

Repair Order Detailed Report [REDACTED] For VIN: [REDACTED]

VIN	[REDACTED]	Model Year	2017	Body	RUES53	CHRYSLER PACIFICA EHYBRID PLATINUM	
Built Date	[REDACTED]	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PRV	VELVET RED PEARL COAT					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE			Serial #	[REDACTED]	
Transmission	DFQ	SI-EVT TRANSMISSION			Serial #	[REDACTED]	

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	06/03/2017
Close Date	06/03/2017	Narrative Date	06/05/2017	Category	0	Mileage	1,953
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	174979
Dealer	45189	DCH CHRYSLER DODGE JEEP RAM FI					
Dealer Address	26845 YNEZ RD						
Dealer City	TEMECULA	State	CA	Zip	925914695		

Complaint: OIL AND FILTER CHANGE, , PERFORM BATTERY TEST, MULTI-POINT INSPECTION REPLACE WIPER INSERTS FRONT ONLY INFLATION SERVICE PERFORMED L/F___R/F___R/R___L/R___

Cause:

Correction: APPLY PERMAPLATE PAINT & FABRIC SEALANT PROTECTOR Check Tire Pressure AS PER THE CALIFORNIA AIRRESOURCES Board, YOUR VEHICLES TIRE PRESSURE MUSTBE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO _____

LOP Information is not available

Part Information is not available

Repair Order Detailed Report For VIN:

VIN		Model Year	2017	Body	RUES53	CHRYSLER PACIFICA EHYBRID PLATINUM	
Built Date		Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PRV		VELVET RED PEARL COAT				
Engine	EH3		3.6L V6 PHEV HYBRID ENGINE			Serial #	
Transmission	DFQ		SI-EVT TRANSMISSION			Serial #	
Report #		System Key		Report Version	2	Open Date	07/17/2017
Close Date	07/20/2017	Narrative Date	07/24/2017	Category	0	Mileage	4,327
MDH		Engine Built Date		Built Date		Advisor	181299
Dealer	45189		DCH CHRYSLER DODGE JEEP RAM FI				
Dealer Address	26845 YNEZ RD						
Dealer City	TEMECULA		State	CA	Zip	925914695	

Complaint:

Cause:

Correction: parts not available from chrysler at thistime Recall / CSN 1 [T34: SAFETY RECALL T34 - POWERINVERTER MODULE] RECALL/CAMPAIGN/SERVICE ACTION rrt 17-047 18198692 50 flash hcp and ahcpmodules 05190176an-aq RRT 1 [17-047: 2017 RU HCP AND AHCP FLASH] PERFORM RAPID REPONSE TRANSMITTAL # rrt 17-046 18198792 20 perform rrt 17-046flash bpcm. 05193143as-au RRT 2 [17-046: 2017 RU BPCM DIAGNOSTIC SYSTEM FLASH] PERFORM RAPID REPONSE TRANSMITTAL # rrt 17-045 181906r4 20 perform rrt flashpcm. 68277480ap-as RRT 3 [17-045: 2017 RU POWERTRAIN DIAGNOSTIC SYSTEM FLASH] PERFORM RAPID REPONSE TRANSMITTAL # Rental Vehicle LOANER VEHICLE SUBLET FOR ENTERPRISE RENTAL - PO # MISC. SHOP CHARGES charging system operating normal at thistime. 14.1 volts. t34 recall part whenavailable should address this issue INSPECT MISC./ACCESSORIES Check Tire Pressure AS PER THE CALIFORNIA AIRRESOURCES Board, YOUR VEHICLES TIRE PRESSURE MUSTBE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO _____

LOP Information

LOP	LOP Description
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
18198792	Software Flash ; Module ; Battery Pack Control Module ; Module, Battery Pack Control Module (BPCM) - Reprogram
18198692	Software Flash ; Module ; Module, Power Inverter (PIM) ; Module, Power Inverter (PIM) - Reprogram
181906r4	Software Flash ; Module ; Module, Powertrain Control (PCM)
181906RY	Software Flash ; Module ; Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Reprogram

Part Information is not available

Repair Order Detailed Report [REDACTED] For VIN: [REDACTED]

VIN	[REDACTED]	Model Year	2017	Body	RUES53	CHRYSLER PACIFICA EHYBRID PLATINUM	
Built Date	[REDACTED]	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PRV	VELVET RED PEARL COAT					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	[REDACTED]
Transmission	DFQ	SI-EVT TRANSMISSION				Serial #	[REDACTED]
Report #	[REDACTED]	System Key	[REDACTED]	Report Version	2	Open Date	07/21/2017
Close Date	07/29/2017	Narrative Date	08/02/2017	Category	0	Mileage	4,406
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	181299
Dealer	45189	DCH CHRYSLER DODGE JEEP RAM FI					
Dealer Address	26845 YNEZ RD						
Dealer City	TEMECULA			State	CA	Zip	925914695

Complaint:

Cause:

Correction: 4406 see story upon initial inspectionfound no codes in any modules. talked tocustomer. attempted to duplicate problemseveral times. working normal in reverse.customer also stated had to jump start once.remove low voltage battery and test with GR8battery tester. battery passed load test.sent case to Chrysler engineering dept. wasadvised to run extended test drive. drove 42miles total city and freeway. performedmodule reset per engineering. working normalat this time Electrical Concern [Customer states The vehicle just shut off while customer was backing up. Also the check engine light started flashing. Check and advise] INSPECT ELECTRICAL Rental Vehicle LOANER VEHICLE LOANER SUBLET FOR ENTERPRISE RENTAL - PO # _____ MISC. SHOP CHARGES MISC. SHOP CHARGES Multi-point inspection (according to maintenanceinterval) PERFORM DCH MULTI POINT INSPECTION Check Tire Pressure AS PER THE CALIFORNIA AIRRESOURCES Board, YOUR VEHICLES TIRE PRESSURE MUSTBE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO _____

LOP Information

LOP	LOP Description
95400141	Special Services ; Loaner ; Loaner Car ; Standard Line Vehicles
85418007	Special Services ; Diagnostic LOP ; Charging, Starting and Wiring Systems, Trouble Not Found ; 12V Starting/Charging Systems

Part Information is not available

Repair Order Detailed Report For VIN:

VIN		Model Year	2018	Body	RUES53	CHRYSLER PACIFICA HYBRID LIMITED	
Built Date		Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	
Transmission	DFQ	EFLITE SI-EVT TRANSMISSION				Serial #	
Report #		System Key		Report Version	8	Open Date	04/26/2019
Close Date	01/01/0001	Narrative Date	05/08/2019	Category	0	Mileage	0
MDH		Engine Built Date		Built Date		Advisor	9562 ALETA MICHELE M
Dealer	26241	HENDRICK CHRYSLER JEEP FIAT					
Dealer Address	543 N MCPHERSON CHURCH RD						
Dealer City	FAYETTEVILLE	State	NC	Zip	283034409		

Complaint: V15 Safety Recall V15 - Ball Joint V15 - 2018 RU BALL JOINT (Recall) NOISE IN VEH WHILE DRIVING (AxleDriveshaftDifferential Conce m)

Cause: Created Star case Waiting on Star response

Correction:

LOP Information is not available

Part Information is not available

Repair Order Detailed Report For VIN:

