND DEF INJECTOR INTERNAL RESISTANCE OPEN, NEEDS DEF INJECTOR, ALSO FOUND DEF LEVEL SIGNAL INTERNALLY SHORTED IN PUMP, REMOVED AND REPLACED DEF PUMP, FILLED WITH [REDACTED]

OFFFLUID AND PRIMED SYSTEM FOUND NO LEAKS, AND LEVEL READS CORRECTLY, PRESSURE TESTED INTAKE SYSTEM FOR [REDACTED] AND FOUND NO INTAKE OR EXHAUST LEAKS, INSPECTED MASS AIR FLOW SENSOR AND FOUND TO HAVE INCORRECT SENSOR INSTALLED 22 AND [REDACTED] TAKE STAMP NUMBER ABMBV PART [REDACTED] REMOVED AND REPLACED MAF SENSOR ALSO FOUND AIR FILTER TO BE DIRTY REMOVED AND REPLACED ENGINE AIR FILTER AND TEST DROVE TRUCK DID NOT GO IN REGEN AND CEL LIGHT DID NOT RETURN Sensor, mass airflow - Test and Replace All other engines (2 - Skilled) Pump, Unit - Replace [REDACTED] Injector Assembly - Replace [REDACTED] diesel engine (2 - Skilled) Sensor, mass airflow - Test and Replace All other engines (2 - Skilled) Pump, Unit - Replace [REDACTED] Injector Assembly - Replace 6.7 liter diesel engine (2 - Skilled) SENSOR, AIR FLOW/AIR INTAKE/BAROMETER-Replace (A) Pump, Unit - Replace [REDACTED] Injector Assembly - Replace [REDACTED] diesel engine (2 - Skilled) General Concern #2 [ENTERPRISE FLEET TRUCK--- CUST PAYS DIFFERENCE IN RENTAL PER [REDACTED]...RENTAL IS [REDACTED] IF HE GETS A [REDACTED] ID HE GE

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

GENERAL CONCERN [SERVICE DEF MESSAGE ON DASH AND CHECK ENGINE LIGHT ON]

**(Claim) Cause:**

FOUND [REDACTED] ACTIVE, FOUND DEF INJECTOR INTERNAL RESISTANCE OPEN, NEEDS DEF INJECTOR, ALSO FOUND DEF LEVEL SIGNAL INTERNALLY SHORTED IN PUMP, REMOVED AND REPLACED DEF PUMP, FILLED WITH [REDACTED] OF FLUID AND PRIMED SYSTEM FOUND NO LEAKS, AND LEVEL READS CORRECTLY, PRESSURE TESTED INTAKE SYSTEM FOR [REDACTED] AND FOUND NO INTAKE OR EXHAUST LEAKS, INSPECTED MASS AIR FLOW SENSOR AND FOUND TO HAVE INCORRECT SENSOR INSTALLED 22 AND [REDACTED] TAKE STAMP NUMBER ABMBV PART [REDACTED] REMOVED AND REPLACED MAF SENSOR AND TEST DROVE TRUCK DID NOT GO IN REGEN AND CEL LIGHT DID NOT RETURN

**(Claim) Correction:**

FOUND [REDACTED] ACTIVE, FOUND DEF INJECTOR INTERNAL RESISTANCE OPEN, NEEDS DEF INJECTOR, ALSO FOUND DEF LEVEL SIGNAL INTERNALLY SHORTED IN PUMP, REMOVED AND REPLACED DEF PUMP, FILLED WITH [REDACTED] OF FLUID AND PRIMED SYSTEM FOUND NO LEAKS, AND LEVEL READS CORRECTLY, PRESSURE TESTED INTAKE SYSTEM FOR [REDACTED] AND FOUND NO INTAKE OR EXHAUST LEAKS, INSPECTED MASS AIR FLOW SENSOR AND FOUND TO HAVE INCORRECT SENSOR INSTALLED 22 AND [REDACTED] TAKE STAMP NUMBER ABMBV PART [REDACTED] REMOVED AND REPLACED MAF SENSOR AND TEST DROVE TRUCK DID NOT GO IN REGEN AND CEL LIGHT DID NOT RETURN

# Warranty Claim Report

## Vehicle Information

Year	Body	DP0L94 - RAM 5500 CREW CAB CHASSIS
Build Date	Plant	ASSEMBLY PLANT
	Coverage Code	

## Claim Information

Claim	In Service Date
Claim Type	Ready (PREPNV)
Claim Status	Paid
Repair Date	Mileage (Miles)
<b>Expense</b>	
Labor	Sublet
Part	Total Paid

## Dealer Information

Code	Name	DODGE JEEP RAM	Zone	LOS ANGELES
Address				

## Condition Information

Condition Code	Desc	Failure Code	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						
A	Road Ready ; Road Test								
A	Road Ready diesel equipped								

## RO Narratives

### (RO) Customer Concern:

REPLACE BATTERY PDI PERFORM RECALL GRID RELAY PERFORM RECALL 71A AISIN TRANSMISSION GEAR CUSTOMER STATES CHECK ENGINE LIGHT. CHECK AND ADVISE CUSTOMER STATES TRANSMISSION DOES NOT SHIFT

### (RO) Cause:

NA

### (RO) Correction:

ELECTRICAL BATTERY CORE ELECTRICAL MISC. SHOP 15 RECAL A Install a NEW Intake AirHeater Relay REPLACED INTAKE AIR HEATER RELAY 15 REMOVE WIRE CLIPS AND PLUGS , REMOVE REAR DRIVE SHAFT , DRAIN TRANSMISSION , REMOVE TRANSMISSION LINES , REMOVE FRONT DRIVE SHAFT , REMOVE EXHAUST HANGER STRAP , REMOVE TORQUE CONVERTER BOLTS , REMOVE BELL HOUSING BOLTS , REMOVE TRANSMISSION MOUNT BOLTS , CROSS MEMBER BOLTS AND CROSS MEMBER , REMOVE TRANSMISSION INNER BELL HOUSING BOLTS , REMOVE PUMP BOLTS , REMOVE PUMP , INSPECT INTERNAL PARTS , INSPECT K RING. UNABLE TO CONTINUE RECALL SINCE TRANSMISSION FAILED AND REPAIR NEEDS TO BE SUBMITTED TO PTSC FOR CORRECT APPROVAL OF REPAIR. INSTALL TRANSFER CASE TO TRANSMISSION , INSTALL TRANSMISSION MOUNT , INSTALL TRANSMISSION TO ENGINE , TORQUE CONVERTER BOLTS , TRANSMISSION CROSS MEMBER , TRANSMISSION BRACE , FRONT DRIVE SHAFT , TRANSMISSION WIRE PLUGS , REAR DRIVE SHAFT AND CENTER SUPPORT , FLUSH TRANSMISSION COOLER LINES , BLOW TRANSMISSION LINES CLEAR , REMOVE AND INSTALL NEW TRANSMISSION COOLER AND VALVE , INSTALL VALVE TO TRANSMISSION , CONNECT BATTERIES , CHECK FOR CODES CLEAR STORED CODES , NO CODES PRESENT , PERFORM TRANSMISSION RELEARN Calibration DP6.7L AS69RC NAFTA Current Part Number: New Part Number: TRANS UPDATE TRANSMISSION

### (RO) Technical Notes:

NA

## Narratives

**(Claim) Customer Concern:**

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

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# Warranty Claim Report

## Vehicle Information

VIN		Year		Body		CAB CHASSIS
Build Date		Plant	TRUCK ASSEMBLY PLANT	Coverage Code		

## Claim Information

Claim #		In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage (Miles)	
<b>Expense</b>			
Labor		Sublet	
			Total Paid

## Dealer Information

Code		Name		Zone	7
Address	195 S PUUNENE AVENUE , KAHULUI, HI 96732				

## Condition Information

Condition Code	Desc	Failure Code	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
A	Transmission ; DEF equipped 4x4 pick-up only				TRANS	1	X		
A	Transmission ; DEF equipped 4x4 pick-up only				COOLER	1		364.20	
A	Transmission ; DEF equipped 4x4 pick-up only				TOC ASSY	1			
A	21002712 Transmission, Replace - automatic ;	UC	UNCODABLE (NARRATIVE REQUIRED)		TRANS	1	X		
A	21002712 Transmission, Replace - automatic ;	UC	UNCODABLE (NARRATIVE REQUIRED)		COOLER				
A	21002712 Transmission, Replace - automatic ;	UC	UNCODABLE (NARRATIVE REQUIRED)		TOC ASSY	1		239.99	
A	Transmission, Replace - automatic ; Skid plate equipped				TRANS	1	X		
A	Transmission, Replace - automatic ; Skid plate equipped				COOLER	1		364.20	\$66.47
A	Transmission, Replace - automatic ; Skid plate equipped				TOC ASSY	1		239.99	\$66.47
	Transmission, Replace - automatic ; propeller shaft equipped				TRANS	1	X		
	Transmission, Replace - automatic ; propeller shaft equipped				COOLER				
	Transmission, Replace - automatic ; propeller shaft equipped				TOC ASSY	1		239.99	\$33.23
	6 Transmission, Replace - automatic ; equipped				TRANS	1	X		
	6 Transmission, Replace - automatic ; equipped				COOLER				
	Transmission, Replace - automatic ;				ASSY				

		equipped							
A	██████████	Oil cooler, external / auxiliary ; Cooler (██████████)				TRANS			██████████
A	██████████	Oil cooler, external / auxiliary ; Cooler (██████████)				COOLER	1		364.20
A	██████████	Oil cooler, external / auxiliary ; Cooler (2 - ██████████)				TOC ASSY	1		239.99
A	██████████	Digital Imaging ; Process				TRANS	1	X	8778.68
A	██████████	Digital Imaging ; Process				COOLER	1		364.20
A	██████████	Digital Imaging ; Process time				ASSY	1		239.99

