

CHERWELL REPORT



VEHICLE

VIN		Model Year							UNLIMITED	
Built Date		Mileage (Miles)	8	MDH						
Engine	ECX	ECX								
Transmission	DFY	DFY								
Emmission		(NAS)								

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- DRIVEABILITY		
	- MODULE, POWERTRAIN CONTROL (ANY)		
Primary System	- VEHICLE PERFORMANCE	Sub System	- ELECTRONIC CONTROL MODULES
Area of Failure	NON-APPLICABLE		
Customer Complaint / Reason for contact	ON		
Created Date		Created By	
Updated Date		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded

CONTACT

Dealer		Chrysler	Dodge Ram	Phone	
Address					
		State		ZIP	
		County			
Technician		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	

CASE SUMMARY

Customer Waiting	Repair Attempts	Days In Shop	1
Initial Concern	on the vehicle shut down. Took 5 minutes to restart		
Duplicated	Yes	Repairs Parts and Tests	N/A
DTC1	DTC2	DTC3	DTC4
Information Sent			
Scan Tool Software Version	Last	Search	Vehicle Off Road or Tow-in
			RO Number

RESOLUTION

Description	Vehicle sold
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	AGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Called the dealership. Left a message for service advisor [REDACTED] ask the tech to contact STAR. Thanks, [REDACTED]		[REDACTED]
Dealer States	Attention [REDACTED], sorry for the delay. I was have issue calling in and have been super busy to open a case...thank your for your patience.		[REDACTED]
Agent States	No worries [REDACTED]. That is understandable. Better than the opposite situation at least. I was asked to contact you because of the [REDACTED] that set in this vehicle: [REDACTED]. Engineering wants to know the scenario around when the MIL set and the car shut off. I have a word document with their question. When you get a moment, answer as much as you can. If you and the tech who worked on the vehicle don't know the answer, just label as N/A then move on to the next question. There was an early development issue that had this same [REDACTED] and are trying to figure out if it is the same issue just on a production vehicle or if this is something else we need to dig deeper into. You can attach the file to this case or email it to me at [REDACTED], can you run a vehicle can report, freeze frame report, and configuration report then attach or email to me as well. Thanks, [REDACTED]		[REDACTED]
Dealer States	Good morning [REDACTED], here is how this situation unfolded: Our [REDACTED] check received the vehicle off the truck the same day. He proceeded to perform his [REDACTED] inspection procedure with approximately 20% charge. He went on an initial road test in Hybrid mode, after a [REDACTED] miles into the trip, vehicle shut off, and it took [REDACTED] to restart the vehicle. Once he returned, he proceeded to call me to come over to his location. I took the vehicle to the Service Dept to get an initial scan in the Lane, produced 3 faults ([REDACTED], Stored; [REDACTED], Stored; [REDACTED], Pending). Due to time in the day, I put the vehicle on the charger overnight. Once recharge, I requested a vehicle scan, clearing of the faults, and rescheduled for a road test. Unfortunately, the situation did not unfold as planned. Tech cleared the fault first which left me was a clean vehicle scan report. I did take out on a road test for 4 miles in all drive modes and no faults returned. Here is the kicker, vehicle was a Factory Order and Sales delivered the vehicle...please advise, thank you		[REDACTED]
Dealer States	Update / Correction: Vehicle came off the trunk, initial parked in a staging area, [REDACTED] got keys, started to move out the staging area, check engine light came on first will traveling 7 miles an hour, vehicle shut down, it took 5 took him approximately [REDACTED] / multiple tries to get the vehicle started, once started he proceeded to perform the [REDACTED] process, and then he reached out to me. The rest of the story in the post above.		[REDACTED]
Agent States	Thanks for the update [REDACTED]. Forwarded this info to engineering. At this point, the vehicle is with the customer, correct? If so, we'll leave there for now. If you can, save the document in the event another [REDACTED] gets the same [REDACTED]s or if this vehicle returns for the same concern. Let me you got this then we'll close the case for the time being. In the event the vehicle does return, you can reopen or reference this case so we can pick up where we left off. Thanks, [REDACTED]		[REDACTED]
Dealer States	Good afternoon [REDACTED], sorry if this situation did not yield desire results...I was very disappointed at the miscommunication mishap...[REDACTED] very aware of the process and procedures in reference to [REDACTED] run platforms...to answer your question, vehicle is with client and we have delivered quite a few within the [REDACTED] without any issues...thank you for all your assistance...we can close the case for now...have a good weekend.		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year					
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emission		(S)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group		- MODULE, (ANY)	
Primary System	- ELECTRICAL	- ELECTRONIC CONTROL MODULES	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Config.pdf		
Diag Time.pdf		

CONTACT

Dealer		Autonation Chrysler Jeep Arapahoe	Phone	
Address	9980 E Arapahoe Rd			
		State	CO	ZIP
Dealer		County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	26
Initial Concern	DIED ON THE HIGHWAY				
Duplicated	No	Repairs Parts and Tests	TEST DROVE VEHICLE	SO FAR WITH NO ISSUES	
DTC1	P0A3F-00	DTC2			
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	Yes
				RO Number	

RESOLUTION

Description After of test driving could not get DTC to return

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	AGE	DATE RECIEVED	STATUS
					PAID

CLAIM#	CREATED DATE		MILLAGE	DATE RECIEVED	STATUS
					REJECTED
					SUSPENDED
					PAID
					PAID
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi , thank you for the scan report we will get this over to engineering. Are you able to clear codes and drive the vehicle? If so see if codes come back and get a new scan report. Thank you		
Dealer States	I CLEARED CODES AND DROVE 150 SO FAR. NO ISSUES. I WAS ASKED TO MAKE A STAR CASE VIA EMAIL FROM FROM STALLANTIS ENGINEERING.		
Agent States	Hi , thank you for the VSR P0A3F Drive Motor A 1 DTC we have seen this on the can you please test drive for and confirm this code does not come back. Thank you		
Agent States	Outbound call made to discuss the vehicle. He has completed multiple drive cycles and could not get code to return. We discussed to check connections and return the vehicle to customer. Thank you		