VIN		Model Year	2018	Body	RUES53	CHRYSLER PACIFICA HYBRID LIMITED	
Built Date		Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	
Transmission	DFQ	EFLITE SI-EVT TRANSMISSION				Serial #	
Report #		System Key		Report Version	1	Open Date	05/20/2019
Close Date	05/20/2019	Narrative Date	05/21/2019	Category	0	Mileage	13,539
MDH		Engine Built Date		Built Date		Advisor	10269 DANA M. BAJERS
Dealer	26241	HENDRICK CHRYSLER JEEP FIAT					
Dealer Address	543 N MCPHERSON CHURCH RD						
Dealer City	FAYETTEVILLE	State	NC	Zip	283034409		

Complaint: open recall V15 (inspection for recall)

Cause: INSPECTED BALL JOINT PINCH BOLT AND CONTROL ARM

Correction: REPLACED PINCH BOLT PER RECALL

LOP Information

LOP	LOP Description
02V15182	Suspension & Front Axle ; Recall V1x ; Safety Recall V15 - Lower Control Arm ; Inspect Lower Control Arm to Steering Knuckle Interference, and Replace Ball Joint Pinch Bolt

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSFJV151AA	JOINT -FRONT KNUCKLE	1	\$1.27	No	01/01/0001
CHCSFJV151-AA	JOINT -FRONT KNUCKLE	1	\$1.27	No	

Repair Order Detailed Report For VIN:

VIN		Model Year	2018	Body	RUES53	CHRYSLER PACIFICA HYBRID LIMITED	
Built Date		Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	
Transmission	DFQ	EFLITE SI-EVT TRANSMISSION				Serial #	
Report #		System Key		Report Version	1	Open Date	07/20/2019
Close Date	07/20/2019	Narrative Date	07/27/2019	Category	0	Mileage	29,432
MDH		Engine Built Date		Built Date		Advisor	9099
Dealer	60505	ZEIGLER CHRYSLER DODGE RAM					
Dealer Address	3939 STADIUM DR						
Dealer City	KALAMAZOO			State	MI	Zip	490081421

Complaint: OPEN RECALL V15 PERFORM MULTI POINT INSPECTION

Cause: F

Correction: 29432 LABOR OP 02-V1-51-82. PERFORMEDINSPECTION OF RIGHT LOWER CONTROL ARM TOSTEERING KNUCKLE. INSPECTION PASSED.INSTALLED NEW BALL JOINT PINCH BOLT. Safety Recall V15 - LowerControl Arm - Replace Inspect Lower Control Armto Steering Knuckle Interference, and ReplaceBall Joint Pinch Bolt (1 - Semi-Skilled) 29432 PERFORM MULTI POINT INSPECTIONFRONT TIRE TREAD DEPTH 5/32 REAR TIRE TREADDEPTH 7/32 FRONT BRAKES +5 MM REAR BRAKES +5MM PERFORM MULTI POINT INSPECTION

LOP Information

LOP	LOP Description
02V15182	Suspension & Front Axle ; Recall V1x ; Safety Recall V15 - Lower Control Arm ; Inspect Lower Control Arm to Steering Knuckle Interference, and Replace Ball Joint Pinch Bolt

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSFJV151AA	JOINT -FRONT KNUCKLE	1	\$1.05	No	

Repair Order Detailed Report For VIN:

VIN		Model Year	2018	Body	RUES53	CHRYSLER PACIFICA HYBRID LIMITED	
Built Date		Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	90
Transmission	DFQ	EFLITE SI-EVT TRANSMISSION				Serial #	07
Report #	47	System Key		Report Version	1	Open Date	08/09/2019
Close Date	08/09/2019	Narrative Date	08/13/2019	Category	0	Mileage	16,369
MDH		Engine Built Date		Built Date		Advisor	10269 DANA M. BAJERS
Dealer	26241	HENDRICK CHRYSLER JEEP FIAT					
Dealer Address	543 N MCPHERSON CHURCH RD						
Dealer City	FAYETTEVILLE			State	NC	Zip	283034409

Complaint: (Multi-point inspection according to maintenance interval) Express Service basic 3K Change oil and oil filter up to 5qts. Hemi,Diesels,Crossfire and SRT models are extra \$39.95 plus tax and shop supplies PERFORM MOPAR EXPRESS TIRE ROTATION

Cause: REQUESTED TIRE ROTATION

Correction: PERFORMED MOPAR EXPRESS TIRE ROTATION

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
PK349/020		1	\$0.00	No	
CH68191349-AC	FILTER -ENGINE OIL	1	\$12.60	No	
CH68152004-PC	OIL -0W20	6	\$10.82	No	

Repair Order Detailed Report [redacted] r VIN: [redacted]

VIN	[redacted]	Model Year	2018	Body	RUES53	CHRYSLER PACIFICA HYBRID LIMITED	
Built Date	[redacted]	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	[redacted]
Transmission	DFQ	EFLITE SI-EVT TRANSMISSION				Serial #	[redacted]
Report #	[redacted]	System Key	[redacted]	Report Version	1	Open Date	08/14/2019
Close Date	08/19/2019	Narrative Date	09/02/2019	Category	0	Mileage	16,500
MDH	[redacted]	Engine Built Date	[redacted]	Built Date	[redacted]	Advisor	687 INMAN;AMY E.
Dealer	68570	BLEECKER CHRY-DODGE-JEEP INC					
Dealer Address	1110 E CUMBERLAND ST						
Dealer City	DUNN			State	NC	Zip	283345137

Complaint: Customer states VEHICLE LOST POWER WHILE DRIVING; ALL LIGHTS CAME ON DASH; WILL NOT START; CHECK AND ADVISE MULTI POINT VEHICLE INSPECTION

Cause: oil filter housing hanging loose, oil all over the engine below and around housing engine appears to be locked up customer to return to se

Correction: rving dealer in Fayetteville

LOP Information is not available

Part Information is not available

Repair Order Detailed Report For VIN:

VIN		Model Year	2018	Body	RUES53	CHRYSLER PACIFICA HYBRID LIMITED	
Built Date		Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PAU	GRANITO LUCENTE (GRANITE CRYSTAL)					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	
Transmission	DFQ	EFLITE SI-EVT TRANSMISSION				Serial #	
Report #		System Key		Report Version	10	Open Date	10/29/2019
Close Date	12/26/2019	Narrative Date	12/29/2019	Category	0	Mileage	16,376
MDH		Engine Built Date		Built Date	01/24/2018		3020 JOHN MARK FAULK
Dealer	26241	HENDRICK CHRYSLER JEEP FIAT					
Dealer Address	543 N MCPHERSON CHURCH RD						
Dealer City	FAYETTEVILLE			State	NC	Zip	283034409

Complaint: VEHICLE SHORTED OUT AT THE BATTERY WHILE SITTING IN THE SHOP

Cause:

Correction: towed out of the shop

LOP Information is not available

Part Information is not available

Repair Order Detailed Report [REDACTED] 5 For VI [REDACTED]

VIN	[REDACTED]	Model Year	2017	Body	RUES53	CHRYSLER PACIFICA EHYBRID PLATINUM	
Built Date	[REDACTED]	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PW2	TUSK WHITE					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	[REDACTED]
Transmission	DFQ	SI-EVT TRANSMISSION				Serial #	[REDACTED]
Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	03/05/2021
Close Date	03/05/2021	Narrative Date	03/08/2021	Category	0	Mileage	42,408
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	233 Dorothy Cates
Dealer	44653	MONKEN DODGE CHRYSLER JEEP					
Dealer Address	1739 W MCCORD						
Dealer City	CENTRALIA			State	IL	Zip	628015809

