

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

Hello,

Please see the attached diagnostic test that was run on 4/20 at South Chicago chr Jeep Dodge. Also see the screenshot of current error lights. Please also know my steering wheel gets stiff after the rain. The next day/time I can take to dealership will be Thursday, 5/4.

Sent from my iPhone

On May 2, 2023, at 11:40 AM, US Customer Care <uscustomecare@cac.stellantis.com> wrote:

Hello [REDACTED],

We are touching base with you to see if you have another appointment with the Dealer or if you are still having issues. We have followed up with the Dealer today and was advised you have not spoke with the service manager Larry as of yet. In order to further diagnose the vehicle you would need to bring it back.

----- Original Message -----

From: US Customer Care [uscustomecare@cac.stellantis.com]

Sent: 5/1/2023 5:57 PM

To: [REDACTED]

Subject: JEEP CASE # [REDACTED]

Hello [REDACTED],

Please send paperwork by replying to this email.

We require:

April 20th Last Dealer Invoice (all pages). We received RO [REDACTED] (open/close 01/31/23 / 02/01/23) and RO [REDACTED] (open/close 04/10/23 / 04/12/23).

Please scan documents into pdf format, hit REPLY to only this email, attach pdf documents to your reply, then hit SEND.

We will confirm receipt of the documents.

Thank you,

Jane, on behalf of Case Manager Krystal
Stellantis Case Management - Midwest
1-844-827-2003

□

[REDACTED] □



Add a Caption

Thursday • Apr 13, 2023 • 3:43 PM

[Adjust](#)

 IMG_3468

Apple iPhone 12 Pro Max

HEIF



Wide Camera — 26 mm $f1.6$

12 MP • 3024 × 4032 • 1.1 MB

ISO64 | 26mm | 0ev | $f1.6$ | 1/121s

[Add a location...](#)

[Show in All Photos](#)

VEHICLE IDENTIFICATION VITALS

CUSTOMER

VEHICLE

PLANS / WARRANTY

SERVICE HISTORY

WALKAROUND

BUILD PD

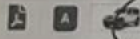
ASSIGN PD

FINALIZE PD

DTCS PRESENT

Clear

ECU	Code	Status	Description
PCM	P2588	Active	Electric Vacuum Pump Performance
ABS	C1252-92	Active	Vacuum Pump Control Circuit Performance-Performance or Incorrect Operation
SCCM	U121E-00	Stored	Lost Communication with Steering Wheel Cruise Control Switch-
SCCM	U0001-00	Stored	CAN C Bus-
BCM	U112D-00	Stored	Lost Communication with EVIC Steering Wheel Switches-



000 72 302 7
VIN [REDACTED]

Lights

Same 0
Grand Total \$0.00

Thank you,
[REDACTED]

Sent from my iPhone

On Apr 12, 2023, at 11:25 AM, Jeep Customer Care <jeepecustomer@cac.stellantis.com> wrote:

Hello [REDACTED]

You may send PAID Dealer invoice (all pages) and proof of payment.

Scan documents into pdf format, hit REPLY to this email, attach pdf documents to your reply, then compose your email and hit SEND.

Thank you,

Jane, on behalf of Case Manager Krystal
Stellantis Case Management - Midwest
1-844-827-2003

□
[REDACTED]



CHRYSLER DODGE JEEP RAM
 7340 South Western Ave - Chicago, IL 60636
 Phone: (773) 476-7800

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 4:00 p.m. Saturday
 Dealer Code #: 51-44334
 Dealer License #: 2213716

Work Phone

R/O Open Date	R/O Number
04/10/23	
R/O Close Date	Status
04/12/23	Pre-Invoice
Mileage In	Mileage Out
71780	71782
Service Advisor / Tag #	
JUAN M RODRIGUE/637	
Vehicle Identification Number	
Delivery Date	In-Service Date
12/15/20	12/15/20
Color	License Number
WHITE	

Year	Make	Model	Body	Color	License Number
2019	JEEP	WRANGLER UNLI		WHITE	
P19097					

DESCRIPTION OF SERVICE AND PARTS
 Sub Total: 170.00

AMOUNT



TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

All repairs made with new genuine Mopar parts are warranted for 24 months and unlimited miles. Please see your advisor for limitations and details.