CHERWELL REPORT

VEHICLE

VIN	2694	Model Year	Body
Built Date	Mileage (Miles)	MDH	
Engine	ECX	ECX	
Transmission	DFY	DFY	
Emission	(NAS)		

GENERAL

STAR Case ID		Case Status	Closed
Application Group	ECS		
Component Group	- TANK, FUEL (ANY)		
Primary System	SYSTEMS	Sub System	DELIVERY SYSTEM - GAS / DIESEL
Customer Complaint / Reason for contact	DIE OUT / STALLS	Area of Failure	INTERNAL DEFECT
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer	Laurel Chrysler Dodge	Ram	Phone
Address			
	State	PA	ZIP
	County		
Technician TID/SID	Technician Email		
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	bucking jerking shut off				
Duplicated	Yes	Repairs Parts and Tests	FRLP sensor reading zero tested wires from frlp sensor to pcm anll ok have 5v and ground tested power and ground to low pressure fuel sensor and signal wire back to pcm all wires ok disconnected fuel pump and attached fuel pressure gauge actuated fuel pump pump ran but no pressure need fuel pump replace but part is restricted		
	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	Yes	RO Number	

RESOLUTION

Description	Replaced fuel tank assembly
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████	582	████	PAID
████	████	████	582	████	SUSPENDE
████	████	████	██	████	PAID
████	████	████	██	████	PAID
████	████	████	██	████	PAID
████	████	████	██	████	PAID
████	████	████	██	████	REJECTED
████	████	████	██	████	SUSPENDE
PREPNV	████	████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent █████	Hello █████. Did the customer mention when was the last time they refueled the vehicle? What fuel level is the gauge showing at the moment? Also, if you put in █████ then actuate the pump, does the gauge show any fuel pressure at that point? If so, recommend to take a picture of the fuel tank sticker with the bar code then attach it to this case or send it to me at █████. Thanks, █████.		████
Dealer █████	added fuel reading on cluster did not change but the vehicle now has fuel pressure. I emailed you a picture of the barcode on the back of the tank		████
Agent █████	Thanks for the update █████. I have attached the picture to the case for reference. What was the fuel gauge showing before and after you added fuel? Also, with the fuel added, did any of the DTCs return? Thanks █████.		████
Dealer █████	i did not hook the fuel line back up yet to check for dtcs but the gauge was reading exactly half before and after adding fuel		████
Agent █████	Thanks for the update █████. I suspect the vehicle ran out of fuel due to the gauge being stuck at half. If that is the case, it may be either the level sensor or the float is stuck on something. Either way, don't drop the tank just yet because we ran into an issue with service parts. Can you can confirm █████ more thing. See if you can get the vehicle refueled to full. Does the gauge change from half at that point? Thanks, █████.		████
Dealer █████	ok ill have some █████ take it and fill it up first thing monday morning		████
Agent █████	Sounds like a plan █████. Thanks, █████.		████
Dealer █████	filled vehicle with fuel and the gauge went to full		████
Agent █████	Thanks for the update █████. Forwarded this information to engineering. If you have the time and equipment, they requested a slow drain procedure. Basically drain the fuel tank manually █████ at a time. After █████, monitor the BCM fuel level voltage then compare it to the chart in █████. When you reach █████, does the gauge stop moving even after a █████ drains? Thanks, █████.		████
Agent █████	Hello █████. They are still looking into the part supply issue. We are looking at the option of dropshipping a part direct to the dealership. Who would be the point person in parts to receive a part and what is the address? Thanks, █████.		████
Dealer █████	████ parts manager █████		████
Dealer █████	I have not had a chance to slowly drain fuel out of the tank yet sorry for no update on that		████
Dealer █████	the fuel level sensor stopped dropping at █████		████

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent [REDACTED]	Thanks for the update [REDACTED]. I am forwarding this information to engineering. I will update the case when I have more information. Thanks, [REDACTED]		[REDACTED]
Dealer [REDACTED]	sounds good thank you		[REDACTED]
Dealer [REDACTED]	can you tell me what part you are ordering for the jeep someone from [REDACTED] called the service manager and asked if we were ordering fuel pump module or a bcm		[REDACTED]
Agent [REDACTED]	Thanks for the update [REDACTED]. We are trying to get you a tank. Based on your test result, the float arm is most likely getting stuck on something. The supplier is interested in getting the tank and pump back whole. However, [REDACTED] has no stock that we can send your way. Did they get the name of who called? Thanks, [REDACTED]		[REDACTED]
Dealer [REDACTED]	his name was [REDACTED]		[REDACTED]
Agent [REDACTED]	Called the dealership to review parts situation. Advised that a complete tank assembly will be dropped off and exchanged with the tank assembly off this vehicle by the supplier [REDACTED]. Submitted Fastrack [REDACTED] for the tank [REDACTED] and [REDACTED] 1886 for the pump [REDACTED] not to disassemble the tank. Thanks, [REDACTED]		[REDACTED]
Agent [REDACTED]	Hello [REDACTED]. Just left you a voicemail. Any update on this vehicle? How did the repair go and do you need further assistance? Thanks, [REDACTED]		[REDACTED]
Agent [REDACTED]	** [REDACTED] escalation added [REDACTED] **		[REDACTED]
Agent [REDACTED]	Heads up [REDACTED] this case has [REDACTED] now, Lets be sure the problem is solved before we give it back. Thanks [REDACTED]		[REDACTED]
Agent [REDACTED]	Morning [REDACTED]. Just left you a voicemail. How did the fuel tank replacement go? Is the vehicle still there or did it come back for another concern? Thanks, [REDACTED]		[REDACTED]
Dealer [REDACTED]	good morning replace fuel tank and pump as an assembly filled with fuel level sensor worked properly vehicle is gone and fixed thank you		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year					
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emmission		(S)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group		- MODULE, (ANY)	
Primary System	- ELECTRICAL	- ELECTRONIC System CONTROL MODULES	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	FAULT CODES		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer		Key		Ram of		Phone	
Address	401 N Main St						
City	hester	State	NH				
Dealer		County					
Technician TID/SID		Technician Email					
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No		