Complaint: EXPRESS OIL CHANGE TIRE ROTATION - IN THE INTEREST OF YOUR SAFETY MPI INSPECTION

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
999BK00W20N0		5	\$12.07	No	
68191349AC	FILTER -ENGINE OIL	1	\$12.65	No	

Repair Order Detailed Report For VIN:

VIN		Model Year	2017	Body	RUES53	CHRYSLER PACIFICA EHYBRID PLATINUM	
Built Date		Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PUV	DK. CORDOVAN PEARL COAT					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	
Transmission	DFQ	SI-EVT TRANSMISSION				Serial #	
Report #		System Key		Report Version	1	Open Date	03/08/2021
Close Date	03/08/2021	Narrative Date	03/09/2021	Category	0	Mileage	87,862
MDH		Engine Built Date		Built Date		Advisor	997554 SAMUEL J COLL
Dealer	42125	LUSTINE CHRYSLER JEEP DODGE					
Dealer Address	14211 JEFFERSON DAVIS HWY						
Dealer City	WOODBIDGE			State	VA	Zip	221912108

Complaint: CUSTOMER STATES THAT THE HEADLIGHTS ARE OUT. PLEASE CHECK ALL LIGHTS AND ADVISE! PERFORM MULTIPOINT INSPECTION IN ASR PRO

Cause: TECHNICIAN VERIFIED PASSENGER FRONT HEAD LIGHT TO BE OUT RECOMMENDS REPLACING BULB MULTIPOINT INSPECTION

Correction: TECHNICIAN REMOVED AND REPLACED PASSENGER FRONT HEADLIGHT BULB. PERFORMED MULTIPOINT INSPECTION - SEE YOUR SERVICE ADVISOR FOR PRINT OUT AND ANY QUESTIONS

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CHL09005HL	BULB -HEADLAMP	1	\$36.99	No	

Repair Order Detailed Report For VIN:

VIN		Model Year	2017	Body	RUES53	CHRYSLER PACIFICA EHYBRID PLATINUM	
Built Date		Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PUV	DK. CORDOVAN PEARL COAT					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	
Transmission	DFQ	SI-EVT TRANSMISSION				Serial #	
Report #		System Key		Report Version	1	Open Date	05/10/2021
Close Date	05/10/2021	Narrative Date	05/11/2021	Category	0	Mileage	91,318
MDH		Engine Built Date		Built Date		Advisor	997554 SAMUEL J COLL
Dealer	42125	LUSTINE CHRYSLER JEEP DODGE					
Dealer Address	14211 JEFFERSON DAVIS HWY						
Dealer City	WOODBIDGE			State	VA	Zip	221912108

Complaint: 2013-2018 HARMAN RA3 AND RA4 GPS RADIO UPDATE (RRT 5) 2017 RU ELECTRONIC BRAKE BOOSTER MODULE UPDATES (RRT 4) 2017 RU FLASH ANTI-LOCK BRAKE SYSTEM MODULE UPDAT (RRT 3) 2017 RU FLASH HYBRID CONTROL PROCESSOR AND AUX HY (RRT 2) 2017 RU FLASH POWERTRAIN CONTROL MODULE UPDATES (RRT 1) CUSTOMER STATES THAT THE DRIVER SIDE SLIDING DOOR IS MAKING A SQUEALING NOISE WHEN OPENING OR CLOSING. PLEASE CHECK AND ADVISE! PERFORM EPA EMISSIONS INSPECTION PERFORM MULTIPOINT INSPECTION IN ASR PRO

Cause: -EZ EMISSIONS INSPECTION MULTIPOINT INSPECTION

Correction: TECHNICIAN PERFORMED RRT PERFORMED RRT PERFORMED RRT PERFORMED RRT PERFORMED RRT TECHNICIAN RECOMMENDS TAKING VEHICLE TO BODY SHOP COMPLETED VIRGINIA STATE EMISSIONS/EPA INSPECTION PERFORMED MULTIPOINT INSPECTION - SEE YOUR SERVICE ADVISOR FOR PRINT OUT AND ANY QUESTIONS

LOP Information

LOP	LOP Description
1819869N	Software Flash ; Module ; Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram
18197793	Software Flash ; Module ; Module, Electronic Brake Booster (EBBM) ; Module, Electronic Brake Booster (EBBM) - Inspect and Reprogram
181910AC	Software Flash ; Module ; Module, Anti-lock brake ; Module, Anti-Lock Brake - Inspect and Reprogram
181906EZ	Software Flash ; Module ; Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Inspect and Reprogram

Part Information is not available

Repair Order Detailed Report For VIN:

VIN		Model Year	2018	Body	RUES53	CHRYSLER PACIFICA HYBRID LIMITED	
Built Date		Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PTE	CHAMPAGNE PEARL CLEAR COAT					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	11
Transmission	DFQ	EFLITE SI-EVT TRANSMISSION				Serial #	44
Report #		System Key		Report Version	2	Open Date	05/24/2021
Close Date	05/24/2021	Narrative Date	05/26/2021	Category	0	Mileage	70,403
MDH		Engine Built Date		Built Date		Advisor	2416
Dealer	26013	MILLER'S CHRYSLER DODGE JEEP R					
Dealer Address	48 KELLY ISLAND RD						
Dealer City	MARTINSBURG			State	WV	Zip	254014570

Complaint: CUSTOMER STATES THE FUEL SENSOR LIGHT KEEPS COMING ON LUBE, OIL AND FILTER CHANGE. CHECK FLUIDS. PERFORM TIRE ROTATION & CHECK TIRE PRESSURE. SEE RRTS IN SYSTEM

Cause:

Correction: SCANNED SYSTEM FOUND STORED CODES IN SETTINGS.ADVISED FAULTS IN SYSTEM FOUND SOFTWARE FOR SYSTEMCODES FOUND. PERFORMED ALL UPDATES CHECK ELECTRICAL SYSTEM LUBE, OIL AND FILTER CHANGE. CHECK FLUIDS. PERFORM TIRE ROTATION & CHECK TIRE PRESSURE. PERFORMED ALL RRTS IN SYSTEM FLASH UPDATES

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68283520AA	OIL -0W20	5	\$6.50	No	
68191349AC	FILTER -ENGINE OIL	1	\$9.00	No	

Repair Order Detailed Report For VIN:

VIN		Model Year	2017	Body	RUEH53	CHRYSLER PACIFICA EHYBRID PREMIUM	
Built Date		Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PRV	DK. GARNET RED PEARL COAT					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	
Transmission	DFQ	EFLITE SI-EVT TRANSMISSION				Serial #	
Report #		System Key		Report Version	1	Open Date	05/31/2021
Close Date	05/31/2021	Narrative Date	06/01/2021	Category	0	Mileage	58,646
MDH		Engine Built Date		Built Date		Advisor	587 WALTER L RANDOLP
Dealer	45558	COVERT CHRYSLER DODGE JEEP RAM					
Dealer Address	8107 RESEARCH BLVD						
Dealer City	AUSTIN			State	TX	Zip	787588428

Complaint: (Replace synthetic engine oil and filter 5qt 0W20) (Multi-point inspection according to maintenance interval)

Cause:

Correction: CHANGED OIL AND FILTER USING FULL SYNTHETIC OIL, TOPPED OFF ALL FLUIDS. MEL Insp

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68283520-AA	OIL -0W20	5	\$7.44	No	
CH68191349-AC	FILTER -ENGINE OIL	1	\$12.80	No	

