

Warranty Claim Report

Vehicle Information

VIN		Year	2017	Body	RUES53 - CHRYSLER PACIFICA EHYBRID PLATINUM
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	560

Claim Information

Claim #		In Service Date	05/08/2017
Claim Type	K - Road Ready (PREPNV)	Repair Date	05/05/2017
Claim Status	Paid	Mileage (Miles)	10

Expense

Labor	\$176.79	Sublet	\$0.00	Part	\$0.00	Total Paid	\$176.79
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Dealer Information

Code		Name	DCH CHRYSLER JEEP DODGE OF TEMECULA	Zone	71	LOS ANGELES
Address	26845 YNEZ ROAD , TEMECULA, CA 92589					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85900040	Road Ready ; Basic Prep	NU	NEW VEHICLE PREP						\$154.69
A	85900067	Road Ready ; Surround View Camera								\$11.05
A	85900068	Road Ready ; Uconnect Theater DVD/Blu-ray								\$11.05

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

NA

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN		Year	2017	Body	RUES53 - CHRYSLER PACIFICA EHYBRID PLATINUM
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #		In Service Date	05/08/2017
Claim Type	W - Warranty	Repair Date	07/18/2017
Claim Status	Paid	Mileage (Miles)	4,320
Expense			
Labor	\$99.44	Sublet	\$0.00
Part	\$70.00	Total Paid	\$169.45

Dealer Information

Code		Name	DCH CHRYSLER JEEP DODGE OF TEMECULA	Zone	71	LOS ANGELES
Address	26845 YNEZ ROAD , TEMECULA, CA 92589					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
C	181906RY	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Reprogram	RF							\$22.10
A	18198692	Module, Power Inverter (PIM) ; Module, Power Inverter (PIM) - Reprogram	RF							\$55.25
B	18198792	Battery Pack Control Module ; Module, Battery Pack Control Module (BPCM) - Reprogram	RF							\$22.10
A	95400141	Loaner Car ; Standard Line Vehicles								\$70.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

parts not available from chrysler at thistime Recall / CSN 1 [T34: SAFETY RECALL T34 - POWERINVERTER MODULE] RECALL/CAMPAIGN/SERVICE ACTION rrt 17-047 50 flash hcp and ahcpmodules 1 [17-047: 2017 RU HCP AND AHCP FLASH] PERFORM RAPID REPONSE TRANSMITTAL # rrt 17-046 perform rrt 17-046flash bpcm. RRT 2 [17-046: 2017 RU BPCM DIAGNOSTIC SYSTEM FLASH] PERFORM RAPID REPONSE TRANSMITTAL # rrt 20 perform rrt flashpcm. 68277480ap-as RRT 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

(RO) Technical Notes:

GCS Narratives

(Claim) Customer Concern:

FLASH HCP AND AHCP MODULES 05190176AN-AQ

(Claim) Cause:

FLASH HCP AND AHCP MODULES 05190176AN-AQ

(Claim) Correction:

FLASH HCP AND AHCP MODULES 05190176AN-AQ

Warranty Claim Report

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Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #		In Service Date	05/08/2017
Claim Type	W - Warranty	Repair Date	07/28/2017
Claim Status	Paid	Mileage (Miles)	4,392
Expense			
Labor	\$99.44	Sublet	\$0.00
Part	\$140.00	Total Paid	\$239.44

Dealer Information

Code		Name	DCH CHRYSLER JEEP DODGE OF TEMECULA	Zone	71	LOS ANGELES
Address	26845 YNEZ ROAD , TEMECULA, CA 92589					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	85418007	Charging, Starting and Wiring Systems, Trouble Not Found ; 12V Starting/Charging Systems	UC	UNCODABLE (NARRATIVE REQUIRED)						\$99.44
A	95400141	Loaner Car ; Standard Line Vehicles								\$140.00

RO Narratives

(RO) Customer Concern:

NA

(RO) Cause:

NA

(RO) Correction:

4406 see story upon initial inspection found no codes in any modules. talked to customer. attempted to duplicate problem several times. working normal in reverse. customer also stated had to jump start once. remove low voltage battery and test with GR8 battery tester. battery passed load test. sent case to Chrysler engineering dept. was advised to run extended test drive. drove 42 miles total city and freeway. performed module reset per engineering. working normal at 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 maintenance interval) PERFORM DCH MULTI POINT INSPECTION Check Tire Pressure AS PER THE CALIFORNIA AIR RESOURCES Board, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO _____