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	
Initial Concern	vehicle shut down after trac lamp flashed, restarted with ses lamp				
Duplicated	Yes	Repairs Parts and Tests	investigate and -00 for pcm, dtcm, and abso		
		DTC3		DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-In	Yes
				RO Number	7576

RESOLUTION

Description	Can not duplicate
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	████ called in. Tech stated unable to duplicate stalling event. I advised to tap lightly on PCM and PDC. Wiggle PCM connectors and visually inspect charging system. █████		████
Agent States	Check the harness between engine & trans on right. side behind interior manifold. Also check the connections at the █████ and the Assembly shift motor, █████ & █████. We have this harness to be pinched with some vehicles and causing similar concerns. We could also test resistance to ground at each PIN to see if we have a high resistance at any of the circuits. Thank you		████
Dealer States	Good morning █████, will do, on a waiter and hopefully can get back on this after, thank you much █████		████
Agent States	Hi █████, this is █████ from Hybrid team, █████ sent this over to us so we can better assist you. We will wait to hear back from you . Thank you		████
Dealer States	Good morning █████, when you describe area of concern behind interior manifold, is that down rh frame rail between xy230a, xy401a and frt of fuel tank/ trans crossmember , interior manifold to service library is not a thing, thanks , █████		████
Agent States	Yes correct, sorry that was the description provided from a technician we worked with it was abbreviated "int. man and assumed that is what he meant.		████
Dealer States	████, no visual issues, lowered the unit down, all looks very neat and secure, routing all looks good, going to switch over to █████ now and will update		████
Agent States	Sounds good thank you █████, we would advise you to follow diag for █████ Implausible Data Received From Hybrid Control Module but there is nothing listed all it says is to Perform the comparable CAN C Bus diagnostic tests in the BCM. Thank you		████
Dealer States	yes that is when I set up case and called you! mind you this concern is not at this time active, after checking area of concern I feel it is sensible to return the vehicle and see if we can get a active failure, ive driven it over 40 miles w/o fail. I did see the brake lamps had flashed when I closed rear gate and that's were █████ is so im checking that, thanks, █████		████
Agent States	Ok yes we agree that if we can not get this active then we need to give back to customer.Thank you		████
Dealer States	thank you very muc █████, if we can get a active concern I will re open the case, █████		████
Agent States	Sounds good █████ and thank you for your support		████

CHERWELL REPORT

VEHICLE

VIN		Model Year					
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emmission		(S)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	8AG - MODULE, (ANY)		
Primary System	- ELECTRICAL	- ELECTRONIC System CONTROL MODULES	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle		

CONTACT

Dealer			Phone	
Address	1901 North Collins			
City		State	TX	ZIP
Dealer Zone	63	County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email
			Yes	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	check engine light on				
Duplicated	No	Repairs Parts and Tests	NONE		
					00
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-In	No

RESOLUTION

Description	Technician Closed case
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	AGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Can you check all connections and did you follow any of the diag for the DTCs listed in the scan report. Thank you		████████
Dealer States	ALL CONNECTIONS HAVE BEEN CHECKED AND WHEN CHECKING FOR THE DIAG FOUND THE CODE TO BE AN INFORMATIONAL CODE FOR ANOTHER MODULE THAT HAS NO SET DTC'S.		████████
Agent States	Thank you ██████, are there any questions or concerns? Thank you		████████
Dealer States	THE CONCERN IS THAT I HAVE CODE ██████ IMPLAUSIBLE DATA RECEIVED FROM HYBRID CONTROL MODULE AND THE DIAG IS TELLING ME TO REPAIR THE Integrated ██████ (██████) WHICH HAS NO DTC'S AND IS UP TO DATE. THE CUSTOMER SAYS DRIVING NORMAL AND AFTER ██████ OF THE HIGHWAY THE CHECK ENGINE LIGHT CAME ON AND VEHICLE LOST POWER SO HE HAD TO PULL OVER TO SERVICE ROAD SHUT OFF THE JEEP AND THEN TURNED IT BACK ON, I HAVE NOT BEEN ABLE TO DUPLICATE THE CONCERN AND THE CODE IS STORED IN THE PCM, DTCM, ABSO, AND THE DASM		████████
Agent States	Thank you ██████, is the customer using an aftermarket charger? What about a public charging station? If so we need make and model of that charger. Otherwise if we cant duplicate it we will need the customer to do duplicate it for us? Thank you		████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body			
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emmission		(S)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	8AG - MODULE, (ANY)					
Primary System	- ELECTRICAL	System	- ELECTRONIC CONTROL MODULES	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	ON					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report		
Vehicle Scan Report		
Vehicle Scan Report		
Configuration Report		

CONTACT

Dealer				Ram	Phone	
Address						
City			State	TX	ZIP	
			County			
Technician TID/SID			Technician Email			
Training Level	CORE		Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop			
Initial Concern	CHECK ENGINE LIGHT IS ON VEHICLE DIED WHILE DRIVING. HAD TO PULL OVER AND WAIT TO RESTAT.						
Duplicated	No	Repairs Parts and Tests	NO REPAIRS HAVE BEEN DONE				
DTC1	4	DTC3		DTC4			
Information Sent							
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No	RO Number	107056

RESOLUTION

Description	No response from tech
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WARRANTY CLAIMS

#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
			4		PAID
			4		REJECTED
209427					PAID
214870					PAID
					PAID
227153					PAID
230865					PAID
					PAID
PREPNV			0		PAID