Repair Order Detailed Report 6 For VI 6

VIN		Model Year	2017	Body	RUES53	CHRYSLER PACIFICA EHYBRID PLATINUM	
Built Date		Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PW2	TUSK WHITE					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	
Transmission	DFQ	SI-EVT TRANSMISSION				Serial #	
Report #	6	System Key		Report Version	1	Open Date	06/03/2021
Close Date	06/03/2021	Narrative Date	06/06/2021	Category	0	Mileage	48,385
MDH	05	Engine Built Date		Built Date		Advisor	233 Dorothy Cates
Dealer	44653	MONKEN DODGE CHRYSLER JEEP					
Dealer Address	1739 W MCCORD						
Dealer City	CENTRALIA			State	IL	Zip	628015809

Complaint: EXPRESS OIL CHANGE MPI INSPECTION CUSTOMER STATES BULB IS OUT CUSTOMER ELECTED TO NOT HAVE THE FOLLOWING

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
999BK00W20N0		6	\$12.07	No	
68191349AC	FILTER -ENGINE OIL	1	\$12.75	No	

Repair Order Detailed Report [REDACTED] 8 For VI [REDACTED]

VIN	[REDACTED]	Model Year	2017	Body	RUES53	CHRYSLER PACIFICA EHYBRID PLATINUM	
Built Date	[REDACTED]	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PW2	TUSK WHITE					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	[REDACTED]
Transmission	DFQ	SI-EVT TRANSMISSION				Serial #	[REDACTED]

Report #	[REDACTED]	System Key	[REDACTED]	Report Version	1	Open Date	06/04/2021
Close Date	06/04/2021	Narrative Date	06/07/2021	Category	0	Mileage	48,469
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	310 Julie Murfin
Dealer	44653	MONKEN DODGE CHRYSLER JEEP					
Dealer Address	1739 W MCCORD						
Dealer City	CENTRALIA			State	IL	Zip	628015809

Complaint: INSTALL TIRES - IN THE INTEREST OF YOUR SAFETY

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
T110132838	TIRE -235 60R18 H103	1	\$189.00	No	

Repair Order Detailed Report 01 For V 22

VIN		Model Year	2017	Body	RUES53	CHRYSLER PACIFICA EHYBRID PLATINUM	
Built Date		Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PRV	VELVET RED PEARL COAT					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	
Transmission	DFQ	SI-EVT TRANSMISSION				Serial #	
Report #	1	System Key		Report Version	1	Open Date	06/10/2021
Close Date	06/11/2021	Narrative Date	06/14/2021	Category	0	Mileage	38,537
MDH		Engine Built Date		Built Date		Advisor	KS Kristen Storm
Dealer	43490	VAN HORN CHRYSLER DODGE JEEP R					
Dealer Address	3000 EASTERN AVE						
Dealer City	PLYMOUTH			State	WI	Zip	530738607

Complaint: FOUR WHEEL ALIGNMENT WHEELS & TIRES CONCERN (B) MAINTENANCE INSPECT

Cause:

Correction: RESET FRONT AND REAR ALIGNMENT SETTINGS TO SPEC & Technician mounted and balanced 2 new tires on COMPLETED INSPECTION AND NOTED CONCERNS ON

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
TMI0097630	TIRE -235 65R17	2	\$223.00	No	

Repair Order Detailed Report For VIN:

VIN		Model Year	2017	Body	RUES53	CHRYSLER PACIFICA EHYBRID PLATINUM	
Built Date		Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PUV	DK. CORDOVAN PEARL COAT					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	
Transmission	DFQ	SI-EVT TRANSMISSION				Serial #	
Report #		System Key		Report Version	1	Open Date	07/01/2021
Close Date	07/01/2021	Narrative Date	07/04/2021	Category	0	Mileage	94,334
MDH		Engine Built Date		Built Date		Advisor	997554 SAMUEL J COLL
Dealer	42125	LUSTINE CHRYSLER JEEP DODGE					
Dealer Address	14211 JEFFERSON DAVIS HWY						
Dealer City	WOODBIDGE			State	VA	Zip	221912108

Complaint: CUSTOMER STATES THAT THE RIGHT REAR TIRE IS LOSING AIR. PLEASE CHECK AND ADVISE! CUSTOMER STATES THAT THE AIR IS MAKING A LOUD NOISE ONCE THE FANS ARE TURNED ON. PLEASE CHECK AND ADVISE! VENTILATION SPECIAL - INSTALL A/C POWER FOAM & AUTO FRESHER, ADJUST DRIVE BELTS, CLEAN CONDENSER FINS, REPLACE CABIN AIR FILTER

Cause: TECHNICIAN FOUND DEBRIS AND LEAVES IN THE CABIN FILTER AREA VENTILATION SPECIAL WITH CABIN AIR FILTER REPLACEMENT

Correction: PATCHED TIRE SEE LINE 3 NSTALLED A/C POWER FOAM & AUTO FRESHER, CLEANED CONDENSER FINS, REPLACED CABIN AIR FILTER

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CHK6403		1	\$29.95	No	

Repair Order Detailed Report 6 For VI

VIN		Model Year	2017	Body	RUES53	CHRYSLER PACIFICA EHYBRID PLATINUM	
Built Date		Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PW2	TUSK WHITE					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	
Transmission	DFQ	SI-EVT TRANSMISSION				Serial #	
Report #		System Key		Report Version	1	Open Date	08/09/2021
Close Date	08/09/2021	Narrative Date	08/10/2021	Category	0	Mileage	55,078
MDH		Engine Built Date		Built Date		Advisor	310 Julie Murfin
Dealer	44653	MONKEN DODGE CHRYSLER JEEP					
Dealer Address	1739 W MCCORD						
Dealer City	CENTRALIA			State	IL	Zip	628015809

Complaint: EXPRESS OIL CHANGE TIRE ROTATION - IN THE INTEREST OF YOUR SAFETY MPI INSPECTION

Cause:

Correction:

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
999BK00W20N0		5	\$12.07	No	
68191349AC	FILTER -ENGINE OIL	1	\$12.75	No	

Repair Order Detailed Report 1 For VI

VIN		Model Year	2017	Body	RUES53	CHRYSLER PACIFICA EHYBRID PLATINUM	
Built Date		Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PW2	TUSK WHITE					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	
Transmission	DFQ	SI-EVT TRANSMISSION				Serial #	
Report #		System Key		Report Version	1	Open Date	08/23/2021
Close Date	09/09/2021	Narrative Date	09/10/2021	Category	0	Mileage	55,827
MDH		Engine Built Date		Built Date		Advisor	281 Brittany Pryor
Dealer	44653	MONKEN DODGE CHRYSLER JEEP					
Dealer Address	1739 W MCCORD						
Dealer City	CENTRALIA			State	IL	Zip	628015809

Complaint: CUSTOMER STATES VEHICLE HAS SOUND CONCERN DIAGNOSTIC FEE WILL APPLY CUSTOMER STATES REPLACE IN CABIN FILTER

Cause:

Correction: replaced cabin filter

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68308950AB	FILTER -CABIN AIR	1	\$38.20	No	

Repair Order Detailed Report [REDACTED] For VIN: [REDACTED]

VIN	[REDACTED]	Model Year	2017	Body	RUES53	CHRYSLER PACIFICA EHYBRID PLATINUM	
Built Date	[REDACTED]	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE			Serial #	[REDACTED]	
Transmission	DFQ	SI-EVT TRANSMISSION			Serial #	[REDACTED]	
Report #	[REDACTED]	System Key	[REDACTED]	Report Version	2	Open Date	11/14/2022
Close Date	11/16/2022	Narrative Date	11/18/2022	Category	0	Mileage	44,596
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	3161
Dealer	26920	SAN LEANDRO CHRYSLER DODGE JEE					
Dealer Address	1444 MARINA BLVD						
Dealer City	SAN LEANDRO			State	CA	Zip	945773327