LABOR	170.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	170.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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R/O Open Date	04/10/23	R/O Number	
R/O Close Date	04/12/23	Status	
Mileage In	71780	Mileage Out	
Service Advisor / Tag #	JUAN M RODRIGUE/637		

CHICAGO, IL	Model	WRANGLER UNLI	Work Phone		Vehicle Identification Number	
Year	Make	Body	Home Phone		Delivery Date	In-Service Date
2019	JEEP				12/15/20	12/15/20
P19097					Color	License Number
					WHITE	

DESCRIPTION OF SERVICE AND PARTS AMOUNT

Cell: [REDACTED] Email: [REDACTED]

#1 - 08DOZ: ELECTRICAL CONCERN
 ELECTRICAL CONCERN INSPECTION FEE
 ELECTRICAL/NON PCM FLASHES CONCERN
 [CUSTOMER STATES VEHICLE WONT TURN OFF AND SHIFTER DOESN'T WORK. C/S CAN'T SHIFT GEARS C/S SOUNDS LIKE A FAN IS BLOWING.C/S STEERING WHEEL Caused by
 Inspected vehicle and charged battery cranked in am. Can see at arrival had 77 dtcs. Found Duralast battery installed with missing hold down. Can see pdc not seated properly and hold down nuts on fuse array mismatch. Used dtcs p0688 ads sense circuit test. Inspected pdc connectors found wire cut. Temporary connected and cleared dtcs. P0688 still active rechecked fuses and found asd relay missing. Will need proper Tech: ALBERTO E. (400)
 Caused by
 110.00 INSPECTION IF NOT UNDER WARRANTY Tech: ALBERTO E. (400)
 Vehicle will not run as seen at arrival all problems stem to possibly battery replacement or unneeded removal of components. Currently starting and steering normally. NOTE Technician GAVE new asd relay for FREE. 170.00

TERMS. STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. All repairs made with new genuine Mopar parts are warranted for 24 months and unlimited miles. Please see your advisor for limitations and details.

LABOR		
PARTS		
DEDUCTIBLE		
SUBLET		
SHOP SUPPLIES		
HAZARDOUS MATERIALS		
SALES TAX OR TAX I.D.		
SPECIAL ORDER DEPOSIT		
DISCOUNTS		
TOTAL DUE		

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

VIP SUMMARY REPORT

South Chicago Dodge Chrysler Jeep

Dealer Code: 44334
 Date: 04/10/2023
 Time: 11:46 AM

Name: [REDACTED]
 VIN: [REDACTED]
 Current Odometer: 71,780 miles

Vehicle Information

Year / Model: 2019 JEEP WRANGLER UNLIMITED SPORT
 Engine: 3.6L V6 24V VVT ENGINE UPG I W/ESS
 Transmission: DFT-8-SPD AUTO 850RE TRANS (MAKE)
 VIN: [REDACTED]
 Current Odometer: 71,780 miles
 Last Odometer and Date: 21,882 miles on 11/05/2020
 In-Service Odometer and Date: 10 miles on 11/29/2018
 Build Date: 11/20/2018
 Current Market Register: U

Customer Information

Name: [REDACTED]
 Preferred Name: [REDACTED]
 Address: [REDACTED]
 City: CHICAGO
 State/Province: IL, USA
 Zip Code: [REDACTED]
 Telephone (home/mobile): [REDACTED]
 Telephone (work): [REDACTED]
 Language Preference: n/a
 Original Owner: 00019-Enterprise Fleet Services

Warning Messages

REFER TO SPECIFIC LOPs FOR ADDITIONAL COVERAGE AND LIMITS
 BASED ON TIME AND MILEAGE ENTERED - NO WARRANTY TOWING COVERAGE IS AVAILABLE.

Vehicle Restrictions

Description	Restricted LOPs	Restricted Parts	Part / LOP Description
No Restrictions			

Service Actions

Incomplete Recalls

None

Completed Recalls

Recall #	Description	Launch Date	Repair Date
V41	2018 - 2019 JL STEERING DAMPER	08/06/2019	11/05/2020
V88	2018-20 JL REAR QUARTER WINDOWS	03/31/2020	04/30/2020