## RO Narratives

### (RO) Customer Concern:

REPLACE BATTERY PDI PERFORM RECALL ██████████ GRID RELAY PERFORM RECALL ██████████ AISIN TRANSMISSION GEAR CUSTOMER STATES ██████████ CHECK ENGINE LIGHT. CHECK AND ADVISE CUSTOMER STATES TRANSMISSION DOES NOT SHIFT

### (RO) Cause:

NA

### (RO) Correction:

ELECTRICAL BATTERY CORE ELECTRICAL MISC. SHOP ██████████ 15 RECALL ██████████ A Install a NEW Intake AirHeater Relay REPLACED ██████████ AIR HEATER RELAY ██████████ REMOVE WIRE CLIPS AND PLUGS , REMOVE REAR DRIVE SHAFT , DRAIN TRANSMISSION ,REMOVE TRANSMISSION LINES , REMOVE FRONT DRIVE SHAFT , REMOVE EXHAUST HANGER STRAP ,REMOVE TORQUE CONVERTER ██████████ , REMOVE BELLHOUSING ██████████ , REMOVE TRANSMISSION MOUNT ██████████ , CROSS MEMBE ██████████ AND CROSS MEMBER ,REMOVE TRANSMISSION , REMOVE TRANSMISSION INNER BELL HOUSING ██████████ , REMOVE PUMP ██████████ , REMOVE PUMP , INSPECT INTERNAL PARTS ,INSPECT K RING. UNABLE ██████████ CONTINUE RECALLS SINCE TRANSMISSION FAILED AND REPAIR NEEDS TO BE SUBMITTED TO ██████████ FOR CORRECT APPROVAL OF REPAIR. ██████████ INSTALL TRANSFER CASE TO TRANSMISSION ,INSTALL TRANSMISSION MOUNT , INSTALL TRANSMISSION TO ENGINE , TORQUE CONVERTER ██████████ , TRANSMISSION CROSS MEMBER ,TRANSMISSION BRACE , FRONT DRIVESHAFT ,TRANSMISSION WIRE PLUGS , REAR DRIVE SHAFT AND CENTER SUPPORT , FLUSH TRANSMISSION COOLER LINES , BLOW TRANSMISSION LINES CLEAR, REMOVE AND INSTALL NEW TRANSMISSION COOLER AND VALVE , INSTALL VALVE TO TRANSMISSION ,CONNECT BATTERIES , CHECK FOR CODES CLEAR STORED CODES , NO CODES PRESENT , PERFORM TRANSMISSION RELEARN Calibration ██████████ ██████████ NAFTA Current Part Number: ██████████ New Part Number: ██████████ TRANS ██████████ UPDATE TRANSMISSION

### (RO) Technical Notes:

K1 CLUTCH FAILURE AFTER RECALL

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES ██████████ CHECK ENGINE LIGHT. CHECK AND ADVISE RECALL ██████████ INSTALL A NEW ██████████ AIR HEATER RELAY REPLACED ██████████ AIR HEATER REMOVE WIRE CLIPS AND PLUGS , REMOVE REAR DRIVE SHAFT , DRAIN TRANSMISSION , RELAY REMOVE TRANSMISSION LINES , REMOVE FRONT DRIVE SHAFT , REMOVE EXHAUST HANGER STRAP , REMOVE TORQUE CONVERTER ██████████ , REMOVE BELL HOUSING ██████████ , REMOVE TRANSMISSION MOUNT ██████████ , CROSS MEMBE ██████████ AND CROSS MEMBER , REMOVE TRANSMISSION , REMOVE TRANSMISSION

### (Claim) Cause:

CHECK CONCERN, AFTER ██████████ RECALL WAS PERFORM TRANSMISSION FAILURE OCCUR AND FOUND ██████████ THE TRANSMISSION OIL PAN, TRANSMISSION REMOVAL WILL BE REQUIRED AND DISASSEMBLY, DURING THE DISASSEMBLY OF THE TRANSMISSION, FOUND THE K1 CLUTCH DAMAGE, DRUM AND REACTION PLATE DAMAGE, GATHER ALL INFORMATION NEEDED TO SUBMIT TO ██████████ WHICH INCLUDED REPAIR COST WORKSHEET, TRANSMISSION DIAG SHEET, AND SCAN REPORT, AS WELL AS OTHER INFORMATION THAT THE ██████████ AGENT ASKED FOR, INNER BELL HOUSING ██████████ ,

REMOVE PUMP BOLTS , REMOVE PUMP , INSPECT INTERNAL PARTS , INSPECT K RING. UNABLE TO CONTINUE RECALL SINCE TRANSMISSION FAILED AND REPAIR NEEDS TO BE SUBMITTED TO PTSC FOR CORRECT APPROVAL OF REPAIR.

**(Claim) Correction:**

REMOVAL OF THE DPF AND EGR VALVE WAS ALSO REQUIRED TO SUBMIT TO PTSC, TOOK PICTURES ALL ALL FAILED COMPONENTS AND OF EGR VALVE AND DPF, NO DAMAGE FOUND IN THIS COMPONENTS, A SUBMISSION WAS SEND FOR A COMPLETE REPLACEMENT OF THE TRANSMISSION [REDACTED] AS WELL THE TRANSMISSION COOLER AND THERMOSTAT VALVE. PTSC APPROVED, ORDER PARTS, WAITING ON PARTS ARRIVAL. FOLLOW PROCEDURES TO INSTALL NEW TRANSMISSION [REDACTED] TRANSMISSION BRACE , FRONT DRIVESHAFT , TRANSMISSION WIRE PLUGS , REAR DRIVE SHAFT AND CENTER SUPPORT , FLUSH TRANSMISSION COOLER LINES , BLOW TRANSMISSION LINES CLEAR , REMOVE AND INSTALL NEW TRANSMISSION COOLER AND THERMOSTAT VALVE , INSTALL VALVE TO TRANSMISSION , CONNECT BATTERY , CHECK FOR CODES CLEAR STORED CODES , NO CODES PRESENT , PERFORM TRANSMISSION RELEARN, TOOK VEHICLE ON A TEST DRIVE AND CHECK FOR CODES, NO CODES SET, ALSO PERFORM A SOFTWARE UPDATE AVAILABLE FOR THE TCM TO IMPROVE SHIFT QUALITY. CALIBRATION: [REDACTED] DD DP [REDACTED] AS69RC NAFTA CURRENT PART NUMBER [REDACTED] NEW PART NUMBER: [REDACTED] [REDACTED] RT MODULE, TRANSMISSION CONTROL (TCM) - INSPECT AND REPROGRAM (0 - INTRODUCTION) 2 - AUTOMATIC TRANSMISSION [REDACTED] CUSTOMER STATES DELIVER VEHICLE BACK TO SALES DEPT FOR AFTER HOURS PICKUP

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# Warranty Claim Report

## Vehicle Information

VIN	[REDACTED]	Year	[REDACTED]	Body	DP9L93 - RAM 4500 CREW CAB CHASSIS
Build Date	[REDACTED]	Plant	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]
<b>Expense</b>			
Labor	[REDACTED]	Sublet	[REDACTED]
Total Paid	[REDACTED]		[REDACTED]

## Dealer Information

Name	GOSSETT MOTOR CARS INC	Zone	63
Address	1901 COVINGTON PIKE , MEMPHIS, TN 38128		

## Condition Information

Condition	Desc	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
[REDACTED]	Safety Recall 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:

CUSTOMER STATES CUSTOMER SATISFACTION NOTIFICATION [REDACTED] TRANSMISSION (RECALL CUSTOMER SATISFACTION NOTIFICATION 2) CUSTOMER STATES Safety Recall [REDACTED] - Intake Air Grid Heater Relay (Recall Customer Satisfaction Notification 1) CUSTOMER STATES VEHICLE WILL NO LONGER OPERATE IN DRIVE ONLY REVERSE. VEHICLE WILL CRANK. TOWED IN. CALL [REDACTED] WITH DIAGNOSTIC. ADDED LINE FOR DIESEL DUE TO MISFIRE CAUSED PUSHROD TO BE PUSHED OFF ROCKER. ADDED LINE FOR OIL CHANGE AND FILTER

### (RO) Cause:

[REDACTED] TRANSMISSION - RECALL SAFETY RECALL [REDACTED] - INTAKE AIR GRID HEATER RELAY REMOVED TRANS MISSION INSTALLED FRONT CLUTCH DRUM THAT WAS NOT LISTED IN RECALL DIAGNOSED THAT THE VEHICLE'S FUEL SYSTEM HAS BEEN CONTAMINATED WITH GAS. AUTO INTEGRATE [REDACTED] FOUND #1 PUSH ROD BENT DUE TO CYLINDER FILLING WITH GAS AND NOT COMBUSTING CAUSING WEAKEST LINK TO BENT COMPLETED DIESEL ENGINE OIL & FILTER SERVICE & VEHICLE INSPECTION.

### (RO) Correction:

PREFORMED RECALL [REDACTED] WITH RECALL PARTS FOUND OUT RECALL LISTED WRONG PARTS PERFORM RECALL-REPLACED INTAKE HEATER GRID RELAY FLASHED [REDACTED] 4X4 AND DEF EQUIPPED PLACING LABOR FOR DRAINING BOTH TANKS, FUEL FILTERS, FLUSHING LINES, INJECTORS, FUEL RAIL, AND ALL TUBING REPAIR ORDER ID: [REDACTED] AUTHORIZATION NUMBER: [REDACTED] \$ [REDACTED] VEHICLE ON E- ADDED DIESEL REPLACED #1 PUSH RODS AND ROCKERS COMPLETED DIESEL ENGINE OIL & FILTER SERVICE & VEHICLE INSPECTION.