Complaint: Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** Z11 - 2017-2018 RU PHEV Fires] Multi-point inspection (according to maintenance interval) Replace synthetic engine oil and filter [5qt. 0W20] Exterior/Body Concerns [Customer Requests TO INSTALL FACTORY TOW HITCH ONLY - NO WIRING - CLIENT WHEN SET APPOINTMENT WAS FULLY AWARE THAT THIS VEHICLE IS NOT RECOMMENDED FOR TOWING AND DEALER IS INSTALLING HITCH SOLELY AT HIS REQUEST]

Cause:

Correction: 44596 PERFORMED RECALL Z11 RERPGRAMMEDBPCM ECU is up-to-date. Successfully flashedECU from old part number 68394027AG tocurrent part number 68394027AK.AND PERFORMEDBATTERY INTEGRITY TEST PASS OK Z11:BPCM REPROGRAMMING RECALL 44596 PERFORMED MULTI POINT INSPECTION Multi-point inspection (according to maintenanceinterval) PERFORM MULTI POINT INSPECTION 44596 PERFORMED LUBE OIL AND FILTER CHANGEAS REQUESTED Replace synthetic engine oil and filter [5qt. 0W20] OIL AND FILTER CHANGE (5QTS - FULL SYNTHETIC) CUSTOMER HAS DECLINED REPAIR OR SERVICE THAT MAY EFFECT THE SAFETY OR PERFORMANCE ON THE VEHICLE

LOP Information

LOP	LOP Description
18Z11182	Software Flash ; Recall Z1x ; Safety Recall Z11 - Plug-in Hybrid Electric Fires ; Inspect, Reprogram Battery Pack Control Module (BPCM) and Perform BPCM Integrity Procedure

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68283520AA	OIL -0W20	6	\$7.45	No	
68273368AD	HITCH -TRAILER	0	\$806.25	No	
68191349AC	FILTER -ENGINE OIL	1	\$12.75	No	

Repair Order Detailed Report [REDACTED] For VIN: [REDACTED]

VIN	[REDACTED]	Model Year	2017	Body	RUES53	CHRYSLER PACIFICA EHYBRID PLATINUM	
Built Date	[REDACTED]	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	[REDACTED]
Transmission	DFQ	SI-EVT TRANSMISSION				Serial #	[REDACTED]
Report #	[REDACTED]	System Key	[REDACTED]	Report Version	4	Open Date	03/27/2023
Close Date	03/30/2023	Narrative Date	03/31/2023	Category	0	Mileage	77,310
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	300 LUIS TORRES ESPI
Dealer	44305	PALMER DODGE CHRYSLER JEEP RAM					
Dealer Address	11460 ALPHARETTA HWY						
Dealer City	ROSWELL			State	GA	Zip	300763801

Complaint: (Multi-point inspection according to maintenance interval) CUSTOMER REQUEST BEFORE AND AFTER SPECS FOR ALIGNMENT (Four Wheel Alignment) Recall Customer Satisfaction Notification 2 Z11 - 2017-2018 RU PHEV Fires (Recall Customer Satisfaction Notification 2) (Replace synthetic engine oil and filter 5qt 0W20) W46 RECALL Customer States CHRYSLER DISCONNECT 3G NEEDS 4G ADAPTER FOR THAT INSTALLED PER CHRYSLER PLEASE CK N ADVISE (RadioNavTele matics Concern) Customer States QUOTE FOR PASSENGER EXTERIOR MIRROR ASSMBLY (Exterior Concern) (Rental Vehicle) CUSTOMER REQUEST A COMPLETE FUEL INDUCTION SERVICE

Cause: E NEEDS WHOLE ASSEMBLY COST IS \$120000 BEFORE TAX CARBON BUILD-UP NATURALLY OCCURS DURING THE COMBUSTION CYCLE WHILE DEPOSITS FORM ON THE THROTTLE PLATE AND THROTTLE BODY SPECIALLY FORMULATED PROFESSIONAL CLEANING PRODUCTS ARE INTRODUCED INTO THE FUEL SYSTEM, INTAKE SYSTEM AND ON THE THROTTLE BODY AND PLATE USING A FUEL INDUCTION TOOL TO CLEAN THESE COMPONENTS

Correction: PERFORMED 23 POINT INSP. PERFORMED 4 WHEEL ALIGNMENT TOE WAS OUT BY A FEW DEGREES. COMPLETED RECALL. COMPLETED COMPLETED RECALL. COULD NOT DO ANYTHING HAS TO CONTACT PROVIDER. CUSTOMER IS AWARE. CERTIFIED TECHNICIAN PERFORMED A COMPLETE FUEL INDUCTION SERVICE.

LOP Information

LOP	LOP Description
95081051	Special Services ; Electrical System ; Z11 Special Service Allowance ; High Line Vehicle Service Loaner
95081050	Special Services ; Electrical System ; Z11 Special Service Allowance ; Wash Exterior and Interior
18Z11182	Software Flash ; Recall Z1x ; Safety Recall Z11 - Plug-in Hybrid Electric Fires ; Inspect, Reprogram Battery Pack Control Module (BPCM) and Perform BPCM Integrity Procedure
18Z11154	Software Flash ; Recall Z1x ; Safety Recall Z11 - Plug-in Hybrid Electric Fires ; Road Test ~ 27-32% Reduction in HV Battery State of Charge

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CHTBKIT		1	\$70.00	No	
CH68523969-AA	OIL -0W20	5	\$10.00	No	
CH68191349-AC	FILTER -ENGINE OIL	1	\$13.00	No	

Repair Order Detailed Report For VIN:

VIN		Model Year	2017	Body	RUES53	CHRYSLER PACIFICA EHYBRID PLATINUM	
Built Date		Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	
Transmission	DFQ	SI-EVT TRANSMISSION				Serial #	
Report #		System Key		Report Version	1	Open Date	05/01/2023
Close Date	05/01/2023	Narrative Date	05/02/2023	Category	0	Mileage	63,535
MDH		Engine Built Date		Built Date		Advisor	0500 FAISAL ARGHANDI
Dealer	26553	WALNUT CREEK CHRYSLER JEEP DOD					
Dealer Address	2404 N MAIN ST						
Dealer City	WALNUT CREEK			State	CA	Zip	945963557

Complaint: SOP CUSTOMER STATES CHECK ENGINE LIGHT IS ON INSTALL SOP PART CUSTOMER STATES REAR A/C MAKES A HISSING NOISE CHECK AND ADVISE (J) OR (3RD PARTY WARRANTY) STATE MANDATED TIRE INFLATION CHECK. CUSTOMER REQUESTS CAR WASH

Cause: FOUND 1 VENT ONTHE ROOF WAS CLOSED, AFTER OPENING VENT, NO OTHER ABNORMAL NOISES HEARD ALL OK BLOWER MOTOR IS MAKING A HIGH PITCH NOISE BLOWER MOTOR ON ORDER AUTH C005024755 SET TIRE PRESSURES TO MANUFACTURER'S RECOMMENDATIONS

Correction: REPLACED HYBRID COOLANT HEATER, FILLED W/COOLANT AND TEST DROVE, ALL OK . LF36 RF36 RR36 LR36

LOP Information

LOP	LOP Description
07130104	Cooling System ; Heater ; Electric Heater ; Heater, electric coolant - PHEV