Open RRT's

None

DTC's Present

ECU	DTC	Description
TCM	P0850-00 Stored	Park/Neutral Switch Performance-
TCM	U0401-00 Stored	Implausible Data Received From ECM/PCM "A"-
TCM	P1B13-00 Stored	Park-By-Wire - Unintended Out of Park Position-
TCM	P1DAF-00 Stored	Incompatible Limp In Action Requested-
TCM	U0001-00 Stored	CAN C Bus-
TCM	U11E4-00 Stored	CAN Communication Messages Missing-
TCM	U0103-00 Stored	Lost Communication With Electric Gear Shift Module-
TCM	P1DD2-00 Stored	Torque Request Signal from TCM Denied-
PCM	B1810 Stored	Driver Door Ajar Input Circuit Low
PCM	U0155 Stored	Lost Communication With Cluster/CCN
PCM	U0432 Active	Invalid Data Received From Multi-axis Acceleration Sensor Module "A"
PCM	U0151 Stored	Lost Communication with Occupant Restraint Controller (ORC)
PCM	U0424 Stored	Implausible Data Received From HVAC Control Module
PCM	U0405 Active	Invalid Data Received From Cruise Control Module
PCM	U0402 Active	Implausible Data Received From TCM
PCM	U0001 Stored	CAN C Bus
PCM	U0418 Active	Implausible Data Received From Brake System Control Module 1
PCM	P2588 Stored	Electric Vacuum Pump Performance
PCM	U0168 Active	Lost Communication With Vehicle Security Control Module
PCM	U0101 Stored	Lost Communication with TCM
PCM	U110C Stored	Lost Fuel Level Message
PCM	U0121 Stored	Lost Communication With Anti-Lock Brake System (ABS) Control Module "A"
PCM	U1110 Pending	Lost Vehicle Speed Message
PCM	U1120 Pending	Lost Wheel Distance Message
PCM	P0688 Active	ASD/Main Sense Circuit
PCM	U110A Active	Lost Communication With SCM - CAN-C
PCM	U110E Stored	Lost Ambient Temperature Message
PCM	U0212 Stored	Lost Communication With SCM
PCM	U0140 Stored	Lost Communication With Body Control Module
PCM	U1141 Active	Lost Brake and Torque Messages
PCM	U118C Pending	Lost Brake Switch Message
PCM	U11C2 Active	Implausible/Missing Transmission Message
PCM	U113E Stored	Lost Communication With Intelligent Battery Sensor "A"
PCM	U017E Active	Lost Communication with Seatbelt Sensor 1
PCM	U1199 Active	Lost Hood Ajar Switch Voltage Message
PCM	U0129 Active	Lost Communication With Brake System Control Module 1
PCM	U0125 Active	Lost Communication With Dynamics Sensor
PCM	U120C Active	Lost Brake Booster Signal
PCM	U11DE Active	Lost Speed Control Message
PCM	U1133 Active	Lost Stop/Start Switch 1 Message
PCM	U1134 Active	Lost Stop/Start Switch 2 Message
PCM	U0184 Active	Lost Communication With HVAC Control Module
PCM	B25C7 Stored	Driver Door Ajar Switch 2 Circuit Low
PCM	U12A8 Stored	Lost Communication with Master Cylinder Pressure Sensor
PCM	U118F Stored	Lost Brake Pedal Position Message
PCM	P2AF7 Active	Starter Relay "D" Control Circuit/Open
PCM	U115F Pending	Lost Communication with Driver Presence Detection Module
PCM	U0416 Pending	Implausible Data Received from ESP
PCM	U1412 Pending	Implausible Vehicle Speed Signal Received
PCM	U1442 Pending	Implausible Data Received from Driver Presence Detection

TPM	C:1504-96 Active	Tire Pressure Sensor A-Component Internal Failure
TPM	U0422-00 Stored	Implausible Data Received From Body Control Module-
TPM	U0140-00 Stored	Lost Communication With Body Control Module-
TPM	U0100-00 Stored	Lost Communication With ECM/PCM "A"-
TPM	U0121-00 Stored	Lost Communication With Anti-Lock Brake System (ABS) Control Module "A"-
TPM	U0001-00 Stored	CAN C Bus-
RFH	U0002-00 Stored	CAN C Bus Off Performance-
RFH	U0001-00 Active	CAN C Bus-
RFH	U0154-00 Stored	Lost Communication With Occupant Classification Module-
RFH	U0140-00 Stored	Lost Communication With Body Control Module-
RFH	U0102-00 Stored	Lost Communication With Transfer Case Control Module / AWD-
RFH	U0151-00 Stored	Lost Communication with Occupant Restraint Controller (ORC)-
RFH	U0100-00 Stored	Lost Communication With ECM/PCM "A"-
RFH	U0121-00 Stored	Lost Communication With Anti-Lock Brake System (ABS) Control Module "A"-
ABS	C:1252-92 Active	Vacuum Pump Control Circuit Performance-Performance or Incorrect Operation
ABS	U0002-00 Active	CAN C Bus Off Performance-
ABS	U0151-00 Active	Lost Communication with Occupant Restraint Controller (ORC)-
ABS	U0401-00 Active	Implausible Data Received From ECM/PCM "A"-
ABS	U0140-00 Active	Lost Communication With Body Control Module-
ABS	U0100-00 Active	Lost Communication With ECM/PCM "A"-
ABS	U0212-00 Stored	Lost Communication With Steering Column Control Module-
ABS	U0101-00 Stored	Lost Communication with TCM-
ABS	U0102-00 Stored	Lost Communication With Transfer Case Control Module / AWD-
ABS	U140E-00 Stored	Implausible Vehicle Configuration Data Received-
ESM	U0002-00 Stored	CAN C Bus Off Performance-
ESM	U0100-00 Stored	Lost Communication With ECM/PCM "A"-
DTCM	U0001-00 Stored	CAN C Bus-
DTCM	U0100-00 Stored	Lost Communication With ECM/PCM "A"-
DTCM	U0101-00 Stored	Lost Communication with TCM-
DTCM	U0121-00 Stored	Lost Communication With Anti-Lock Brake System (ABS) Control Module "A"-
DTCM	U0212-00 Stored	Lost Communication With Steering Column Control Module-
DTCM	U0415-00 Active	Invalid Data Received from Anti-Lock Brake System (ABS) Control Module "A"-
ORC	U0154-00 Stored	Lost Communication With Occupant Classification Module-
ORC	U0002-00 Stored	CAN C Bus Off Performance-
ORC	U0001-00 Stored	CAN C Bus-
ORC	U0140-00 Stored	Lost Communication With Body Control Module-
EPS	C:2129-16 Stored	Battery Voltage-Circuit Voltage Below Threshold
EPS	U0121-00 Stored	Lost Communication With Anti-Lock Brake System (ABS) Control Module "A"-
EPS	U0100-00 Stored	Lost Communication With ECM/PCM "A"-
EPS	U0140-00 Stored	Lost Communication With Body Control Module-
EPS	U0212-00 Stored	Lost Communication With Steering Column Control Module-
EPS	U0002-00 Stored	CAN C Bus Off Performance-
EPS	U0155-00 Stored	Lost Communication With Cluster/CCN-
EPS	U0401-00 Stored	Implausible Data Received From ECM/PCM "A"-
EPS	C:212A-16 Stored	System Voltage-Circuit Voltage Below Threshold
HVAC	U0422-00 Stored	Implausible Data Received From Body Control Module-
IPC	U0002-00 Stored	CAN C Bus Off Performance-