CONVERSATION(S)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi , can we clear DTCs and try to duplicate? Thank you		
Agent States	Hi , are there any updates?		
Agent States	If further assistance is needed, you can re-open this case by responding within days from , or call me direct at . Thank you,		

CHERWELL REPORT

VEHICLE

VIN	5488	Model Year	Body
Built Date	Mileage (Miles)	MDH	
Engine	ECX	ECX	
Transmission	DFY	DFY	
Emission	(NAS)		

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	- MODULE, (ANY)		
Primary System	ELECTRICAL	System	- ELECTRONIC CONTROL MODULES
Customer Complaint / Reason for contact	ON	Area of Failure	NON-APPLICABLE
Created Date	Created By	Updated Date	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Scan Report.pdf		
Report.pdf		

CONTACT

Dealer		Ram	Phone
Address	2966 N Dale Mabry Hwy		
	State	ZIP	
Dealer Zone	66	County	
Technician		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	2	Days In Shop	2
Initial Concern	Shut down while driving				
Duplicated	Yes	Repairs Parts and Tests	Replace PIM. Can not get the Electric motor resolver learn to complete. Keeps failing due to (K0 clutch failed to close)		
DTC1	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	Yes	RO Number	

RESOLUTION

Description	Reset performed.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	AGE	DATE RECIEVED	STATUS
					PAID
					REJECTED

CLAIM#	CREATED DATE	VIN	██████E	DATE RECIEVED	STATUS
PREPNV	██████	████████████████████	██████	██████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi ██████, continue to try to run the function, I see this commonly, it may take several attempts. You may have to restart the PC or ██████ disconnect.		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emmission		(S)			

GENERAL

STAR Case ID		Case Status	Closed
Application Group	191 - A/C &		
Primary System		Sub System	Area of Failure
Customer Complaint / Reason for contact	NOISY		
Created Date		Created By	Updated Date Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
GO.pdf		
GO1.pdf		
GO2.pdf		

CONTACT

Dealer		Dodge Ram	Phone	
Address	1521 E Drivers Way			
		State	AZ	ZIP
Dealer		County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	19
Initial Concern	VEHICLE STALLED WON'T RESTART AND MAKE ALOT OF GRINDING NOISE CRANKING OVER				
Duplicated	Yes	Repairs Parts and Tests	TEST ONLY DON'T WANT TO RUN E IF FUEL/OIL IS GOING INTO MGU..		
Information Sent					
Scan Tool Software Version		Last Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	████████	████████	0	████████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer ██████	LEAKING FROM MGU AREA ALSO NOISE SEEMS TO BE COMING FROM THAT AREA.. BUT AGAIN DIDN'T LET RUN VERY LONG		████████
Dealer ██████	CLOSER INSPECTION FOUND HOLE IN BLOCK BY MGU.. MAY NEED TO GO TO ██████ OR FUEL..		████████
Agent ██████	Hi ██████, can you get us a picture of the hole so we can see what you are talking about and how we can keep this from happening again? Thank you		████████
Dealer ██████	SEE ATTACHED		████████
Agent ██████	Sorry I dont see the hole you are referring too. Oh wait is that it in the middle I will draw a circle around it and tell me if this is it. What are all parts needed that can not be ordered on your end? Thank you		████████
Dealer ██████	YA THATS THE HOLE.. LOOKS LIKE ██████ CANT BE ORDERED TIL ██████, TRYING TO FIND OUT IF IT COMES COMPLETE WITH INJECTORS..		████████
Agent ██████	Hi ██████, I emailed engineers and an engine drive agent to make them aware of this. The case could be transferred to the engine drive agent fro, our group. Thank you		████████
Agent ██████	Hello ██████. This is ██████ with Engine/Drive ██████. This vehicle will need the engine replaced. Recommend to have your parts department create an order for PN ██████, upgrade it to VOR, then contact mopar as listed in Dealerconnect: CONTACT ██████) WITH ORDER#. This part number is the complete engine assembly so yes, it comes with the injectors. Start there then let us know what your parts department says about the order. Thanks, ██████		████████
Agent ██████	Hello ██████. I just got an email from your TA advising what has been found so far with ordering the engine. We were advised of ██████ situation. I have released engine ██████ on order ██████*. It should show up in a ██████ minutes and your parts department may be able to give an ETA. However, it is listed a back order so recommend to have them upgrade the order to VOR. Thanks, ██████		████████
Dealer ██████	O.K. THANKS,, WILL DO		████████
Agent ██████	Sounds good ██████. Also, a follow up said that supposedly line ██████ needed as well. I have released it on order ██████#. They are also getting STARParts corrected to show these numbers. Thanks, ██████		████████
Dealer ██████	I LET PARTS KNOW....		████████
Agent ██████	Sounds good ██████. Leave the case open until after the repairs are completed to make sure the parts make it intact and no further issues return. Thanks, ██████		████████
Agent ██████	██████ there has been a change in the parts that needed to be ordered. ██████ update you fully on what's going to happen possibly ██████ but the motor number that is to be ordered actually ends in AE not AL. ██████		████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission		(NAS)						

GENERAL

STAR Case ID		Case Status	Draft
Application Group			
Component Group			
Primary System	- ELECTRICAL	Sub System	Area of Failure
Customer Complaint / Reason for contact			
Created Date		Created By	Updated Date
			Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded

CONTACT

Dealer		s	Ram	Phone	
Address	1221 S Auto Center Dr				
City			ZIP		
Dealer Zone	71	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	No	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	Customer states vehicle shut off while going through drive through. Had to turn vehicle off and restart to get vehicle to move. States check engine lamp was on after restarting. Vehicle was in also for not starting.				
Duplicated	No	Repairs Parts and Tests	Reviewed service info., scan vehicle for DTC's		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last Search	Vehicle Off Road or Tow-in	Yes	RO Number

RESOLUTION

Description

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Modified Date
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CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER UNLIMITED RUBICON 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission		(NAS)				