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH68443445-AC	HEATER -ELECTRIC COOLANT	1	\$745.42	No	
CH5183147-AC	MOTOR -BLOWER WITH WHEEL	1	\$428.74	No	
68443445AC	HEATER -ELECTRIC COOLANT	1	\$745.42	No	01/01/0001

Repair Order Detailed Report For VIN:

VIN		Model Year	2017	Body	RUES53	CHRYSLER PACIFICA EHYBRID PLATINUM	
Built Date		Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PSC	BILLET SILVER METALLIC CLEAR COAT					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	
Transmission	DFQ	SI-EVT TRANSMISSION				Serial #	
Report #		System Key		Report Version	2	Open Date	06/07/2023
Close Date	06/08/2023	Narrative Date	06/11/2023	Category	0	Mileage	64,136
MDH		Engine Built Date		Built Date		Advisor	0500 FAISAL ARGHANDI
Dealer	26553	WALNUT CREEK CHRYSLER JEEP DOD					
Dealer Address	2404 N MAIN ST						
Dealer City	WALNUT CREEK			State	CA	Zip	945963557

Complaint: STATE MANDATED TIRE INFLATION CHECK. SOP CUSTOMER STATES REAR A/C MAKES A HISSING NOISE CHECK AND ADVISE INSTALL SOP AUTH
CUSTOMER REQUESTS CAR WASH

Cause: SET TIRE PRESSURES TO MANUFACTURER'S RECOMMENDATIONS VERIFIED SLIGHT BEARING NOISE FROM REAR BLOWER

Correction: LF36 RF36 RR36 LR36 REMOVED REAR A/C UNIT AND REPLACED BLOWER MOTOR. ALL OK

LOP Information is not available

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CH5183147-AC	MOTOR -BLOWER WITH WHEEL	1	\$534.94	No	

Repair Order Detailed Report or VIN:

VIN		Model Year	2021	Body	RUET53	CHRYSLER PACIFICA HYBRID LIMITED	
Built Date		Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EH3	3.6L V6 HYBRID ENGINE				Serial #	94
Transmission	DFQ	EFLITE SI-EVT TRANSMISSION				Serial #	04
Report #		System Key		Report Version	7	Open Date	07/03/2023
Close Date	09/26/2023	Narrative Date	10/04/2023	Category	0	Mileage	23,751
MDH		Engine Built Date		Built Date		Advisor	110840 Eric Fernande
Dealer	60852	Tracy Chrysler Dodge Jeep Ram					
Dealer Address	3460 NAGLEE RD						
Dealer City	TRACY			State	CA	Zip	953047304

Complaint: PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS. PERFORM 03A 2017-2023 RU PHEV Loss of Motive Power PERFORM Z76 2021 RU PHEV Intermittent Check Engine L CUSTOMER STATES MESSAGE ON RADIO READS UCONNECT BOX REQUIRES SERVICE. CHECK AND ADVISE TBM2 MODULE CUSTOMER STATES MESSAGE ON RADIO READS UCONNECT BOX REQUIRES SERVICE. CHECK AND ADVISE TBM2 MODULE CUSTOMER REQUESTS SCHEDULED INTERVAL MAINTENANCE PER ATTACHED MENU CHECKLIST - MINIMUM SERVICE - CUSTOMER ACKNOWLEDGES RECEIPT OF LIST OF OPERATIONS TO BE PERFORMED

Cause: COMPLIMENTARY INSPECTION COMPLIMENTARY INSPECTION OPEN RECALL OPEN RECALL CONFIRMED COMPLAINT CODE B22A9-96 ECU INTERNAL PERFORMANCE- COMPONENT INTERNAL FAILURE CODE PERFORMED STAR CASE S228A000003-REVA STEPS AND FOUND INTERNAL FAULT WITH TBM2 NEED TO REPLACE TELEMATICS BOX MODULE 2 AND RECHECK CONFIRMED COMPLAINT CODE B22A9-96 ECU INTERNAL PERFORMANCE- COMPONENT INTERNAL FAILURE CODE PERFORMED STAR CASE S228A000003-REVA STEPS AND FOUND INTERNAL FAULT WITH TBM2 NEED TO REPLACE TELEMATICS BOX MODULE 2 AND RECHECK SCHEDULED MAINTENANCE

Correction: Performed MPVI CHECKED AND ADJUSTED TIRE PRESSURE TO FACTORY SPECS AS NEEDED Inspect PIM software up to date 18-03-A1-81 0.2 hours Modules, Hybrid Control Processor/Auxiliary Hybrid Control Processor (HCP/AHCP), and the Powertrain Control Module (PCM) Software Level-Inspect and Reprogram 18-Z7-61-82 0.5 hours|HCP-05185116AH-05185116AK AHCP- 05185117AH-05185117AK PCM- 68499122AE-68499122AF REMOVED AND REPLACED TBM2. CLEARED CODES AND RECHECKED. ALL GOOD AT THIS TIME. COMPLETED MENU. PERFORMED LOF, REMOVED AND REPLACED AIR FILTER, ADDED BG FUEL ADDITIVE AND WASHER TABLET. PERFORMED VEHICLE MULTI POINT INSPECTION.

LOP Information

LOP	LOP Description
1803A181	Software Flash ; Recall 03x ; Safety Recall 03A - Loss of Motive Power ; Inspect Hybrid Control Processor/Auxiliary Hybrid Control Processor (HCP/AHCP) s/w Level
08203701	Electrical System ; Media/Navigation/Satellite/Cruise Control/Security/Park Assist/Communications ; Global Telematics Box - (TBM2) ; Module, Telematics Box (TBM2)

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
982T		1	\$1.75	No	
68522999AA	OIL -0W20	6	\$9.65	No	
68444865AH	MODULE -TELEMATICS	1	\$257.40	No	
68235291AB	FILTER -AIR	1	\$50.20	No	
68191349AC	FILTER -ENGINE OIL	1	\$12.75	No	
208RSC		1	\$47.74	No	

Repair Order Detailed Report For VIN:

VIN		Model Year	2017	Body	RUES53	CHRYSLER PACIFICA EHYBRID PLATINUM	
Built Date		Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	
Transmission	DFQ	SI-EVT TRANSMISSION				Serial #	
Report #	43	System Key		Report Version	1	Open Date	07/17/2023
Close Date	07/17/2023	Narrative Date	07/18/2023	Category	0	Mileage	83,016
MDH	050	Engine Built Date		Built Date		Advisor	300 LUIS TORRES ESPI
Dealer	44305	PALMER DODGE CHRYSLER JEEP RAM					
Dealer Address	11460 ALPHARETTA HWY						
Dealer City	ROSWELL			State	GA	Zip	300763801

Complaint: CUSTOMER REQUEST 23 POINT INSP--23 POINT INSP--C---Multi- point inspection according to maintenance interval--C (23 PO INT INSP) Safety Recall 03A - Loss of Motive Power (Recall Customer Satisfaction Notification 1) Safety Recall W46 - 12-Volt Isolator Post Connection (Recall Customer Satisfaction Notification 2) Customer Requests INSTALL SOP PASSENGER EXTERIOR MIRROR ASSEMBLY AND SAVE OLD PART (Exterior Concern)

Cause:

Correction: PERFORMED 23 POINT INSP. COMPLETED RECALL. COMPLETED RECALL. INSTALLED PASSENGER EXTERIOR MIRROR ASSEMBLY.