(RO) Technical Notes:

NO PROBLEM FOUND

GCS Narratives

(Claim) Customer Concern:

T SHUT OFF WHILE CUSTOMER WAS BACKING UP. ALSO THE CHECK ENGINE LIGHT STARTED FLASHING. CHECK AND ADVISE]

(Claim) Cause:

UPON INITIAL INSPECTION FOUND NO CODES IN ANY MODULES. TALKED TO CUSTOMER. ATT EMPLOYED TO DUPLICATE PROBLEM SEVERAL TIMES. WORKING NORMAL IN REVERSE. CUSTOMER ALSO STATED HAD TO JUMP START ONCE. REMOVE LOW VOLTAGE BATTERY AND TEST WITH GR8 BATTERY TESTER. BATTERY PASSED LOAD TEST. SENT CASE TO CHRYSLER ENGINEERING DEPT. WAS ADVISED TO RUN EXTENDED TEST DRIVE. DROVE 42 MILES TOTAL CITY AND FREEWAY. PERFORMED MODULE RESET PER ENGINEERING. TEST DRIVE AND CHECK SYSTEMS WITH CHRYSLER ENGINEER. HE DETERMINED THERE IS NO MECHANICAL OR ELECTRICAL ISSUE WITH VEHICLE. HE ALSO STATED TO HAVE CUSTOMER MAKE SURE BRAKE PEDAL IS PRESSED AND WAIT FOR "READY TO DRIVE" MESSAGE IN CLUSTER DISPLAY. WORKING NORMAL AT THIS TIME

(Claim) Correction:

UPON INITIAL INSPECTION FOUND NO CODES IN ANY MODULES. TALKED TO CUSTOMER. ATT EMPLOYED TO DUPLICATE PROBLEM SEVERAL TIMES. WORKING NORMAL IN REVERSE. CUSTOMER ALSO STATED HAD TO JUMP START ONCE. REMOVE LOW VOLTAGE BATTERY AND TEST WITH GR8 BATTERY TESTER. BATTERY PASSED LOAD TEST. SENT CASE TO CHRYSLER ENGINEERING DEPT. WAS ADVISED TO RUN EXTENDED TEST DRIVE. DROVE 42 MILES TOTAL CITY AND FREEWAY. PERFORMED MODULE RESET PER ENGINEERING. TEST DRIVE AND CHECK SYSTEMS WITH CHRYSLER ENGINEER. HE DETERMINED THERE IS NO MECHANICAL OR ELECTRICAL ISSUE WITH VEHICLE. HE ALSO STATED TO HAVE CUSTOMER MAKE SURE BRAKE PEDAL IS PRESSED AND WAIT FOR "READY TO DRIVE" MESSAGE IN CLUSTER DISPLAY. WORKING NORMAL AT THIS TIME

Warranty Claim Report

Vehicle Information

VIN		Year	2018	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #		In Service Date	11/30/2017				
Claim Type	S - Safety (Recalls)	Repair Date	07/20/2019				
Claim Status	Paid	Mileage (Miles)	29,432				
Expense							
Labor	\$25.06	Sublet	\$1.05	Part	\$0.00	Total Paid	\$26.11

Dealer Information

Code		Name	ZEIGLER CHRYSLER DODGE RAM	Zone	42	DETROIT
Address	3939 STADIUM DR , KALAMAZOO, MI 49008					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	02V15182	Safety Recall V15 - Lower Control Arm ; Inspect Lower Control Arm to Steering Knuckle Interference, and Replace Ball Joint Pinch Bolt	UC	UNCODABLE (NARRATIVE REQUIRED)	CSFJV151AA	JOINT	1	X	1.05	\$25.06

RO Narratives

(RO) Customer Concern:

OPEN RECALL V15 PERFORM MULTI POINT INSPECTION

(RO) Cause:

F

(RO) Correction:

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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN		Year	2017	Body	RUES53 - CHRYSLER PACIFICA EHYBRID PLATINUM
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #		In Service Date	05/02/2017
Claim Type	W - Warranty	Repair Date	05/11/2021
Claim Status	Paid	Mileage (Miles)	91,318
Expense			
Labor	\$184.95	Sublet	\$0.00
Part	\$0.00	Total Paid	\$184.95

Dealer Information

Code		Name	LUSTINE DODGE JEEP	Zone	35	WASHINGTON
Address	14211 JEFFERSON DAVIS HWY , WOODBRIDGE, VA 22191					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
D	181906EZ	Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Inspect and Reprogram	RF							\$39.63
B	181910AC	Module, Anti-lock brake ; Module, Anti-Lock Brake - Inspect and Reprogram	RF							\$39.63
A	18197793	Module, Electronic Brake Booster (EBBM) ; Module, Electronic Brake Booster (EBBM) - Inspect and Reprogram	RF							\$26.42
C	1819869N	Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram	RF							\$79.27

RO Narratives

(RO) Customer Concern:

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

(RO) Cause:

EMISSIONS INSPECTION MULTIPOINT INSPECTION

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN		Year	2017	Body	RUES53 - CHRYSLER PACIFICA EHYBRID PLATINUM
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #		In Service Date	09/11/2017				
Claim Type	S - Safety (Recalls)	Repair Date	03/30/2023				
Claim Status	Paid	Mileage (Miles)	77,310				
Expense							
Labor	\$191.66	Sublet	\$0.00	Part	\$170.00	Total Paid	\$361.66

Dealer Information

Code		Name	PALMER DODGE INC	Zone	66	ORLANDO
Address	11460 ALPHARETTA HWY , ROSWELL, GA 30076					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	18Z11154	Safety Recall Z11 - Plug-in Hybrid Electric Fires ; Road Test ~ 27-32% Reduction in HV Battery State of Charge								\$87.12
A	18Z11182	Safety Recall Z11 - Plug-in Hybrid Electric Fires ; Inspect, Reprogram Battery Pack Control Module (BPCM) and Perform BPCM Integrity Procedure	UC	UNCODABLE (NARRATIVE REQUIRED)						\$104.54
A	95081050	Z11 Special Service Allowance ; Wash Exterior and Interior								\$50.00
A	95081051	Z11 Special Service Allowance ; High Line Vehicle Service Loaner								\$120.00

RO Narratives

(RO) Customer Concern:

(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

(RO) Cause:

E NEEDS WHOLE ASSEMBLY COST IS \$1200.00 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.

(RO) 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.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN		Year	2017	Body	RUES53 - CHRYSLER PACIFICA EHYBRID PLATINUM
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #		In Service Date	08/30/2017				
Claim Type	W - Warranty	Repair Date	05/01/2023				
Claim Status	Paid	Mileage (Miles)	63,531				
Expense							
Labor	\$396.27	Sublet	\$745.42	Part	\$0.00	Total Paid	\$1,141.69

Dealer Information

Code		Name	MICHAEL STEAD'S WALNUT CREEK CHRYS LER JEEP DODGE	Zone	71	LOS ANGELES
Address	2404 N MAIN ST , WALNUT CREEK, CA 94596					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	07130104	Electric Heater ; Heater, electric coolant - PHEV	58	INTERNAL DEFECT	68443445AC	HEATER	1	X	745.42	\$396.27

RO Narratives

(RO) Customer Concern:

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

(RO) 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 TIRE PRESSURES TO MANUFACTURER'S RECOMMENDATIONS

(RO) Correction:

REPLACED HYBRID COOLANT HEATER, FILLED W/COOLANT AND TEST DROVE, ALL OK .

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

SOP CUSTOMER STATES CHECK ENGINE LIGHT IS ON INSTALL SOP PART

(Claim) Cause:

VERIFIED CONCERN CHECK ENGINE LIGHT IS ON SCANNED VEHICLE HCP HAS DTC P0E15 HE

(Claim) Correction:

REPLACED HYBRID COOLANT HEATER, FILLED W/COOLANT AND TEST DROVE, ALL OK

Warranty Claim Report

Vehicle Information

VIN		Year	2017	Body	RUES53 - CHRYSLER PACIFICA EHYBRID PLATINUM
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #		In Service Date	09/11/2017				
Claim Type	S - Safety (Recalls)	Repair Date	07/17/2023				
Claim Status	Paid	Mileage (Miles)	83,016				
Expense							
Labor	\$1,028.02	Sublet	\$1.62	Part	\$0.00	Total Paid	\$1,029.64