GENERAL

STAR Case ID				Case Status	Closed
Application Group					
	- REPAIR				
Primary System	08 - ELECTRICAL	Sub System	08L - WIRING HARNESS	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	CHARGING SYSTEM				
Created Date		Created By		Updated Date	09/11/2011
				Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer			Dodge-		Phone	
Address	3111 E 32nd St					
		State	MO			
		County				
Technician TID/SID		Technician Email				
Training Level	CORE	Contact Via SMS		Contact Via Email		

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	50
Initial Concern	died after going through car wah				
Duplicated	Yes	Repairs Parts and Tests	powered down jeep . but tested for loss of isolation and fails. replaced p1 and p2 seals per recall still fails. can have narrowed it down to the Auxiliary power electronics coolant heater.		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Tech anticipates that parts will resolve issue.
-------------	---

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	████████	████████	████████	████████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Please attach scan and configuration reports to this case. ██████		████████
Agent States	Will do. My phone # is ██████████ Make it easier		████████
Agent States	Hi ██████, according to scan report there is an issue with the ██████. Please follow diag for ██████ and do the resolver checks. Thank you		████████
Dealer States	GOOD EMAIL ADDRES TO SEND PICUTRES ?		████████
Dealer States	█████ SMELLS HOT. CONNECTOR IS ██████████		████████
Agent States	██		████████
Agent States	Hi ██████, I got the picture and looks like harness is melted Ok we need to replace the ██████ and ██████ harness. We attached the picture of the harness to the case. Thank you		████████
Agent States	Please make sure your parts department puts this order on VOR. STAR has placed an order for the ██████ Part#: ██████████ and HV ██████ Harness Part#: ██████████ Order#: ██████**. Please follow all instructions sent with the shipment and inform your warranty administrator of this order, if necessary. We will get a Fastrack set up for this and your parts department will receive this. The damaged parts will need to be put back into the ██████████ the new parts arrived in and shipped back to ██████. Thank you		████████
Agent States	HV ██████ Harness Current ETA: ██████████ for the ██████ Current ETA: ██████████ but should be a lot earlier since we have it VOR.		████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				UNLIMITED RUBICON 4XE
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emmission		(NAS)						

GENERAL

STAR Case ID					Case Status	Closed
Application Group	- ELECTRICAL CORE GROUP					
Component Group	- MODULE, POWER INVERTER (PIM)					
Primary System	- ELECTRICAL	System	- ELECTRIC VEHICLE CONTROL SYSTEM	Area of Failure	INTERNAL DEFECT	
Customer Complaint / Reason for contact	MIL ON					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded

CONTACT

Dealer			Ram	Phone	
Address	700 San Fernando Rd				
City		State	CA	ZIP	
Dealer Zone	71	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	check engine				
Duplicated	Yes		Repairs Parts and Tests	recalls and rrts i am going to check wiring and follow flowchart for active dtc	
DTC1	p0a45-00				
Information Sent					
Scan Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description	Replaced PIM
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Please make sure your parts department puts this order on [REDACTED] has placed an order for the PIM Part#: [REDACTED] Order#: [REDACTED]**. Please follow all instructions sent with the shipment and inform your warranty administrator of this order, if necessary. The damaged parts will need to be put back into the Dunnage that the new parts arrived in and shipped back to [REDACTED]. Thank you		[REDACTED]
Agent States	Hi [REDACTED] please follow the diag for [REDACTED] and do the resolver checks for motor B. We will submit this to engineering for review. Thank you		[REDACTED]
Agent States	[REDACTED] I will forward this case to the [REDACTED] hybrid support group for further assistance. Some one should contact you in the morning-Regards [REDACTED]		[REDACTED]
Dealer States	LSO IT SEEMS THAT I HAVE OPENED THE CASE WITH THE WRONG VIN THE CORRECT VIN IS [REDACTED] IM SORRY IS THERE A WAY WE CAN FIX THIS OR DO I HAVE TO ABORT CASE AND START A NEW ONE?		[REDACTED]
Agent States	Current ETA: [REDACTED]		[REDACTED]
Agent States	Ok done but we are going to keep same order number.		[REDACTED]
Dealer States	I COMPLETED REPAIR PROGRAMMED PIM AND HCP RELEARNED RESOLVER AND CLEARED DTCS TEST DROVE VEHICLE AND AFTER ABOUT [REDACTED] OR SO DTC [REDACTED] IS STORED SET BY PCM ALONG WITH [REDACTED] 00(ABSO, [REDACTED] AND [REDACTED] SET BY DASM ALL STORED SORRY DTCS HAVE BEEN CLEARED		[REDACTED]
Agent States	Ok thank you [REDACTED] are there any other questions or concerns? Thank you		[REDACTED]
Dealer States	UPON TEST DRIVE VEHICLE WAS SAID TO STALL AND HAD TO BE RESTARTED AND HAD NO POWER		[REDACTED]
Agent States	Can you attach a new scan report to the case please? Thank you		[REDACTED]
Dealer States	GOING TO NEED TO DRIVE AGAIN THE DTCS HAVE BEEN CLEARED.		[REDACTED]
Agent States	Ok good they might take some extra driving to clear and the rest and the system to get use to the new PIM. Thank you		[REDACTED]
Dealer States	OK WE HAVE PUT ABOUT 60 [REDACTED] ON IT AND [REDACTED] SHOULD WE KEEP DRIVING		[REDACTED]
Agent States	No lets return the vehicle we should be good by now if there are no more DTCs please return to the customer. Thank you		[REDACTED]
Dealer States	OK I WILL COSE OUT THE PAPER WORK AND CASE ONCE VEHICLE RETURNS FROM LAST AND FINAL TEST DRIVE		[REDACTED]
Agent States	Sounds good thank you		[REDACTED]
Dealer States	VEHICLE WAS DRIVEN [REDACTED] AND NO ISSUES OCCURED. CLOSING CASE NOW THANK YOU		[REDACTED]
Agent States	Thank you [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		UNLIMITED RUBICON 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission		(NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group	DRIVEABILITY		
	- SENSOR, (ANY)		
Primary System	- VEHICLE PERFORMANCE	System	LUBRICATION
Customer Complaint / Reason for contact	MIL ON	Area of Failure	CALIBRATION
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
scan repaort		