LOP Information

LOP	LOP Description
1803A183	Software Flash ; Recall 03x ; Safety Recall 03A - Loss of Motive Power ; Inspect and Reprogram Hybrid Control Processor/Auxiliary Hybrid Control Processor (HCP/AHCP) 2017-2018 Model Years ONLY
1803A151	Software Flash ; Recall 03x ; Safety Recall 03A - Loss of Motive Power ; Reprogram (IPC) Instrument Panel Control Module 2017 Model Year ONLY
08W46182	Electrical System ; Recall W4x ; Safety Recall W46 - 12 Volt Isolator Post Connection ; Inspect Isolator Connection and Install Gasket

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
CSALW462AA	SEAL -FOAM	1	\$1.62	No	01/01/0001
CHCSALW462-AA	SEAL -FOAM	1	\$1.62	No	
CH5RM201W7-AD	MIRROR -OUTSIDE REARVIEW	1	\$720.00	No	

Repair Order Detailed Report For VIN:

VIN		Model Year	2018	Body	RUES53	CHRYSLER PACIFICA HYBRID LIMITED	
Built Date		Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color							
Engine						Serial #	85
Transmission						Serial #	03
Report #		System Key		Report Version	2	Open Date	08/17/2023
Close Date	08/18/2023	Narrative Date	08/21/2023	Category	0	Mileage	75,851
MDH		Engine Built Date		Built Date		Advisor	1006921
Dealer	27164	David Taylor Ellisville Chrysl					
Dealer Address	15502 MANCHESTER RD						
Dealer City	ELLISVILLE	State	MO	Zip	630113002		

Complaint: Multi-point inspection (according to maintenance interval) MISCELLANEOUS [CUSTOMER STATES STATES WHEN IN REVERSE AT LOW SPEEDS SHE HEARS A CLICKING NOISE. BEEN HAPPENING ABOUT A MONTH. PLEASE TEST AND ADVISE]

Cause: road test w/ customer to point out noiseheard light click in ltft pull whl inspect brakes, hub assy struts , sway bar, all tight needto drop off & leavecar so can hook chassis ear to diag noise

Correction: Multi-point inspection (according to maintenance interval) MULTI-POINT INSPECTION 75851 road test w/ customer to point outnoise heard light click in lt.ft. pull whlinspect brakes, hub assy. struts , sway bar,all tight .. need to drop off & leave car socan hook chassis ear to diag. noise..VERIFIED NOISE WITH TEST DRIVE WITH CUSTOMER.CHECKED STEERING SUSPENSION AND BODY MOUNTS.ALL FOUND TIGHT. CHECKED STRUT TOWER AND AXLENUTS WITH NO MOVEMENT. MOVING FORWARD WE WILLNEED TO INSTALL CHASSIS EARS ON VEHICLE TOPIN POINT MOVEMENT/NOISE. CUSTOMER HASDECLINED AT THIS TIME MISCELLANEOUS MISC

LOP Information is not available

Part Information is not available

Repair Order Detailed Report [redacted] For VIN: [redacted]

VIN	[redacted]	Model Year	2017	Body	RUES53	CHRYSLER PACIFICA EHYBRID PLATINUM	
Built Date	[redacted]	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color	PW7	BRIGHT WHITE CLEAR COAT					
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE				Serial #	[redacted]
Transmission	DFQ	SI-EVT TRANSMISSION				Serial #	[redacted]
Report #	[redacted]	System Key	[redacted]	Report Version	4	Open Date	08/19/2023
Close Date	08/23/2023	Narrative Date	08/24/2023	Category	0	Mileage	84,001
MDH	[redacted]	Engine Built Date	[redacted]	Built Date	[redacted]	Advisor	300 LUIS TORRES ESPI
Dealer	44305	PALMER DODGE CHRYSLER JEEP RAM					
Dealer Address	11460 ALPHARETTA HWY						
Dealer City	ROSWELL			State	GA	Zip	300763801

Complaint: CUSTOMER STATES VEHICLE CAUGHT ON FIRE IN THEIR GARAGE ON IT S OWN PLEASE CK N ADVISE (Electrical Concern) (Multi-point inspection according to maintenance interval)

Cause:

Correction: ASSIST INSPECTOR FOR INSPECTION. PERFORMED 23 POINT INSP.

LOP Information is not available

Part Information is not available

Repair Order Detailed Report [redacted] For VIN: [redacted]

VIN	[redacted]	Model Year	2017	Body	RUES53	CHRYSLER PACIFICA EHYBRID PLATINUM		
Built Date	[redacted]	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT						
Engine	EH3	3.6L V6 PHEV HYBRID ENGINE					Serial #	[redacted]
Transmission	DFQ	SI-EVT TRANSMISSION					Serial #	[redacted]
Report #	[redacted]	System Key	[redacted]	Report Version	1	Open Date	08/28/2023	
Close Date	08/28/2023	Narrative Date	08/29/2023	Category	0	Mileage	67,368	
MDH	[redacted]	Engine Built Date	[redacted]	Built Date	[redacted]	Advisor	0520 RINALDO VALLE	
Dealer	26553	WALNUT CREEK CHRYSLER JEEP DOD						
Dealer Address	2404 N MAIN ST							
Dealer City	WALNUT CREEK	State	CA	Zip	945963557			

Complaint: (Multi-point inspection according to maintenance interval) Recall Customer Satisfaction Notification 1 03A - 2017-2023 RU PHEV Loss of Motive Power (Recall Customer Satisfaction Notification 1) STATE MANDATED TIRE INFLATION CHECK.

Cause: COMPLETED 31 POINT VEHICLE INSPECTION AS FOLLOWS: INSPECTED HEATER & A/C OPERATION; INSPECTED BRAKE LININGS- SEE NOTES BELOW; INSPECTED HEADLIGHT & TURN SIGNAL OPERATION ; INSPECTED BARKE & BACKUP LIGHTS; INSPECTED RADIATOR & HEATER HOSES; INSPECTED ENGINE FOR OIL CONDITION & LEAKS; INSPECTED DIFFERENTIAL FOR LEAKS; INSPECTED REAR SHOCKS; INSPECTED FRONT SHOCKS/STRUTS; CHECKED PARKING BRAKE OPERATION; CHECKED WIPER & WASHER OPERATION; CHECKED CONDITION OF WIPER BLADES; CHECKED PARKING & HAZARD LIGHT OPERATION; CHECKED RADIATOR FOR LEAKS; CHECKED WATER PUMP FOR LEAKS; CHECKED ENGINE DRIVE BELT CONDITION; CHECKED EXHAUST SYSTEM FOR LEAKS; CHECKED STEERING LINKAGE;CHECKED DRIVE SHAFT JOINTS & BOOTS; CHECKED CONDITION OF BATTERY CABLES; INSPECTED AIR CLEANER; CHECKED TRANSMISSION FOR FLUID CONDITION & LEAKS; CHECKED BRAKE HYDRAULIC SYSTEM FOR LEAKS; INSPECTED GLASS & MIRRORS; CHECKED TIRE CONDITION- SEE NOTES BELOW; CHECKED HORN OPERATION; PERFORMED BATTERY INSPECTION PERFORMED 03A RECALL HCP AND AHCP PCM IPC SOFTWARE UPDATES SET TIRE PRESSURES TO MANUFACTURER'S RECOMMENDATIONS

Correction: BRAKES F:10MM R:8MM TIRES F:7/32NDS R:7/32NDS ALL LIGHTS AND WIPERS WORK. TOPPED OFF ALL FLUIDS AS NEEDED. HCP AND AHCP:05190175BF to targeted part number 05190175BH. PCM:68277480AX to targeted part number 68277480AZ. IPC:68239262AH to targeted part number 68239262AJ. LF36 RF36 LR36 RR36 PSI COLD.