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

NA

**(Claim) Cause:**

NA

**(Claim) Correction:**

NA

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# Warranty Claim Report

## Vehicle Information

Build Date	Year	Body	CAB CHASSIS
Plant	TRUCK ASSEMBLY PLANT	Coverage Code	

## Claim Information

Claim #	In Service Date		
Claim Type	S - Safety (Recalls)	Repair Date	
Claim Status	Paid	Mileage (Miles)	
Expense	Labor	Sublet	Total Paid

## Dealer Information

Code	Name	Zone	71
Address	195 S PUUNENE AVENUE , KAHULUI, HI 96732		

## Condition Information

Condition Code	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
	UC	UNCODABLE (NARRATIVE REQUIRED)	CSTP13A1AA	RELAY	1	X		
B		Transmission ; equipped pick-up only	68269568AB	SNAP RING	1	X		
		Transmission ; equipped pick-up only		RING	1		15.05	\$99.70
		Transmission ; equipped pick-up only		RING	1		8.63	\$99.70
		Transmission ; equipped pick-up only	68244579AA	O-RING	1		38.53	\$99.70
		Transmission ; equipped pick-up only	68244638AA	GASKET	1		47.05	\$99.70
		Transmission ; equipped pick-up only	68085955AA	R	1			
		Transmission ; equipped pick-up only	06511777AA	BOLT	6			
B		Transmission ; equipped pick-up only		FLUID AFT	8		189.47	\$99.70
		Transmission ; equipped pick-up only	68456960AA	HUB	1			
		Transmission ; equipped pick-up only	68253813AB	RACE	1			
B	21000A60	Transmission, Remove and install for recondition AS68RC/AS69RC ; equipped	68269568AB	SNAP RING	1	X		
B	21000A60	Transmission, Remove and install for recondition - C ; equipped		RING	1		15.05	\$199.40
	0	Transmission, Remove and install for recondition -		RING	1			



		propeller shaft equipped								
B		Transmission, Remove and install for recondition - ; Two propeller shaft equipped				RING	1		15.05	\$33.23
B		Transmission, Remove and install for recondition - ; Two propeller shaft equipped				RING	1			
B		Transmission, Remove and install for recondition - ; Two propeller shaft equipped				O-RING	1			
B		Transmission, Remove and install for recondition - ; propeller shaft equipped				GASKET	1			
B		Transmission, Remove and install for recondition - ; Two propeller shaft equipped				WASHER	1			
B		Transmission, Remove and install for recondition - ; Two propeller shaft equipped				BOLT	6		30.31	\$33.23
B		Transmission, Remove and install for recondition - ; Two propeller shaft equipped				FLUID AFT	8		189.47	\$33.23
B		Transmission, Remove and install for recondition - ; Two propeller shaft equipped				HUB	1		218.94	\$33.23
B		Transmission, Remove and install for recondition - ; Two propeller shaft equipped				RACE	1		42.74	\$33.23
B		Customer Satisfaction Notification - Aisin Transmission ; Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)		SNAP RING	1	X		
B		Customer Satisfaction Notification - Aisin Transmission ; Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)		RING	1			
B		Customer Satisfaction Notification - Aisin Transmission ; Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)		RING	1		8.63	\$731.15
B		Customer Satisfaction Notification - Aisin Transmission ; Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)		O-RING	1			
B		Customer Satisfaction Notification - Aisin	UC	UNCODABLE (NARRATIVE		GASKET	1			

		Transmission ; ■ Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring		REQUIRED)						
B	■	Customer Satisfaction Notification ■ - ■ Transmission ; ■ Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	■	WASHER	1		10.21	■
B	■	Customer Satisfaction Notification ■ - ■ Transmission ; ■ Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	■	BOLT		■		■
B	■ 2	Customer Satisfaction Notification ■ - ■ Transmission ; ■ Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	05189966AE	FLUID AFT	8		■	■
B	■	Customer Satisfaction Notification ■ - ■ Transmission ; ■ Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	■	HUB	1		218.94	■
B	■	Customer Satisfaction Notification ■ - ■ Transmission ; ■ Clutch / Input Shaft Assembly - Inspect and Replace Snap Ring	UC	UNCODABLE (NARRATIVE REQUIRED)	■	RACE	1		42.74	■

## RO Narratives

### (RO) Customer Concern:

REPLACE BATTERY PDI PERFORM RECALL ■ GRID RELAY PERFORM RECALL ■ AISIN TRANSMISSION GEAR CUSTOMER STATES THERE IS A CHECK ENGINE LIGHT. CHECK AND ADVISE CUSTOMER STATES TRANSMISSION DOES NOT SHIFT

### (RO) Cause:

NA

### (RO) Correction:

ELECTRICAL BATTERY CORE ELECTRICAL MISC. SHOP ■ 15 RECALL 13A Install a NEW Intake AirHeater Relay REPLACED ■ AIR HEATER ■ WIRE CLIPS AND PLUGS , REMOVE REAR DRIVE SHAFT , DRAIN TRANSMISSION , REMOVE TRANSMISSION LINES , REMOVE FRONT DRIVE SHAFT , REMOVE EXHAUST HANGER STRAP , REMOVE TORQUE CONVERTER BOLTS , REMOVE BELLHOUSING BOLTS , REMOVE TRANSMISSION MOUNT BOLTS , CROSS MEMBER BOLTS AND CROSS MEMBER , REMOVE TRANSMISSION , REMOVE TRANSMISSION INNER BELL HOUSING BOLTS , REMOVE PUMP BOLTS, REMOVE PUMP , INSPECT INTERNAL PARTS , INSPECT K RING. UNABLE TO CONTINUE RECALLS SINCE TRANSMISSION FAILED AND REPAIR NEEDS TO BE SUBMITTED TO PTSC FOR CORRECT APPROVAL OF REPAIR. ■ INSTALL TRANSFER CASE TO TRANSMISSION , INSTALL TRANSMISSION MOUNT , INSTALL TRANSMISSION TO ENGINE , TORQUE CONVERTER BOLTS , TRANSMISSION CROSS MEMBER , TRANSMISSION BRACE , FRONT DRIVE SHAFT , TRANSMISSION WIRE PLUGS , REAR DRIVE SHAFT AND CENTER SUPPORT , FLUSH TRANSMISSION COOLER LINES , BLOW TRANSMISSION LINES CLEAR, REMOVE AND INSTALL NEW TRANSMISSION COOLER AND VALVE , INSTALL VALVE TO TRANSMISSION , CONNECT BATTERIES , CHECK FOR CODES CLEAR STORED CODES , NO CODES PRESENT , PERFORM TRANSMISSION RELEARN Calibration ■ DP6.7L ■ NAFTA Current Part Number: ■ New Part Number: ■ TRANS ■ UPDATE TRANSMISSION

### (RO) Technical Notes:

■ CLUTCH FAILURE AFTER RECALL

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES [REDACTED] CHECK ENGINE LIGHT. CHECK AND ADVISE RECALL [REDACTED] INSTALL A NEW INTAKE AIR HEATER RELAY REPLACED INTAKE AIR HEATER REMOVE WIRE CLIPS AND PLUGS , REMOVE REAR DRIVE SHAFT , DRAIN TRANSMISSION , RELAY REMOVE TRANSMISSION LINES , REMOVE FRONT DRIVE SHAFT , REMOVE EXHAUST HANGER STRAP , REMOVE TORQUE CONVERTER [REDACTED] , REMOVE BELL HOUSING [REDACTED] , REMOVE TRANSMISSION MOUNTS [REDACTED] , CROSS MEMBER [REDACTED] AND CROSS MEMBER , REMOVE TRANSMISSION , REMOVE TRANSMISSION

### (Claim) Cause:

CHECK CONCERN, AFTER [REDACTED] RECALL WAS PERFORM TRANSMISSION FAILURE OCCUR AND FOUND METAL SHAVINGS IN THE TRANSMISSION OIL PAN, TRANSMISSION REMOVAL WILL BE REQUIRED AND DISASSEMBLY, DURING THE DISASSEMBLY OF THE TRANSMISSION, FOUND THE K1 CLUTCH DAMAGE, DRUM AND REACTION PLATE DAMAGE. GATHER ALL INFORMATION NEEDED TO SUBMIT TO [REDACTED], WHICH INCLUDED REPAIR COST WORKSHEET, TRANSMISSION DIAG SHEET, AND SCAN REPORT, AS WELL AS OTHER INFORMATION THAT THE [REDACTED] AGENT ASKED FOR, INNER BELL HOUSING [REDACTED] , REMOVE PUMP [REDACTED] , REMOVE PUMP , INSPECT INTERNAL PARTS , INSPECT K RING. UNABLE TO CONTINUE RECALL SINCE TRANSMISSION FAILED AND REPAIR NEEDS TO BE SUBMITTED TO [REDACTED] FOR CORRECT APPROVAL OF REPAIR.