CONTACT

Dealer		Dodge Jeep Ram	Phone	
Address				
City		State	WA	ZIP
Dealer		County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	No	Contact Via Email
			No	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	190
Initial Concern	1st oil pressure at 400 degrees ? 2nd when customer put into E mode vehicle died out drove on a trip vehicle dies out message said internal error				
Duplicated	Yes	Repairs Parts and Tests	brake booster ? not sure what other tech did possible case already open		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes
				RO Number	

RESOLUTION

Description	I replaced the oil temp pressure sensor drove vehicle no issues at this time
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					REJECTED
					SUSPENDED

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	██████████	██	████	REJECTED
████	████	██████████	██	████	SUSPENDED
PREPNV	████	██████████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer █████	case is open		████
Agent █████	████ I noticed a █████ temp. is that from █████? do the motor show signs of over heating? What is oil pressure? is it higher than normal? Also are there any codes you may have erased on this? let me know what you have. █████		████
Dealer █████	no codes no overheating of the motors noticed all pressure is reading normal off █████		████
Agent █████	ok let's start off checking the oil temp sensor circuit for any issues on the █████ circuit and █████ then █████ for any high resistance. If none found Load test the circuit and see if anything is noticed. Still no issues I recommend replacing the oil temp/oil pressure sensor since they are one in the same. and reassess the concern from there. █████		████
Dealer █████	I will get the vecile back in the shop today yes its still here at the dealership I order the oil temp sensor just to have it should be here in █████		████
Agent █████	████, do you have an update on this vehicle? Please, let me know where we are at with the repair. Thank you, █████.		████
Agent █████	Thanks █████ update looking forward to your response. █████		████
Dealer █████	I replaced the oil temp pressure sensor drove vehicle no issues at this time		████
Agent █████	Thanks for the update If you need anything else let me know otherwise you can go ahead and close the case. █████		████

CHERWELL REPORT

VEHICLE

		Model Year					
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emmission		(S)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- ELECTRICAL		
	- BLOCK, FUSE		
Primary System	ELECTRICAL	System	SYSTEMS
		Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	BATTERY GOES DEAD		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		
Previous CAN circuit damage on JL (		

CONTACT

Dealer		Phone	
Address			
	State	MI	
Dealer	County		
Technician TID/SID	Technician Email		
Training Level	CORE	Contact Via SMS	No
		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	
Initial Concern	vehicle stalled while driving				
Duplicated	Yes	Repairs Parts and Tests	none		
DTC1		DTC2		DTC3	
				DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	found connection issue at star connector
-------------	--

WARRANTY CLAIMS

CLAIM#	CREATED DATE		MILLAGE	DATE RECIEVED	STATUS
			1		PAID
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	████████████████	██	██████	REJECTED
██████	██████	████████████████	██	██████	SUSPENDED
██████	██████	████████████████	██	██████	PAID
██████	██████	████████████████	██	██████	REJECTED
██████	██████	████████████████	██	██████	SUSPENDED
██████	██████	████████████████		██████	PAID
A37301	██████	████████████████		██████	PAID
C63730	██████	████████████████		██████	PAID
██████	██████	████████████████		██████	PAID
PREPNV	██████	████████████████	0	██████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	██████ is asking about the scan and config reports for this vehicle.		██████
Agent States	Thank you ██████, I will get this to the correct people. ██████		██████
Agent States	Hello ██████, I have attached a doc from engineering. Please check the connections in the doc. ██████		██████
Dealer States	i have cecheck all connections all were found to be fine and not rubbing though.		██████
Agent States	Thank you ██████ Let me review this with support and follow up with you. ██████		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER UNLIMITED RUBICON 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emmission		(NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application			
Component		- REPAIR	
Primary System		- WIRING ELECTRICAL System HARNESS	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	MIL ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Scan Report.pdf		
Report.pdf		

CONTACT

Dealer		Phone	
Address	1710 Highway 164 S		
	State	WI	ZIP
Dealer	County		
Technician TID/SID	Technician Email		
Training Level	CORE	Contact Via SMS	No
		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	3
Initial Concern	CE LIGHT. VEHICLE DIED. DID RESTART.				
Duplicated	No	Repairs Parts and Tests	RUN TEST DRIVE MOTOR B POSITION SENSOR 1 CIRCUIT		
DTC1	TCM	DTC2	PCM	DTC3	HCP
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	closure requested, most likely circuit problem due to DTC and intermittency of problem
-------------	--

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Inbound from Electrical, [REDACTED] has [REDACTED] but DTC is stored, seems to be intermittent. I let him know that typically I see [REDACTED] DTCs and generally its always active. Since its an intermittent issue, im likely to believe some sort of wiring problem or terminal issue at the transmission or HCP/PIM. [REDACTED]. did all the resolver resistance tests and everything is in spec but DTC is stored. I want [REDACTED] to verify all low volt connections, if ok. Clear DTCs, go for [REDACTED] test drive and see if DTCs return. If nothing let me know and I will forward to team for review.		[REDACTED]
Dealer States	[REDACTED], no visible harness/connector/terminal problems. [REDACTED] drive, started from a charge. No codes set. [REDACTED]		[REDACTED]
Agent States	Ok, let us know if concern acts up. With the DTC being a circuit DTC, I believe this to be some sort of connection issue.		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emmission		(NAS)						

GENERAL

STAR Case ID				Case Status	Closed		
Application Group							
Component Group	- MODULE, (ANY)						
Primary System	8 - ELECTRICAL	System	- ELECTRONIC CONTROL MODULES		Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	MIL ON						
Created Date		Created By			Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer					Phone	
Address	10070 Manchester Road					
		State	MO	ZIP		
Dealer Zone	51	County				
Technician TID/SID		Technician Email				
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email		