LOP Information

LOP	LOP Description
1803A183	Software Flash ; Recall 03x ; Safety Recall 03A - Loss of Motive Power ; Inspect and Reprogram Hybrid Control Processor/Auxiliary Hybrid Control Processor (HCP/AHCP) 2017-2018 Model Years ONLY
1803A151	Software Flash ; Recall 03x ; Safety Recall 03A - Loss of Motive Power ; Reprogram (IPC) Instrument Panel Control Module 2017 Model Year ONLY
1803A150	Software Flash ; Recall 03x ; Safety Recall 03A - Loss of Motive Power ; Reprogram (PCM) Powertrain Control Module 2017-2018 Model Years ONLY

Part Information is not available

Repair Order Detailed Report [REDACTED] For VIN: [REDACTED]

VIN	[REDACTED]	Model Year	2018	Body	RUES53	CHRYSLER PACIFICA HYBRID LIMITED	
Built Date	[REDACTED]	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color							
Engine						Serial #	[REDACTED]
Transmission						Serial #	[REDACTED]
Report #	[REDACTED]	System Key	[REDACTED]	Report Version	2	Open Date	09/12/2023
Close Date	09/20/2023	Narrative Date	09/24/2023	Category	0	Mileage	77,011
MDH	[REDACTED]	Engine Built Date	[REDACTED]	Built Date	[REDACTED]	Advisor	1006921
Dealer	27164	David Taylor Ellisville Chrysl					
Dealer Address	15502 MANCHESTER RD						
Dealer City	ELLISVILLE			State	MO	Zip	630113002

Complaint: Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** 03A - 2017-2023 RU PHEV Loss of Motive Power] Recall / Customer Satisfaction Notification 2 [Recall Customer Satisfaction Notification 2 ** Z11 - 2017-2018 RU PHEV Fires] WARRANTY RENTAL CAR Electrical Concern [CUSTOMER STATES REAR SCREENS ARE NOT COMING ON. STARTED 2 WEEKS AGO PLEASE TEST AND ADVISE]

Cause:

Correction: 77011 PCM FLASHED Current PartNumber:68366580AK New Part Number:68366580AM Recall / Customer Satisfaction Notification 1 RECALL 77011 BPCM FLASHED Current PartNumber:68394027AI New Part Number:68394027AK Recall / Customer Satisfaction Notification 2 RECALL 77011 COMPLETE WARRANTY RENTAL CAR A1045 WARRANTY RENTAL CAR SUBLET REPAIRS 77011 TESTED POWER, GROUND AND COMMUNICATION WIRES AT VRM ALL WIRING CHECKED AND OK. VRM INTERNAL MUST REPLACE. REPLACED VRM. TESTED OPERATION. VIDES SCREENS OPERATING AS DESIGNED AT THIS TIME. Electrical Concern ELECTRICAL CONCERN

LOP Information

LOP	LOP Description
95400142	Special Services ; Loaner ; Loaner Car ; High Line Vehicles
18Z11182	Software Flash ; Recall Z1x ; Safety Recall Z11 - Plug-in Hybrid Electric Fires ; Inspect, Reprogram Battery Pack Control Module (BPCM) and Perform BPCM Integrity Procedure
18Z11154	Software Flash ; Recall Z1x ; Safety Recall Z11 - Plug-in Hybrid Electric Fires ; Road Test ~ 27-32% Reduction in HV Battery State of Charge
1803A183	Software Flash ; Recall 03x ; Safety Recall 03A - Loss of Motive Power ; Inspect and Reprogram Hybrid Control Processor/Auxiliary Hybrid Control Processor (HCP/AHCP) 2017-2018 Model Years ONLY
1803A152	Software Flash ; Recall 03x ; Safety Recall 03A - Loss of Motive Power ; Reprogram (IPC) Instrument Panel Control Module 2018 Model Year ONLY
1803A150	Software Flash ; Recall 03x ; Safety Recall 03A - Loss of Motive Power ; Reprogram (PCM) Powertrain Control Module 2017-2018 Model Years ONLY

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68493702AD	RADIO -VIDEO	1	\$925.00	No	

Repair Order Detailed Report [redacted] For VIN: [redacted]

VIN	[redacted]	Model Year	2018	Body	RUEP53	CHRYSLER PACIFICA HYBRID TOURING PLU	
Built Date	[redacted]	Market	U	US	Plant	9103	WINDSOR ASSEMBLY PLANT
Color							
Engine					Serial #	6	[redacted]
Transmission					Serial #	Z	[redacted]
Report #	[redacted]	System Key	[redacted]	Report Version	1	Open Date	11/14/2023
Close Date	11/30/2023	Narrative Date	12/04/2023	Category	0	Mileage	83,307
MDH	[redacted]	Engine Built Date	[redacted]	Built Date	[redacted]	Advisor	572
Dealer	68472	NORTH POINT CHRYSLER DODGE JEE					
Dealer Address	7726 NORTHPOINT BLVD						
Dealer City	WINSTON-SALEM	State	NC	Zip	271063310		

Complaint: ESSENTIAL OIL CHANGE Rotate Tire Package Multi-point inspection (according to maintenance interval) Recall / Customer Satisfaction Notification 2 [Safety Recall 03A -Loss of Motive Power **] Automatic Transmission Concern [CUSTOMER STATES WHEN TAKING OFF FEELS A THUD. MORE SO ON STOP TO GO. NOT SO MUCH AS WHEN ACCELERATING TO GAIN SPEED.]

Cause: F F F

Correction: ESSENTIAL OIL CHANGE ESSENTIAL CARE OIL CHANGE, IN EXPRESS LANE Rotate Tire Package TIRE ROTATION Multi-point inspection (according to maintenanceinterval) 23-POINT VEHICLE CHECKUP WITH BATTERY TEST 83297 RECALL COMPLETE, HCP, AHCP, PCM, ANDIPC FLASHED REPROGRAMMED PCM 83297 FOUND WORN ENGINE MOUNTS TO BEALLOWING THE ENGINE TO TWIST TOO MUCH WHENSTARTING/STOPPING OR WHEN MOVING FROM A STOP.RECOMMENDED ALL 3 ENGINE MOUNTS, REAR, LEFT,AND RIGHT. TEST DROVE TO VERIFY REPAIR. Automatic Transmission Concern [CUSTOMER STATES WHEN TAKING OFF FEELS A THUD. MORE SO ON STOP TO GO. NOT SO MUCH AS WHEN ACCELERATING TO GAIN SPEED.] TRANSMISSION

LOP Information

LOP	LOP Description
95260002	Special Services ; Intl oil change ; Maintenance Allowance ; Tire Rotation Allowance
95260001	Special Services ; Intl oil change ; Maintenance Allowance ; Fixed Cost Maintenance
26860303	Maintenance ; Service Contract Maintenance ; Maintenance

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Part Return Date
68522999AA	OIL -0W20	5	\$5.75	No	
68237968AD	ISOLATOR -ENGINE	1	\$155.48	No	
68237966AF	ISOLATOR -TRANSMISSION MOUNT	1	\$338.00	No	
68237965AF	INSULATOR-NONE	1	\$408.85	No	
68191349AC	FILTER -ENGINE OIL	1	\$7.65	No	