### (Claim) Correction:

REMOVAL OF THE DPF AND EGR VALVE WAS ALSO REQUIRED TO SUBMIT TO [REDACTED]. TOOK PICTURES ALL ALL FAILED COMPONENTS AND OF EGR VALVE AND DPF, NO DAMAGE FOUND IN THIS COMPONENTS, A SUBMISSION WAS SEND FOR A COMPLETE REPLACEMENT OF THE TRANSMISSION UNIT AS WELL THE TRANSMISSION COOLER AND THERMOSTAT VALVE. [REDACTED] APPROVED, ORDER PARTS, WAITING ON PARTS ARRIVAL. FOLLOW PROCEDURES TO INSTALL NEW TRANSMISSION UNIT TRANSMISSION BRACE , FRONT DRIVESHAFT , TRANSMISSION WIRE PLUGS , REAR DRIVE SHAFT AND CENTER SUPPORT , FLUSH TRANSMISSION COOLER LINES , BLOW TRANSMISSION LINES CLEAR , REMOVE AND INSTALL NEW TRANSMISSION COOLER AND THERMOSTAT VALVE , INSTALL VALVE TO TRANSMISSION , CONNECT BATTERIES , CHECK FOR CODES CLEAR STORED CODES , NO CODES PRESENT , PERFORM TRANSMISSION RELEARN, TOOK VEHICLE ON A TEST DRIVE AND CHECK FOR CODES, NO CODES SET, ALSO PERFORM A SOFTWARE UPDATE AVAILABLE FOR THE TCM TO IMPROVE SHIFT QUALITY. CALIBRATION: [REDACTED] DD DP [REDACTED] AS69RC NAFTA CURRENT PART NUMBER [REDACTED] NEW PART NUMBER: [REDACTED] TCM MODULE, TRANSMISSION CONTROL (TCM) - INSPECT AND REPROGRAM (0 - INTRODUCTION) 2 - AUTOMATIC TRANSMISSION [REDACTED] CUSTOMER STATES DELIVER VEHICLE BACK TO SALES DEPT FOR AFTER HOURS PICKUP

# Warranty Claim Report

## Vehicle Information

Year	Body	DP0L94 - RAM	CAB CHASSIS
Build Date	Plant	TRUCK ASSEMBLY PLANT	Coverage Code

## Claim Information

Claim #	In Service Date	
Claim Type	W - Warranty	Repair Date
Claim Status	Paid	Mileage (Miles)
<b>Expense</b>		
Labor	Sublet	Total Paid

## Dealer Information

Code	Name	DODGE JEEP RAM	Zone
	195 S PUUNENE AVENUE , KAHULUI, HI 96732		

## Condition Information

Condition	Failure	Failure	Part Name	Part Quantity	Failed	Expense	Expense
A	Transmission, Remove and install for recondition - [REDACTED] C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	CLUTCHKIT	1	X	

## RO Narratives

### (RO) Customer Concern:

REPLACE BATTERY PDI PERFORM RECALL [REDACTED] GRID RELAY PERFORM RECALL 71A AISIN TRANSMISSION GEAR CUSTOMER STATES [REDACTED] CHECK ENGINE LIGHT. CHECK AND ADVISE CUSTOMER STATES TRANSMISSION DOES NOT SHIFT

### (RO) Cause:

NA

### (RO) Correction:

ELECTRICAL BATTERY CORE ELECTRICAL MISC. SHOP CHARGES PDI 15 RECAL [REDACTED] A Install a NEW Intake AirHeater Relay REPLACED [REDACTED] AIR HEATER RELAY [REDACTED] 15 REMOVE WIRE CLIPS AND PLUGS , REMOVE REAR DRIVE SHAFT , DRAIN TRANSMISSION , REMOVE TRANSMISSION LINES , REMOVE FRONT DRIVE SHAFT , REMOVE EXHAUST HANGER STRAP , REMOVE TORQUE CONVERTER BOLTS , REMOVE BELLHOUSING BOLTS , REMOVE TRANSMISSION MOUNT BOLTS , CROSS MEMBER BOLTS AND CROSS MEMBER , REMOVE TRANSMISSION , REMOVE TRANSMISSION INNER BELL HOUSING BOLTS , REMOVE PUMP BOLTS , REMOVE PUMP , INSPECT INTERNAL PARTS , INSPECT K RING. UNABLE TO CONTINUE RECALL SINCE TRANSMISSION FAILED AND REPAIR NEEDS TO BE SUBMITTED TO PTSC FOR CORRECT APPROVAL OF REPAIR. [REDACTED] INSTALL TRANSFER CASE TO TRANSMISSION , INSTALL TRANSMISSION MOUNT , INSTALL TRANSMISSION TO ENGINE , TORQUE CONVERTER BOLTS , TRANSMISSION CROSS MEMBER , TRANSMISSION BRACE , FRONT DRIVE SHAFT , TRANSMISSION WIRE PLUGS , REAR DRIVE SHAFT AND CENTER SUPPORT , FLUSH TRANSMISSION COOLER LINES , BLOW TRANSMISSION LINES CLEAR, REMOVE AND INSTALL NEW TRANSMISSION COOLER AND VALVE , INSTALL VALVE TO TRANSMISSION , CONNECT BATTERIES , CHECK FOR CODES CLEAR STORED CODES , NO CODES PRESENT , PERFORM TRANSMISSION RELEARN Calibration [REDACTED] DP6.7L [REDACTED] AS69RC NAFTA Current Part Number: [REDACTED] New Part Number: [REDACTED] TRANS [REDACTED] UPDATE TRANSMISSION

### (RO) Technical Notes:

NA

## GCS Narratives

**(Claim) Customer Concern:**

RECALL [REDACTED]

**(Claim) Cause:**

REMOVE WIRE CLIPS AND PLUGS , REMOVE REAR DRIVE SHAFT , DRAIN TRANSMISSION , REMOVE TRANSMISSION LINES , REMOVE FRONT DRIVE SHAFT , REMOVE EXHAUST HANGER STRAP , REMOVE TORQUE CONVERTER BOLTS , REMOVE BELL HOUSING BOLTS , REMOVE TRANSMISSION MOUNT BOLTS , CROSS MEMBER BOLTS AND CROSS MEMBER , REMOVE TRANSMISSION ,

**(Claim) Correction:**

REMOVE TRANSMISSION INNER BELL HOUSING BOLTS , REMOVE PUMP BOLTS , REMOVE PUMP , INSPECT INTERNAL PARTS , INSPECT K RING. UNABLE TO CONTINUE RECALL SINCE TRANSMISSION FAILED AND REPAIR NEEDS TO BE SUBMITTED TO PTSC FOR CORRECT APPROVAL OF REPAIR.

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# Warranty Claim Report

## Vehicle Information

VIN		Year		Body	D28P92 - RAM 3500
Build Date		Plant	TRUCK ASSEMBLY PLANT	Coverage Code	

## Claim Information

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

## Expense

Labor		Sublet	\$1,738.78	Part	\$250.00	Total Paid	
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## Dealer Information

Code		Name	
Address	12020 US HIGHWAY 301 , DADE CITY, FL 33525		

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
		Transmission - equipped pick-up only				BOLT				
		Transmission - equipped pick-up only				FLUID AFT	1		117.53	
		Transmission - equipped pick-up only					1	X		
		Transmission, Remove and install for recondition - equipped				BOLT	6		35.89	
		Transmission, Remove and install for recondition - equipped				FLUID AFT	1		117.53	
		Transmission, Remove and install for recondition - equipped					1	X		
		Transmission, Remove and install for recondition - equipped				BOLT				
		Transmission, Remove and install for recondition - equipped				FLUID AFT	1		117.53	\$63.71
		Transmission, Remove and install for recondition - equipped					1	X		\$63.71
		Transmission, Remove and install for recondition - equipped				BOLT	6			
		Transmission, Remove and install for recondition - propeller shaft equipped				FLUID AFT	1		117.53	\$42.47
		Transmission, Remove and install for recondition - propeller shaft equipped					1	X		
A		Transmission, Remove and install for recondition - Clutch /	ZZ	SERVICE ACTION		BOLT	6			

		Input Shaft Assembly - Inspect and Replace Sub-Assembly								
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	██████████	FLUID AFT	1		117.53	██████████
A	██████████	Transmission, Remove and install for recondition - ██████████ C ; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION	██████████	CLUTCHKIT	1	X	██████████	██████████
A	██████████	Loaner Car ; High Line Vehicles			██████████	BOLT	6		██████████	██████████
A	██████████	Loaner Car ; High Line Vehicles			██████████	FLUID AFT	1		117.53	██████████
A	██████████	Loaner Car ; High Line Vehicles			██████████	CLUTCHKIT	1	X	██████████	██████████

## RO Narratives

**(RO) Customer Concern:**

MULTI-POINT INSPECTION TRANS DIAG / REPAIR RENTAL

**(RO) Cause:**

NA

**(RO) Correction:**

MULTI POINT INSPECTION COMPLETED

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES VEHICLE WILL NOT DRIVE OR GO INTO GE AR/ CEL IS ACTIVE ON

**(Claim) Cause:**

CONFIRMED CEL ACTIVE AND VEHICLE DOES NOT MOVE IN DR IVE, AND SLIPS IN REVERSE FOUND ██████████ AND ██████████ FOR GEAR RATIO I ██████████ AND ██████████ FOR RELATED CONCERN, K1 CLUTCH ASSEMBLY FAULT

**(Claim) Correction:**

REMOVED TRANS AND REPLACE K1 CLUTCH KIT RE -INSTALLED TRANS AND TOPPED OFF FLUID LEVEL. PERF ORMED QUICK-LEARN AND TEST DRIVE CONFIR MED PROPER OPERATION OF THE TRANSMISSION, VEHICLE IS NOW OPERATING AS DESIGNED

# Warranty Claim Report

## Vehicle Information

VIN	[REDACTED]	Year	[REDACTED]	Body	D28M91 - RAM 3500 LIMITED CREW CAB
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	[REDACTED]	Total Paid	[REDACTED]
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## Dealer Information

Code	[REDACTED]	Name	[REDACTED]	Zone	71
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## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Name	Quantity	Part Failed	Part Expense	LOP Expense
A	[REDACTED]	Emissions Recall [REDACTED] 3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM and Replace VECI Label ( Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN [REDACTED] 2AA	SENSOR	[REDACTED]			[REDACTED]
A	[REDACTED]	Emissions Recall [REDACTED] 3 - Particulate Matter Sensor ; Inspect and Install Particulate Matter Sensor - Includes Reprogramming ECM and Replace VECI Label ( Aisin Transmission Only)	UC	UNCODABLE (NARRATIVE REQUIRED)	CERN [REDACTED] 3AA	NUT	1		1.71	[REDACTED]