Dealer Information

Code		Name	PALMER DODGE INC	Zone	66	ORLANDO
Address	11460 ALPHARETTA HWY , ROSWELL, GA 30076					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
B	08W46182	Safety Recall W46 - 12 Volt Isolator Post Connection ; Inspect Isolator Connection and Install Gasket	UC	UNCODABLE (NARRATIVE REQUIRED)	CSALW462AA	SEAL	1	X	1.62	\$243.94
A	1803A151	Safety Recall 03A - Loss of Motive Power ; Reprogram (IPC) Instrument Panel Control Module 2017 Model Year ONLY								\$696.96
A	1803A183	Safety Recall 03A - Loss of Motive Power ; Inspect and Reprogram Hybrid Control Processor/Auxiliary Hybrid Control Processor (HCP/AHCP) 2017-2018 Model Years ONLY	UC	UNCODABLE (NARRATIVE REQUIRED)						\$87.12

RO Narratives

(RO) Customer Concern:

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)

(RO) Cause:

NA

(RO) Correction:

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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN		Year	2017	Body	RUES53 - CHRYSLER PACIFICA EHYBRID PLATINUM
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #		In Service Date	08/30/2017
Claim Type	S - Safety (Recalls)	Repair Date	08/28/2023
Claim Status	Paid	Mileage (Miles)	67,368
Expense			
Labor	\$1,123.39	Sublet	\$0.00
Part	\$0.00	Total Paid	\$1,123.39

Dealer Information

Code		Name	MICHAEL STEAD'S WALNUT CREEK CHRYS LER JEEP DODGE	Zone	71	LOS ANGELES
Address	2404 N MAIN ST , WALNUT CREEK, CA 94596					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	1803A150	Safety Recall 03A - Loss of Motive Power ; Reprogram (PCM) Powertrain Control Module 2017-2018 Model Years ONLY								\$47.80
A	1803A151	Safety Recall 03A - Loss of Motive Power ; Reprogram (IPC) Instrument Panel Control Module 2017 Model Year ONLY								\$956.08
A	1803A183	Safety Recall 03A - Loss of Motive Power ; Inspect and Reprogram Hybrid Control Processor/Auxiliary Hybrid Control Processor (HCP/AHCP) 2017-2018 Model Years ONLY	UC	UNCODABLE (NARRATIVE REQUIRED)						\$119.51

RO Narratives

(RO) Customer Concern:

(Multi-point inspection according to maintenance interval) Recall Customer Satisfaction Notification 1 [REDACTED] RU PHEV
Loss of Motive Power (Recall Customer Satisfaction Notification 1) STATE MANDATED TIRE INFLATION CHECK.

(RO) 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

(RO) 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.

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

Recall Customer Satisfaction Notification [REDACTED] PHEV Loss of Mo Recall Customer Satisfaction Notification 1 [REDACTED] RU PHEV Loss of Mo Recall Customer Satisfaction Notification [REDACTED] Loss of Mo

(Claim) Cause:

PERFORMED 03A RECALL HCP AND AHCP PCM IPC SOFTWARE UPDATES PERFORMED 03A RECALL HCP AND AHCP PCM IPC SOFTWARE UPDATES PERFORMED 03A RECALL HCP AND AHCP PCM IPC SOFTWARE UPDATES

(Claim) Correction:

[REDACTED] to targeted part number [REDACTED]. F [REDACTED] to HCP AND A [REDACTED] to targeted part number 05190175BH. [REDACTED] to targeted part number [REDACTED] to [REDACTED]

Warranty Claim Report

Vehicle Information

VIN		Year	2018	Body	RUES53 - CHRYSLER PACIFICA HYBRID LIMITED
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #		In Service Date	03/13/2018
Claim Type	S - Safety (Recalls)	Repair Date	09/19/2023
Claim Status	Paid	Mileage (Miles)	77,011
Expense			
Labor	\$1,064.16	Sublet	\$0.00
Part	\$250.00	Total Paid	\$1,314.16