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	3
Initial Concern	customer states that driving in hybrid mode that the vehicle stalled out. Notification popped up saying service charging system. Stopped and restarted vehicle and message said electric mode temporarily unavailable				
Duplicated	Yes	Repairs Parts and Tests		no codes or tsb that pertain	
[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Information Sent					
Scan Tool Software Version		Last [REDACTED] Search		Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

Description unable to duplicate

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
			1		PAID
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████	████	████	PAID
████	████	████████████████	████	████	PAID
████	████	████████████████	████	████	PAID
████	████	████████████████	████	████	PAID
████	████	████████████████	████	████	PAID
PREPNV	████	████████████████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi █████, were these the only DTCs stored upon arrival? When concern happened, what was the HVB soc at? What sort of driving conditions was customer in when concern happened? Towing something, going up hill, accelerating more than usual, etc.. let us know.		████
Dealer States	dtc's were all stored upon arrival. There is no way to tell what the █████ was at when it ocured since there is no snapshot data tied into those codes that were set in the AMP and PTCM. customer was just driving down the road. Not towing or going up or down hills		████
Agent States	Youd need to ask customer and see if they are aware for HV soc. or what was showing on the IPC during event. I've come across issues where when the HVB becomes depleted, there is a pause before the engine kicks on then all is normal. Just trying to determine if this is that issue or something different.		████
Dealer States	customer states they were going about 30-40mph and it just shut off. Had to re start vehicle through push start button for ignition and it said electric mode temporarily unavailable. Sorry but the customer doesnt have much info either..		████
Dealer States	they had a slight acceleration as well		████
Agent States	Any update?		████
Agent States	Ok, attempt to replicate concern at this time because DTCs you have wont cause this issue. I dont have much else to suggest at this time.		████
Dealer States	i dont have much to suggest at this time. we have put █████ on it. Charged it over night and my manager drove it home. Brought it back and charged it again and then re drove it with no concerns returning		████
Agent States	Ok, I would suggest returning vehicle to customer at this time. See if issues arise after the weekend. We will close case at this time.		████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				UNLIMITED RUBICON 4XE
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission		(NAS)						

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
		- CONNECTOR	
Primary System	- ELECTRICAL	- WIRING System HARNESS	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	MIL ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Report.pdf		
Scan Report.pdf		
Scan Report		
Scan Report		

CONTACT

Dealer		Phone	
Address			
	State	WI	ZIP
	County		
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	14
Initial Concern	DIES, WILL RESTART				
Duplicated	Yes	Repairs Parts and Tests	DIAGNOSTIC NO TROUBLE FOUND. 1st SCAN REPORT TAKEN AT ARRIVAL. LAST WAS TAKEN AFTER TEST DRIVE STALL,		
DTC1		DTC2		DTC3	PCM ABSO
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	connector at Transmission not fully seated
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WARRANTY CLAIMS

CLAIM#	CREATED DATE		MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Also check the C1 connector on the trans we have seen where it doesnt fully seat and found it broken before. Thank you		
Agent States	Hi , lets follow the diag for and test the resolver circuits on motor B connector which is the Transmission connector. Test terminating resistance pins 2 () RESOLVER B SIN LO to 6 () RESOLVER B SINE HI then 3 () RESOLVER B COS HI to 7 () RESOLVER B COS LO and then 4 () RESOLVER B EXCITATION HI to 8 () RESOLVER B EXCITATION LO and lets us know the results. Thank you		
Dealer States	Found the C1 connector on the trans WAS NOT fully seated, like you said. Pushed it on, heard click. Test drive---NO codes.		
Agent States	Great to hear thank you . By the way my name is but no worries. Can we close the case now? Thank you		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	(NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application	- ELECTRICAL CORE		
Component	- MODULE, (ANY)		
Primary System	- ELECTRICAL	System	- ELECTRONIC CONTROL MODULES
Customer Complaint / Reason for contact	ON		
Created Date	11/04/2024	Created By	
Updated Date	11/16/2024	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Previous CAN circuit damage on JL (6) (1)		
QC drive		

CONTACT

Dealer		Lampe		Dodge		Ram	Phone	
Address	151 N Neeley St							
City		State	CA		ZIP			
Dealer Zone		County						
Technician		Technician Email						
Training Level	CORE		Contact Via SMS	Yes	Contact Via Email	Yes		

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	12
Initial Concern	came on , Vehicle stopped and would not move				
Duplicated	Yes		Repairs Parts and Tests	Clean and inspect related connectors at HCP	
DTC1	P0594-00	DTC2			
Information Sent					
Scan Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description	Can not duplicate concern
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	████████████████	██████	██████	PAID
PREPNV	██████	████████████████	██████	██████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent ██████	Hi ██████, see if you can open the attachment and follow the ██████. Thank you		██████
Dealer ██████	██████ opened , Will check the areas of concern and let ya know , Thanks		██████
Agent ██████	Awesome thank you!		██████
Dealer ██████	The wire loom along the fire wall was attached correctly , The loom rear of the E Brake assembly had the wrapping chafed a bit , I rewrapped it after making sure the insulation on the wires had not been rubbed on		██████
Agent ██████	Ok thank you ██████, we should be good to return the vehicle to the customer. Were you able to duplicate the concern after repair? Thank you		██████
Dealer ██████	It was not what I call a repair , The tape , Wrapping was scuffed a bit but it did not cut into ant wires in that loom , I re taped the loom and moved it some , Added a piece of rubber hose so it will not scuff the wrapping again , I'll have the test drive it and see but as I stated no wires were cut , Just the tape and I did unwrap the loom and verify no wires were cut		██████
Agent ██████	If we do can not duplicate please return to the customer. If they return get a scan report before clearing any code. Thank you		██████
Agent ██████	Ok thank you ██████.		██████
Agent ██████	Ok thank you ██████.		██████
Dealer ██████	It broke down on the QC driver ██████ , Waiting for the tow truck to bring it in		██████
Agent ██████	Ok thank you ██████, lets get a scan report before clearing any codes. Thank you		██████
Dealer ██████	File uploaded		██████
Agent ██████	Thank you ██████. Can we do the Reset Impact Event Fault in the ██████ MISC functions please? See if that clears those codes out and let us know. Thank you		██████
Dealer ██████	Went into ██████ and hit reset impact event and got this message , ██████ Impact Event Reset is not necessary. Please exit the procedure.??		██████
Agent ██████	Ok sounds good thank you ██████. That should do the trick. Thank you		██████
Agent ██████	Ok thank you can those stored codes clear? What is showing after clearing codes? Thank you		██████
Dealer ██████	The codes cleared through the standard clear all DTCs , Do you have more tests ? Or return it to the customer ?		██████
Agent ██████	IF we cant duplicate then we can return to the customer. Thank you		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission		(NAS)						