## RO Narratives

### (RO) Customer Concern:

[REDACTED] DIESEL PM SENSOR CUSTOMER STATES vehicle has a HEATED STEERING WHEEL ISSUE check and advise CUSTOMER STATES vehicle has a HEATED STEERING WHEEL ISSUE check and advise PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS. recommend replacing all rod retaining clips in ram box assembly as they are broken The [REDACTED] Seat and Wheel Module (CSWM)

### (RO) Cause:

verified customer concern and found the heated steering wheel shuts off immediately, scanned for codes and found [REDACTED] HEATED STEERING WHEEL CONTROL-CIRCUIT OPEN , disconnected [REDACTED] battery terminals and waited for capacitive discharge, removed drivers air bag and inspected heated steering wheel harness but no damage was found, disconnected SCCM connector c7 and measured resistance of heated steering wheel and found [REDACTED] which is in spec. recommend replacing the [REDACTED] Seat and Wheel Module (CSWM) as it provides power and return circuit to the heated steering wheel. verified customer concern and found the heated steering wheel shuts off immediately, scanned for codes and found [REDACTED] HEATED STEERING WHEEL CONTROL-CIRCUIT OPEN , disconnected [REDACTED] battery terminals and waited for capacitive discharge, removed drivers air bag and inspected heated steering wheel harness but no damage was found, disconnected SCCM connector c7 and measured resistance of heated steering wheel and found [REDACTED] which is in spec, recommend replacing the [REDACTED] Seat and Wheel Module (CSWM) as it provides power and return circuit to the heated steering wheel.

### (RO) Correction:

Install PM sensor and reprogram PCM Install Authorized Modifications Label [REDACTED] [REDACTED] Successfully flashed ECU from old part number [REDACTED] current part number [REDACTED]. removed ram box cylinder lock cover to gain access to the actuator and found the rod clip is broken, found passenger side is doing the same thing and i recommend replacing all clips and [REDACTED] PERFORMED CERTIFIED MULTI POIN

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES VEHICLE HAS A HEATED STEERING WHEEL ISSUE CHECK AND ADVISE

**(Claim) Cause:**

VERIFIED CUSTOMER CONCERN AND FOUND THE HEATED STEERING WHEEL SHUTS OFF IMMEDIATELY, SCANNED FOR CODES AND FOUND [REDACTED]-HEATED STEERING WHEEL CONTROL-CIRCUIT OPEN, DISCONNECTED [REDACTED] NEGATIVE BATTERY TERMINALS AND WAITED FOR CAPACITIVE DISCHARGE, REMOVED DRIVERS AIR BAG AND INSPECTED HEATED STEERING WHEEL HARNESS BUT NO DAMAGE WAS FOUND, DISCONNECTED [REDACTED] CONNECTOR C7 AND MEASURED RESISTANCE OF HEATED STEERING WHEEL AND FOUND [REDACTED] WHICH IS IN SPEC, RECOMMEND REPLACING THE COMFORT SEAT AND WHEEL MODULE (CSWM) AS IT PROVIDES POWER AND RETURN CIRCUIT TO THE HEATED STEERING WHEEL.

**(Claim) Correction:**

REMOVED RAM BOX CYLINDER LOCK COVER TO GAIN ACCESS TO THE ACTUATOR AND FOUND THE ROD CLIP IS BROKEN, FOUND PASSENGER SIDE IS DOING THE SAME THING AND I RECOMMEND REPLACING ALL [REDACTED] AND [REDACTED] ACTUATORS.

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# Warranty Claim Report

## Vehicle Information

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

## Claim Information

Claim #	[REDACTED]	In Service Date	[REDACTED]
Claim Type	W - Warranty	Repair Date	[REDACTED]
Claim Status	Paid	Mileage (Miles)	[REDACTED]
<b>Expense</b>			
Labor	[REDACTED]	Sublet	[REDACTED]
Total Paid		[REDACTED]	[REDACTED]

## Dealer Information

Code	[REDACTED]	Name	[REDACTED]	Zone	71	[REDACTED]
Address	[REDACTED]					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Number	Name	Quantity	Failed	Expense	LOP Expense
[REDACTED]	[REDACTED]	Actuator/motor, electric door lock ; Ram Box-Right or left	[REDACTED]	BURNED OR OUT	[REDACTED]	ACTUATOR	1	X	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.	[REDACTED]	[REDACTED]	[REDACTED]	ACTUATOR	1	X	[REDACTED]	[REDACTED]

## RO Narratives

### (RO) Customer Concern:

[REDACTED] DIESEL PM SENSOR CUSTOMER STATES vehicle has a HEATED STEERING WHEEL ISSUE check and advise CUSTOMER STATES vehicle has a HEATED STEERING WHEEL ISSUE check and advise PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS. recommend replacing all rod retaining clips in ram box assembly as they are broken The Comfort [REDACTED] and Wheel [REDACTED] (CSWM)

### (RO) Cause:

verified customer concern and found the heated steering wheel shuts off immediately, scanned for codes and found [REDACTED]-HEATED STEERING WHEEL CONTROL-CIRCUIT OPEN , disconnected [REDACTED] terminals and waited for capacitive discharge, removed drivers air bag and inspected heated steering wheel harness but no damage was found, disconnected [REDACTED] connector c7 and measured resistance of heated steering wheel and found [REDACTED]s which is in spec, recommend replacing the Comfort [REDACTED] and Wheel [REDACTED] (CSWM) as it provides power and return circuit to the heated steering wheel. verified customer concern and found the heated steering wheel shuts off immediately, scanned for codes and found [REDACTED]-HEATED STEERING WHEEL CONTROL-CIRCUIT OPEN , disconnected [REDACTED] terminals and waited for capacitive discharge, removed drivers air bag and inspected heated steering wheel harness but no damage was found, disconnected [REDACTED] connector c7 and measured resistance of heated steering wheel and found [REDACTED] which is in spec, recommend replacing the Comfort [REDACTED] and Wheel [REDACTED] (CSWM) as it provides power and return circuit to the heated steering wheel.

### (RO) Correction:

Install PM sensor and reprogram PCM Install Authorized Modifications Label [REDACTED] [REDACTED] Successfully flashed ECU from old part number [REDACTED] current part number [REDACTED], removed ram box cylinder lock cover to gain access to the actuator and found the rod clip is broken, found passenger side is doing the same thing and i recommend replacing all clips and [REDACTED] PERFORMED CERTIFIED MULTI POIN

### (RO) Technical Notes:

NA

## ██████████ Narratives

### **(Claim) Customer Concern:**

CUSTOMER STATES VEHICLE HAS A HEATED STEERING WHEEL ISSUE CHECK AND ADVISE

### **(Claim) Cause:**

VERIFIED CUSTOMER CONCERN AND FOUND THE HEATED STEERING WHEEL SHUTS OFF IMMEDIATELY, SCANNED FOR CODES AND FOUND ██████████-HEATED STEERING WHEEL CONTROL-CIRCUIT OPEN, DISCONNECTED ██████████ NEGATIVE BATTERY TERMINALS AND WAITED FOR CAPACITIVE DISCHARGE, REMOVED DRIVERS AIR BAG AND INSPECTED HEATED STEERING WHEEL HARNESS BUT NO DAMAGE WAS FOUND, DISCONNECTED ██████████ CONNECTOR C7 AND MEASURED RESISTANCE OF HEATED STEERING WHEEL AND FOUND ██████████ WHICH IS IN SPEC, RECOMMEND REPLACING THE COMFORT SEAT AND WHEEL MODULE (CSWM) AS IT PROVIDES POWER AND RETURN CIRCUIT TO THE HEATED STEERING WHEEL.

### **(Claim) Correction:**

REMOVED RAM BOX CYLINDER LOCK COVER TO GAIN ACCESS TO THE ACTUATOR AND FOUND THE ROD CLIP IS BROKEN, FOUND PASSENGER SIDE IS DOING THE SAME THING AND I RECOMMEND REPLACING ALL CLIPS AND ██████████ ACTUATORS.

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# Warranty Claim Report

## Vehicle Information

Build Date	Year	Body	CAB
Plant	TRUCK ASSEMBLY PLANT		Coverage Code

## Claim Information

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

## Expense

Labor	Sublet	Part	Total Paid
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## Dealer Information

Code	Name	CSC - CUST/IND CLAIM	Zone	99	NON-VEHICLE/NON-FRAN
Address	PO BOX 2700 , TROY, MI 48007				

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
		Transmission, Replace - automatic ;	UC	UNCODABLE (NARRATIVE REQUIRED)						
		Trip Interruption Allowance ; Trip Interruption Allowance								

## 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

Year	Body	D28L92 - RAM 3500	CREW CAB 4X4
Build Date	Plant	TRUCK ASSEMBLY PLANT	Coverage

## Claim Information

Claim #	In Service Date				
Claim Type	W - Warranty	Repair Date			
Claim Status	Paid	Mileage (Miles)			
<b>Expense</b>					
Labor	Sublet	\$2,707.65	Part	\$0.00	Total Paid

## Dealer Information

Name	OF	Zone	66
202 W SUGARLAND HWY , FL 33440			

## Condition Information

Condition	Desc	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Expense	Expense
A	Filter diesel particulate (DPF) ; diesel engine, pick up only	ML	CHECK SERVICE SO		CONVERTER	1	X		
B	With Bed Step		DAMAGED		STEP KIT	1	X		

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES CHECK LIGHT IS ON CUSTOMER STATES BED STEP WILL NOT STAY UP CUSTOMER STATES REPLACE FUEL FILTERS