Dealer Information

Code		Name		Zone	51	CHICAGO
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	1803A150	Safety Recall 03A - Loss of Motive Power ; Reprogram (PCM) Powertrain Control Module 2017-2018 Model Years ONLY								\$34.89
A	1803A152	Safety Recall 03A - Loss of Motive Power ; Reprogram (IPC) Instrument Panel Control Module 2018 Model Year ONLY								\$750.14
A	1803A183	Safety Recall 03A - Loss of Motive Power ; Inspect and Reprogram Hybrid Control Processor/Auxiliary Hybrid Control Processor (HCP/AHCP) 2017-2018 Model Years ONLY	UC	UNCODABLE (NARRATIVE REQUIRED)						\$87.23
B	18Z11154	Safety Recall Z11 - Plug-in Hybrid Electric Fires ; Road Test ~ 27-32% Reduction in HV Battery State of Charge								\$87.23
B	18Z11182	Safety Recall Z11 - Plug-in Hybrid Electric Fires ; Inspect, Reprogram Battery Pack Control Module (BPCM) and Perform BPCM Integrity Procedure	UC	UNCODABLE (NARRATIVE REQUIRED)						\$104.67
A	95400142	Loaner Car ; High Line Vehicles								\$250.00

RO Narratives

(RO) Customer Concern:

Recall / Customer Satisfaction Notification 1 [Recall Customer Satisfaction Notification 1 ** 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]

(RO) Cause:

NA

(RO) 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. VIDS SCREENS OPERATING AS DESIGNED AT THIS TIME. Electrical Concern ELECTRICAL CONCERN

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN		Year	2018	Body	RUEP53 - CHRYSLER PACIFICA HYBRID TOURING PLU
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #		In Service Date	08/31/2018				
Claim Type	S - Safety (Recalls)	Repair Date	11/30/2023				
Claim Status	Paid	Mileage (Miles)	83,297				
Expense							
Labor	\$143.98	Sublet	\$0.00	Part	\$0.00	Total Paid	\$143.98

Dealer Information

Code		Name	NORTH POINT CHRY-JEEP INC	Zone	66	ORLANDO
Address	7726 NORTHPOINT BLVD , WINSTON-SALEM, NC 27106					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	1803A150	Safety Recall 03A - Loss of Motive Power ; Reprogram (PCM) Powertrain Control Module 2017-2018 Model Years ONLY								\$41.14
A	1803A183	Safety Recall 03A - Loss of Motive Power ; Inspect and Reprogram Hybrid Control Processor/Auxiliary Hybrid Control Processor (HCP/AHCP) 2017-2018 Model Years ONLY	UC	UNCODABLE (NARRATIVE REQUIRED)						\$102.84

RO Narratives

(RO) Customer Concern:

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.]

(RO) Cause:

F F F

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA

Warranty Claim Report

Vehicle Information

VIN		Year	2018	Body	RUEP53 - CHRYSLER PACIFICA HYBRID TOURING PLU
Build Date		Plant	WINDSOR ASSEMBLY PLANT	Coverage Code	561

Claim Information

Claim #		In Service Date	08/31/2018
Claim Type	F - Service Contract	Repair Date	11/30/2023
Claim Status	Paid	Mileage (Miles)	83,297
Expense			
Labor	\$0.00	Sublet	\$0.00
Part	\$75.00	Total Paid	\$75.00

Dealer Information

Code		Name	NORTH POINT CHRY-JEEP INC	Zone	66	ORLANDO
Address	7726 NORTHPOINT BLVD , WINSTON-SALEM, NC 27106					

Condition Information

Condition Code	LOP	LOP Desc	Failure Code	Failure Desc	Part Number	Part Name	Part Quantity	Part Failed	Part Expense	LOP Expense
A	26860303	Maintenance	MC	MAINTENANCE CARE						\$0.00
A	95260001	Maintenance Allowance ; Fixed Cost Maintenance								\$65.00
A	95260002	Maintenance Allowance ; Tire Rotation Allowance								\$10.00

RO Narratives

(RO) Customer Concern:

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.]

(RO) Cause:

F F F

(RO) 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

(RO) Technical Notes:

NA

GCS Narratives

(Claim) Customer Concern:

NA

(Claim) Cause:

NA

(Claim) Correction:

NA