SCCM	U0001-00 Active	CAN C Bus-
SCCM	U0002-00 Stored	CAN C Bus Off Performance-
BCM	U0002-00 Stored	CAN C Bus Off Performance-
BCM	U0100-00 Stored	Lost Communication With ECM/PCM "A".
BCM	U0101-00 Stored	Lost Communication with TCM-
BCM	U11B9-00 Stored	Lost Communication with RF Hub-
BCM	U0212-00 Stored	Lost Communication With Steering Column Control Module-
BCM	U0155-00 Stored	Lost Communication With Cluster/CAN-
BCM	U0121-00 Stored	Lost Communication With Anti-Lock Brake System (ABS) Control Module "A".
BCM	U112D-00 Stored	Lost Communication with EVIC Steering Wheel Switches-
BCM	U1514-87 Stored	Engine Controller Secret Code-Missing Message
RADIO	U0422-00 Stored	Implausible Data Received From Body Control Module-
RADIO	B217A-87 Stored	Rear Camera-Missing Message
OCM	U0140-00 Stored	Lost Communication With Body Control Module-
OCM	U0151-00 Stored	Lost Communication with Occupant Restraint Controller (ORC)-
OCM	B2206-00 Stored	Current VIN Missing / Mismatch-
DPDM	B2206-00 Stored	Current VIN Missing / Mismatch-
DPDM	U0140-00 Stored	Lost Communication With Body Control Module-
DPDM	U0002-00 Stored	CAN C Bus Off Performance-
Software Updates		
None		

Warranty Information

Warranty coverage goes with the vehicle. Inform Chrysler of any subsequent owner's name and address changes using the Sales Tab in DealerCONNECT

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC WARRANTY	36 Months or 36000 Miles	0	11/28/2021	Expired(Time)
POWERTRAIN WARRANTY	60 Months or 60000 Miles	0	11/28/2023	Expired(Miles)
CORROSION WARRANTY	60 Months or 999999 Miles	0	11/28/2023	8 Months or 928219 Miles
FEDERAL EMISSIONS WARRANTY	36 Months or 36000 Miles	0	11/28/2021	Expired(Time)
ADJUSTMENT WARRANTY	36 Months or 36000 Miles	0	11/28/2021	Expired(Time)
MAJOR EMISSION COMP WARRANTY	96 Months or 80000 Miles	0	11/28/2026	44 Months or 8220 Miles

WCC Code	Roadside Assistance	Towing Assistance	Master Shield	Transferable-Powertrain Warranty
560	No	No	N/A	N/A

Existing Mopar Vehicle Protection Plans

No Existing Mopar Vehicle Protection Plans Information Available.

Service History

Repair Date	Dealer Name	Service Performed	Odometer	Transaction Type
11/05/2020	44334 - SOUTH CHICAGO DODGE CHRYSLER	02V41182 - Customer Satisfaction Notifica	21,882 Miles	RECALL REPAIR
11/05/2020	44334 - SOUTH CHICAGO DODGE CHRYSLER	181947CA - Module, Instrument Panel Clust	21,882 Miles	WARRANTY
05/17/2019	X7389 - EAN HOLDINGS - HIL O	85900040 - Road Ready-Basic Prep	0 Miles	PREPARATION

Open CAIRs

No Open CAIRs Information Available.