### (RO) Cause:

NA

### (RO) Correction:

DTC ...R&R DPF AND CLEAR DTC-RECHECK NO CODES PRESENT- NEW DPF FUNCTIONING AS DESIGNED Note Filter diesel particulate (DPF) - Replace diesel engine, pick up only (1 -Semi-Skilled) TECH FOUND CODES AND REPLACE DPF AND CLEAR DTC NO CODES PRESENT REPLACED PARTICULATE FILTER FOUND BED STEP WOULD NOT STAY UP -COULD NOT TIGHTEN OR ADJUST- R&R BED STEP -NEW BED STEP WORKS AS DESIGNED With Bed Step - Replace (1 - Semi-Skilled .3 TECH FOUND BED STEP WOULD NOT STAY UP COULD NOT TIGHTEN OR ADJUST REPLACE BED STEP AND VERIFY REPAIR BED STEP REPLACE FUEL FILTERS AND PURGE SYSTEM WRITE IN DESCRIPTION

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES BED STEP WILL NOT STAY UP CUSTOMER STATES CHECK LIGHT IS ON

### (Claim) Cause:

██████████-AND ██████████...R&R DPF AND CLEAR DTC- RECHECK NO CODES PRESENT- NEW DPF FOUND BED STEP WOULD NOT STAY UP - COULD NOT TIGHTEN OR ADJUST- R&R BED STEP - FUNCTIONING AS DESIGNED NEW BED STEP WORKS AS DESIGNED

**(Claim) Correction:**

██████████-AND ██████████...R&R DPF AND CLEAR DTC- RECHECK NO CODES PRESENT- NEW DPF FOUND BED STEP WOULD NOT STAY UP - COULD NOT TIGHTEN OR ADJUST- R&R BED STEP - FUNCTIONING AS DESIGNED NEW BED STEP WORKS AS DESIGNED

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# Warranty Claim Report

## Vehicle Information

VIN		Year		Body	DP4L64 - RAM 4500 REG CAB
Build Date		Plant	TRUCK ASSEMBLY PLANT	Coverage Code	

## Claim Information

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

## Expense

Labor		Sublet	\$2,885.50	Part	\$0.00	Total Paid	
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## Dealer Information

Code		Name	LARRY H	DODGE RAM	Zone	70
Address	10101 W PAPAGO FREEWAY , , AZ 85323					

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
		Transmission, Remove and install for recondition - ; Two piece propeller shaft equipped				HUB	1		190.89	
		Transmission, Remove and install for recondition - ; Two piece propeller shaft equipped				HUB	1		376.28	
		Transmission, Remove and install for recondition - ; Two piece propeller shaft equipped				CLUTCHKIT	1	X		
		Transmission, Remove and install for recondition - ; Two piece propeller shaft equipped								
		Transmission, Remove and install for recondition - ; propeller shaft equipped				FLUID AFT	3			
		Transmission, Remove and install for recondition - ; propeller shaft equipped				BOLT	6			
		Transmission, Remove and install for recondition - ; Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION		HUB	1			
		Transmission, Remove and install for recondition - ; Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION		HUB				
		Transmission, Remove and install for recondition - ; Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION		CLUTCHKIT	1	X		
		Transmission, Remove and install for recondition - ; Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION						

A		Transmission, Remove and install for recondition - [REDACTED] C ; [REDACTED] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly		SERVICE ACTION		FLUID AFT	3		259.63	
A		Transmission, Remove and install for recondition - [REDACTED] C ; [REDACTED] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION						
B		Battery ; [REDACTED]		BATTERY FAILED TEST		BATTERY	2	X		\$ [REDACTED]

## RO Narratives

### (RO) Customer Concern:

CUSTOMER STATES MID FLIGHT VEHICLE LOST GEAR AND FEELS LIKE STUCK IN [REDACTED] NOW CUSTOMER STATES MESSAGE STATES KEY FOB NOT RECOGNIZED CUSTOMER STATES POSSIBLE REAR PINION LEAK Mult-point inspection NO CRANK NO START

### (RO) Cause:

F

### (RO) Correction:

[REDACTED] TRANS INPUT SNAP RING FAILURE. CAUSING CLUCH PACK TO NOT APPLY. [REDACTED] INSPECT AND VERIFY. SCAN AND DIAGNOSE FOR CODE [REDACTED] RATIO ERROR. FOUN [REDACTED] B. REMOVED TRANSMISSION ASSEMBLY, WITH [REDACTED] REMOVED BALL HOUSING, FRONT PUMP AFTER CHECKING END PLAY. REMOVED INPUT CLUTCH ASSEMBLY. FOUND SNAP RING NOT INSECURE, CAUSING CLUTCH PACK TO NOT APPLY. PERFORMED REPAIR AS PER TSB. REPLACED K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly. REASSEMBLED, CHECK ENDPLAY AS PER SHOP MANUAL. REINSTALLED TRANSMISSION ASSEMBLY. FILLED WITH REQUIRED FLUID. PERFORMED QUICK LEARN. RESET DTC. ROADTEST FOR [REDACTED] VERIFY OPERATING AS PER DESIGN. ( [REDACTED] == [REDACTED] ) Transmission, Remove and install for recondition - [REDACTED] Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly (3 - Highly Skilled) Transmission, Remove and install for recondition - [REDACTED] C Two piece propeller shaft equipped [REDACTED] WAITING FOR HEAVY LINE REPAIRS TO BE DONE Customer Expresses Body Concern [REDACTED] INSPECT. NO OIL LEAK FROM THE REAR DIFF AT THIS TIME. Miscelaneous Transmission Repair Repair Multi-point inspection [REDACTED] AT YOUR REQUEST, REMOVED BATTERY CABLES FROM TERMINALS FOR ACCESS, CLEAN CABLE ENDS OF ACID BUILD UP. INSTALL NEW BATTERY ASSEMBLY, AND REINSTALL CABLES TO TERMINALS. CHECKED CHARGING SYSTEM. AT YOUR REQUEST, REMOVED BATTERY CABLES FROM TERMINALS FOR ACCESS, CLEAN CABLE ENDS OF ACID BUILD UP. INSTALL NEW BATTERY ASSEMBLY, AND REINSTALL CABLES TO TERMINALS. CHECKED CHARGING SYSTEM. Battery - Test Charge Retest and Replace [REDACTED] (0 - Low Skilled)

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

CUSTOMER STATES MID FLIGHT VEHICLE LOST GEAR AND FEELS LIKE STUCK IN [REDACTED] NO CRANK NO START NOW

### (Claim) Cause:

BATTERIES FAILED LOAD TEST TRANS INPUT SNAP RING FAILURE. CAUSING CLUCH PACK TO NOT APPLY. [REDACTED] AND VERIFY. SCAN AND DIAGNOSE FOR COD [REDACTED] RATIO ERROR. FOUN [REDACTED] B. REMOVED TRANSMISSION ASSEMBLY, WITH [REDACTED] REMOVED BALL HOUSING, FRONT PUMP AFTER CHECKING END PLAY. REMOVED INPUT CLUTCH ASSEMBLY. FOUND SNAP RING NOT IN SECURE, CAUSING CLUTCH PACK TO NOT APPL Y. PERFORMED REPAIR AS PER TSB. REPLACED [REDACTED] CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBLY. REASSEMBLED, CHECK END PLAY AS PER SHOP MAN UAL. REINSTALLED TRANSMISSION ASSEMBLY. FILLED WITH REQUIRED FLUID. PERFORMED QUICK LEARN. RESET DTC. ROAD TEST FOR [REDACTED] VERIFY OPERATING AS PER DESI GN. ( [REDACTED] == [REDACTED] S )

### (Claim) Correction:

REPLACED BATTERIES TRANS INPUT SNAP RING FAILURE. CAUSING CLUCH PACK TO NOT APPLY. 4.80 INSPECT AND VERIFY. SCAN AND DIAGNOSE FOR COD [REDACTED] [REDACTED] RATIO ERROR. FOUND [REDACTED] REV. B. REMOVED TRANSMISSION ASSEMBLY, WITH [REDACTED] DRIVE SHAF T. REMOVED BALL HOUSING, FRONT PUMP AFTER CHECKING END PLAY. REMOVED INPUT CL UTCH ASSEMBLY. FOUND SNAP RING NOT IN SECURE, CAUSING CLUTCH PACK TO NOT APPLY. PERFORMED REPAIR AS PER TSB. REPLACED [REDACTED] CLUTCH / INPUT SHAFT ASSEMBLY - INSPECT AND REPLACE SUB-ASSEMBLY. REASSEMBLED, CHECK END PLAY AS PER SHOP MAN UAL. REINSTALLED TRANSMISSION ASSEMBLY. FILLED WITH REQUIRED FLUID. PERFORMED QUICK LEARN. RESET DTC. ROAD TEST FOR [REDACTED]. VERIFY OPERATING AS PER DESI GN. ( LOPS [REDACTED] == [REDACTED] S )

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# Warranty Claim Report

## Vehicle Information

Year	Body	CAB CHASSIS
Build Date	Plant	TRUCK ASSEMBLY PLANT
Coverage Code		

## Claim Information

Claim #	In Service Date
Claim Type	S - Safety (Recalls)
Claim Status	Paid
Repair Date	Mileage (Miles)
Expense	
Labor	Sublet
Total Paid	

## Dealer Information

Code	Name	BODWELL CHRYSLER-DODGE INC	Zone	32
Address				

## Condition Information

Condition Code	Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	LOP Expense
A	UC	Customer Satisfaction Notification - Transmission ; Clutch / Input Shaft Assembly - Verify No Failures Have Occurred or Symptoms are Present						

## RO Narratives

### (RO) Customer Concern:

CS THE VEHICLE WILL NOT MOVE. DIAG AND ADVISE Recall / Customer Satisfaction Notification 1 [Customer Satisfaction Notification - Transmission \*\*] CS THE VEHICLE WILL NOT CRANK OVER. DIAG AND ADVISE

### (RO) Cause:

CC CUSTOMER CONCERN CSN UC NARRATIVE REQUIRED

### (RO) Correction:

K1 CLUTCH/INPUT SHAFT ASSEMBLY-INSPECT AND REPLACE SUB-ASSEMBLY 21-00-0A PROPELLER SHAFT EQUIPPED 4X4 EQUIPPED RECALL ZB8 Battery - Test Charge Retest and Replace (0 - Low Skilled) BATTERY ENVIRONMENTAL FEE BATTERY-Test and charge and retest and replace (C) SHOP CHARGES

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

VEHICLE WILL NOT MOVE

### (Claim) Cause:

VERIFIED CONCERN THERE IS A CUSTOMER SATISFACTION NOTICE FOR THIS FOLLOWED SERVICE PROCEDURES FOR THIS FOLLOWED ALL STEPS OUTLINED IN REMOVE D TRANS

### (Claim) Correction:

REPAIRED TRANS VERIFIED REPAIR

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# Warranty Claim Report

## Vehicle Information

VIN		Year		Body	DP0L93 - RAM 5500 CREW CAB
Build Date		Plant	TRUCK ASSEMBLY PLANT	Coverage	

## Claim Information

Claim #		In Service Date	
Claim Type	W - Warranty	Repair Date	
Claim Status	Paid	Mileage (Miles)	
<b>Expense</b>			
Labor		Sublet	Total Paid

## Dealer Information

Name	DODGE INC	Zone	32
Address	169 PLEASANT STREET , BRUNSWICK, ME 04011		

## Condition Information

Condition	Desc	Failure	Failure Desc	Number	Name	Quantity	Failed	Expense	Expense
	Transmission, Remove and install for recondition - equipped				CLUTCHKIT	1	X	890.40	
	Transmission, Remove and install for recondition - equipped			8					
	Transmission, Remove and install for recondition - equipped				FLUID AFT	6			
	Transmission, Remove and install for recondition - equipped								
	Transmission, Remove and install for recondition - equipped				CLUTCHKIT	1	X	890.40	\$32.00
	Transmission, Remove and install for recondition - propeller shaft equipped			8					
	Transmission, Remove and install for recondition - equipped				FLUID AFT	6			\$32.00
	Transmission, Remove and install for recondition - propeller shaft equipped								
	Transmission, Remove and install for recondition - K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION		CLUTCHKIT	1	X		
	Transmission, Remove and install for recondition - K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	ZZ	SERVICE ACTION			8			
	Transmission, Remove and install for recondition - Clutch /	ZZ	SERVICE ACTION		FLUID AFT	6			

		Input Shaft Assembly - Inspect and Replace Sub-Assembly							
A		Transmission, Remove and install for recondition - [REDACTED]; K1 Clutch / Input Shaft Assembly - Inspect and Replace Sub-Assembly	SERVICE ACTION						

## RO Narratives

### (RO) Customer Concern:

CS THE VEHICLE WILL NOT MOVE. DIAG AND ADVISE Recall / Customer Satisfaction Notification 1 [Customer Satisfaction Notification [REDACTED] - Aisin Transmission \*\*] CS THE VEHICLE WILL NOT CRANK OVER. DIAG AND ADVISE

### (RO) Cause:

CC CUSTOMER CONCERN CSN [REDACTED] UC NARRATIVE REQUIRED

### (RO) Correction:

[REDACTED] K1 CLUTCH/INPUT SHAFT ASSEMBLY-INSPECT AND REPLACE SUB-ASSEMBLY [REDACTED]-0A [REDACTED] PROPELLER SHAFT EQUIPPED [REDACTED] EQUIPPED [REDACTED] RECALL ZB8 Battery - Test Charge Retest and Replace [REDACTED] (0 - Low Skilled) BATTERY ENVIRONMENTAL FEE BATTERY-Test and charge and retest and replace (C)MISC. SHOP CHARGES

### (RO) Technical Notes:

NA

## GCS Narratives

### (Claim) Customer Concern:

VEHICLE WILL NOT MOVE

### (Claim) Cause:

VERIFIED CONCERN THERE IS A CUSTOMER SATISFACTION NOTICE FOR THIS [REDACTED] FOLLOWED SERVICE PROCEDURES FOR THIS FOLLOWED ALL STEPS OUTLINED IN [REDACTED] REMOVE D TRANS

### (Claim) Correction:

REPAIRED TRANS VERIFIED REPAIR

# Warranty Claim Report

## Vehicle Information

VIN	[REDACTED]	Year	[REDACTED]	Body	[REDACTED] - RAM 5500	[REDACTED] CAB CHASSIS	
Build Date	[REDACTED]	Plant	[REDACTED]	TRUCK ASSEMBLY PLANT		Coverage	[REDACTED]

## Claim Information

Claim #	[REDACTED]	In Service Date	[REDACTED]
Claim Type	W - Warranty	Repair Date	[REDACTED]
Claim Status	Paid	Mileage (Miles)	[REDACTED]
<b>Expense</b>			
Labor	[REDACTED]	Sublet	[REDACTED]
Part	[REDACTED]	Part	[REDACTED]
		\$0.00	Total Paid

## Dealer Information

Name	BODWELL CHRYSLER-DODGE INC		Zone	33
Address	[REDACTED]			

## Condition Information

Condition	Failure	Failure	Part Number	Part Name	Quantity	Failed	Expense	Expense
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	BATTERY	1	X	[REDACTED]	[REDACTED]
[REDACTED]	Battery ; batteries	[REDACTED]	[REDACTED]	BATTERY FAILED TEST				

## RO Narratives

**(RO) Customer Concern:**

NA

**(RO) Cause:**

NA

**(RO) Correction:**

NA

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

VEHICLE WILL NOT CRANK OVER

**(Claim) Cause:**

FOUND [REDACTED]-H BATTERIES TO HAVE FAILED TEST

**(Claim) Correction:**

REPLACED AND VERIFIED REPAIR

# Warranty Claim Report

## Vehicle Information

VIN	[REDACTED]	Year	[REDACTED]	Body	D28P92 - RAM 3500
Build Date	[REDACTED]	Plant	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	\$20,658.69	Part	\$100.00	Total Paid	[REDACTED]
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## Dealer Information

Name	[REDACTED]
Address	14215 N AIRLINE HWY , GONZALES, LA 70737

## Condition Information

Condition	Desc	Failure	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	[REDACTED] Filter, oil	[REDACTED]		[REDACTED]	INJECTOR	6	X	[REDACTED]	
A	[REDACTED] Filter, oil			[REDACTED]	CONNECTOR	[REDACTED]		[REDACTED]	
A	[REDACTED] Filter, oil			[REDACTED]	FILTER	1		[REDACTED]	
A	[REDACTED] Filter, oil			[REDACTED]	[REDACTED]			[REDACTED]	
[REDACTED]	[REDACTED] Injector, Fuel ; [REDACTED] primary labor operation			[REDACTED]	INJECTOR	6	X	[REDACTED]	
[REDACTED]	[REDACTED] Injector, Fuel ; [REDACTED] primary labor operation			[REDACTED]	CONNECTOR	[REDACTED]		[REDACTED]	
[REDACTED]	[REDACTED] Injector, Fuel ; [REDACTED] primary labor operation			[REDACTED]	FILTER	1		[REDACTED]	
[REDACTED]	[REDACTED] Injector, Fuel ; [REDACTED] primary labor operation			[REDACTED]	[REDACTED]			[REDACTED]	
A	[REDACTED] Injector, Fuel ; Cylinder [REDACTED]	ML	CHECK SERVICE SO	[REDACTED]	INJECTOR	6	X	[REDACTED]	[REDACTED]
A	[REDACTED] Injector, Fuel ; Cylinder 1 [REDACTED] liter	ML	CHECK SERVICE SO	[REDACTED]	CONNECTOR	[REDACTED]		[REDACTED]	\$81.36
A	[REDACTED] Injector, Fuel ; Cylinder 1 [REDACTED] liter	ML	CHECK SERVICE SO	[REDACTED]	FILTER	1		29.18	\$81.36
A	[REDACTED] Injector, Fuel ; Cylinder 1 [REDACTED] liter	ML	CHECK SERVICE SO	[REDACTED]	[REDACTED]			168.49	\$81.36
[REDACTED]	[REDACTED] Injector, Fuel ; [REDACTED]			[REDACTED]	INJECTOR	6	X	[REDACTED]	
[REDACTED]	[REDACTED] Injector, Fuel ; [REDACTED] liter			[REDACTED]	CONNECTOR	[REDACTED]		[REDACTED]	
[REDACTED]	[REDACTED] Injector, Fuel ; [REDACTED] liter			[REDACTED]	FILTER	1		[REDACTED]	
[REDACTED]	[REDACTED] Injector, Fuel ; [REDACTED]			[REDACTED]	[REDACTED]			[REDACTED]	
A	143020D3 [REDACTED] Injector, Fuel ; Cylinder 3 [REDACTED]			[REDACTED]	INJECTOR	6	X	[REDACTED]	

A	[REDACTED]	Injector, Fuel ;	[REDACTED]	[REDACTED]	CONNECTOR	6		[REDACTED]
A	[REDACTED]	Injector, Fuel ;	[REDACTED]	[REDACTED]	FILTER	1		[REDACTED]
A	[REDACTED]	Injector, Fuel ;	[REDACTED]	[REDACTED]	OIL	3		[REDACTED]
A	[REDACTED]	Injector, Fuel ;	[REDACTED]	[REDACTED]	INJECTOR	6	X	[REDACTED]
A	[REDACTED]	Injector, Fuel ;	[REDACTED]	[REDACTED]	CONNECTOR	6		[REDACTED]
A	[REDACTED]	Injector, Fuel ;	[REDACTED]	[REDACTED]	FILTER	1		[REDACTED]
A	[REDACTED]	Injector, Fuel ;	[REDACTED]	[REDACTED]	OIL	3		[REDACTED]
A	[REDACTED] 5	Injector, Fuel ;	[REDACTED]	[REDACTED]	INJECTOR	6	X	[REDACTED]
A	[REDACTED] 5	Injector, Fuel ;	[REDACTED]	[REDACTED]	CONNECTOR	6		[REDACTED]
A	[REDACTED] 5	Injector, Fuel ;	[REDACTED]	[REDACTED]	FILTER	1		[REDACTED]
A	[REDACTED] 5	Injector, Fuel ;	[REDACTED]	[REDACTED]	OIL	3		[REDACTED]
A	[REDACTED] 6	Injector, Fuel ;	[REDACTED]	[REDACTED]	INJECTOR	6	X	[REDACTED]
A	[REDACTED] 6	Injector, Fuel ;	[REDACTED]	[REDACTED]	CONNECTOR	6		[REDACTED]
A	[REDACTED] 6	Injector, Fuel ;	[REDACTED]	[REDACTED]	FILTER	1		[REDACTED]
A	[REDACTED] 6	Injector, Fuel ;	[REDACTED]	[REDACTED]	OIL	3		[REDACTED]
A	[REDACTED]	[REDACTED] ; High Line Vehicles	[REDACTED]	[REDACTED]	INJECTOR	6	X	[REDACTED] [REDACTED]
A	[REDACTED]	[REDACTED] ; High Line Vehicles	[REDACTED]	[REDACTED]	CONNECTOR	6		[REDACTED] [REDACTED]
A	[REDACTED]	[REDACTED] ; High Line Vehicles	[REDACTED]	[REDACTED]	FILTER	1		[REDACTED]
A	[REDACTED]	[REDACTED] ; High Line Vehicles	[REDACTED]	[REDACTED]	OIL	3		[REDACTED]

## RO Narratives

### (RO) Customer Concern:

General Concern [CUST STATES CEL ISON] General Concern #2 [RALPH SELLERS RENTAL]

### (RO) Cause:

INJECTOR LEAKING .

### (RO) Correction:

INSPECTED AIR FILTER AND FOUND GOOD, PRESSURE TESTED INTAKE AND FOUND NO LEAKS, FOUND NO EXHAUST LEAKS, PULLED DIPSTICK AND FOUND OVER ON OIL, INJECTORS LEAKING INTERNALLY CAUSING OVER FUEL CONDITION CREATING MORE SOOT THAN NORMAL CAUSING A REGENERATION TO FREQUENT, REMOVED AND REPLACED ALL AND CONNECTING TUBES, DRAINED OIL AND REPLACED FILTER, REFILLED WITH OIL, PRIMED FUEL SYSTEM AND CRANKED UP TEST DROVE AND CEL DID NOT RETURN Injector, Fuel - Test and Replace primary labor operation (2 - Skilled) Injector, Fuel Cylinder 1 Injector, Fuel Cylinder 2 Injector, Fuel Cylinder 4 Injector, Fuel Cylinder 5 Injector, Fuel Cylinder 6 Injector, Fuel - Test and Replace primary labor operation (2 - Skilled) Injector, Fuel Cylinder 1 Injector, Fuel Cylinder 2 Injector, Fuel Cylinder 4 Injector, Fuel Cylinder 5 Injector, Fuel Cylinder 6 Filter, oil - Replace INJECTOR, FUEL-Test and replace (A) Injector, Fuel Cylinder 1 Injector, Fuel Cylinder 2 Injector, Fuel Cylinder 4 Injector, Fuel Cylinder 5 Injector, Fuel Cylinder 6 INJECTOR, FUEL-Test and replace (A) Injector, Fuel Cylinder 1 Injector, Fuel Cylinder 2 Injector, Fuel Cylinder 4 Injector, Fuel Cylinder 5 Injector, Fuel Cylinder 6 OIL FILTER-Replace (D) Wagoneer & Non-Wagoneer High Line Vehicle Service Loaner - Wagoneer & Non-Wagoneer RALPH SELLERS CTP RENTAL Wagoneer & Non-Wagoneer High Line Vehicle Service Loaner - Wagoneer & Non-Wagoneer SUBLET REPAIRS

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

GENERAL CONCERN [CUST STATES CEL IS ON]

**(Claim) Cause:**

INSPECTED AIR FILTER AND FOUND GOOD, PRESSURE TESTED INTAKE AND FOUND NO LEAKS, FOUND NO EXHAUST LEAKS, PULLED DIPSTICK AND FOUND OVER ON OIL, INJECTORS LEAKING INTERNALLY CAUSING OVER FUEL CONDITION CREATING MORE SOOT THAN NORMAL CAUSING A REGENERATION TO FREQUENT, REMOVED AND REPLACED ALL AND CONNECTING TUBES, DRAINED OIL AND REPLACED FILTER, REFILLED WITH OIL, PRIMED FUEL SYSTEM AND CRANKED UP TEST DROVE AND CEL DID NOT RETURN

**(Claim) Correction:**

INSPECTED AIR FILTER AND FOUND GOOD, PRESSURE TESTED INTAKE AND FOUND NO LEAKS, FOUND NO EXHAUST LEAKS, PULLED DIPSTICK AND FOUND OVER ON OIL, INJECTORS LEAKING INTERNALLY CAUSING OVER FUEL CONDITION CREATING MORE SOOT THAN NORMAL CAUSING A REGENERATION TO FREQUENT, REMOVED AND REPLACED ALL AND CONNECTING TUBES, DRAINED OIL AND REPLACED FILTER, REFILLED WITH OIL, PRIMED FUEL SYSTEM AND CRANKED UP TEST DROVE AND CEL DID NOT RETURN

# Warranty Claim Report

## Vehicle Information

VIN		Year		Body	D23L92 - RAM 3500		CREW CAB 4X2
Build Date		Plant			Coverage Code		

## Claim Information

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

## Expense

Labor		Sublet	\$3,017.85	Part	\$0.00	Total Paid	
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## Dealer Information

Code		Name	
Address			

## Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc		Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A		Filter diesel particulate (DPF) ; diesel engine, pick up only	ML	CHECK SERVICE SO		CONVERTER	1	X		
A		Filter diesel particulate (DPF) ; diesel engine, pick up only	ML	CHECK SERVICE SO						
A		Filter diesel particulate (DPF) ; diesel engine, pick up only	ML	CHECK SERVICE SO						
A		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.				CONVERTER	1	X		
A		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.								
A		Operation diagnostics - With repair ; Must be used in conjunction with appropriate repair Labor Operation.					1		183.38	

## RO Narratives

(RO) Customer Concern:

CUSTOMER STATES THAT CHECK ENGINE LIGHT IS ON CUSTOMER WANTS TO MAKE SURE HE GETS A FULL SCAN REPORT  
Moved to: [REDACTED] Line: A Moved to: [REDACTED] Line: B Moved to: [REDACTED] Line: C REPAIR FRONT BUMPER Document Retention & Compliance Fee REPLACED MASS AIR SENSOR

**(RO) Cause:**

**(RO) Correction:**

[REDACTED] DPF filter full [REDACTED] 330DPF filter full has never had a serviceChrysler goodwill DPF filter replace DPFfilter AND EXHAUST SENSORS. EXHAUST SENSORSWOULD NOT COME OUT OF OLD FILTER. SEE DMNOTES/[REDACTED] PARTICULATE FILTER REGENFREQUENCY REPLACED DPF FOR REGEN FREQUENCYAND SENSORS THAT WOLUD NOT COME OUT OF OLDFILTER TEST DROVE VEHICLE [REDACTED] DID NOT RETURNAND NOT CHECK ENGINE LIGHT ON. MISCELLANEOUS. Moved to: [REDACTED] Line: A REPAIR DSF Moved to: [REDACTED] Line: B REPAIR [REDACTED] Faulty map sensor [REDACTED] Replacemap sensor from part number [REDACTED] TO PART#ABMBV has suggested my store 4 vehicleregeneration too frequently code [REDACTED] didnot eradicate the problem replace DPF filteron other line vehicle performance as intended Moved to: [REDACTED] Line: C REPAIR MISCELLANEOUS. REPAIR FRONT BUMPER MISCELLANEOUS. SUBLET REPAIRS Document Retention & Compliance Fee DOCUMENT STORAGE FEE DOCUMENT STORAGE FEE MISC. SHOP CHARGE [REDACTED] Replace map sensor from partnumber [REDACTED] TO PART #ABMBV MISCELLANEOUS.

**(RO) Technical Notes:**

NA

## GCS Narratives

**(Claim) Customer Concern:**

CUSTOMER STATES THAT CHECK ENGINE LIGHT IS ON CUSTOMER WANTS TO MAKE SURE HE GETS A FULL SCAN REPORT

**(Claim) Cause:**

FOUND CODE [REDACTED]

**(Claim) Correction:**

DPF FILTER FULL HAS NEVER HAD A SERVICE CHRYSLER [REDACTED] DPF FILTER REPLACE D PF FILTER AND EXHAUST SENSORS. EXHAUST SENSORS WOULD NOT COME OUT OF OLD F ILTER. SEE DM NOTES/[REDACTED] PARTICULATE FILTER REGEN FREQUENCY REPLACED DP F FOR REGEN FREQUENCY AND SENSORS THAT WOLUD NOT COME OUT OF OLD FILTER TEST DROVE VEHICLE [REDACTED] DID NOT RETURN AND NOT CHECK ENGINE LIGHT ON.