GENERAL

STAR Case ID		Case Status	Closed
Application Group	ECS		
Component Group	MODULE, POWERTRAIN CONTROL (ANY)		
Primary System	- VEHICLE PERFORMANCE	Sub System	- ELECTRONIC CONTROL MODULES
Customer Complaint / Reason for contact	MIL ON	Area of Failure	INTERNAL DEFECT
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report jeep		
Vehicle Scan		
Configuration		

CONTACT

Dealer		Dodge	Ram	Phone	
Address					
		State		ZIP	
Dealer Zone		County			
Technician TID/SID		Technician Email		Dealer =	
Training Level	CORE	Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	0	Days In Shop	
Initial Concern	check engine light on costumer states vehicle shut off while driving and was hesitating to accelerate.				
Duplicated	Yes	Repairs Parts and Tests	no repairs have been done. only has been here for recalls on last visit.		
	DTC2	DTC3	u0401-00	DTC4	u0422-00
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description PCM

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████	████	████	PAID
████	████	████████████████	████	████	PAID
████	████	████████████████	████	████	REJECTED
████	████	████████████████	████	████	PAID
PREPNV	████	████████████████	0	████	SUSPENDED

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Called the dealer for an update. █████ was not available. Please use the service information and follow the code charts for the █████ there. Please advise of the results? Verify the 5v reference voltage. Please review Star case █████. Please advise. █████ █████		████
Dealer States	Hello this is █████, and I have read that star publication and ill make sure to check it out in a bit I'm working on another vehicle. thank you for the direction on where to start.;		████
Agent States	████ called and LVM for me. I called him back and we discussed getting the codes cleared out by following the service information code charts for diagnosis, then to check on why the turbo does not spool up? He will advise of the results. █████		████
Dealer States	HELLO ITS █████ AND I JUST CHECKED THE CONNECTORS THAT WAS TOLD AND I AM GETTING █████S AT PIN █████ 2.5 FUSED ASD RELAY OUTPUT		████
Dealer States	████ FROM █████ 1		████
Dealer States	AFTER INSPECTING ALL PINS IN THE CONNECTOR. EVERYTHING SEEMS GOOD. RECONNECTED ALL CONNECTIONS AND CHECKED FUSES THAT WOULD CORRESPOND TO THE ISSUE AND ALL FUSES WERE GOOD. I AM NOT GETTING ANY COOLANT TEMPERATURE READ OUT. BUT THAT COMES OUT OF THE PCM. IN FACT WE HAVE A CODE FOR INCORRECT DATA RECIEVED ECM/PCM		████
Dealer States	So that would point to a PCM? If you agree we need to order one. Post the ETA of the part. Leave this case open for a confirmed fix. Thanks, █████		████
Dealer States	OKAY I WILL ORDER A PCM		████
Dealer States	PCM IS BACK ORDERD I TOLD GILBERT AT PARTS IF HE CAN VOR IT,		████
Agent States	We have not heard from you in a few days, is this case completed? If so please close out the case. If you need further assistance please e-mail or call me at █████. Thanks, █████		████
Agent States	We have not heard from you in a few days, is this case completed? If so please close out the case. If you need further assistance please e-mail or call me at █████. Thanks, █████		████
Agent States	Called the dealer for an update. █████ was not available. Please update the case. Thanks, █████		████
Agent States	Called the dealer for an update. LVM █████		████
Agent States	Waiting on parts		████
Agent States	Waiting on parts.		████
Agent States	Waiting on parts.		████
Agent States	This case is an Enhanced Customer Service escalated case. Being escalated means the customer has contacted █████ for assistance with their vehicle. While handling the case please keep it updated with your progress as we go, and call me direct for any assistance you may need with technical assistance, parts, or		████

Dealer/Agent	Detail	Modified By	Last Modified Date
	labor times. These cases are watched over by us at Star as well as upper management so it is important to work this case and keep it updated to its conclusion with a confirmed fix. . Thanks, [REDACTED]		
Agent States	Yes please VOR the part. Thanks, [REDACTED]		[REDACTED]
Agent States	Called the dealer for an update. I spoke to an SA who states The [REDACTED] was replaced and the vehicle returned to the customer. Closing the case. [REDACTED]		[REDACTED]
Agent States	Waiting on parts.		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission		(NAS)			

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group			
Primary System	- SYSTEMS	Sub System	Area of Failure
Customer Complaint / Reason for contact	CONTAMINATION		
Created Date		Created By	Updated Date
			Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan		
Vehicle Scan		
Configuration		
Frame		

CONTACT

Dealer				Phone	
Address					
City			State		
			County		
Technician			Technician Email		
Training Level	CORE		Contact Via SMS	Yes	Contact Via Email No

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	30
Initial Concern	customer states vehicle shut off on them and ran funny				
Duplicated	Yes	Repairs Parts and Tests		changed oil	
					DTC4
Information Sent					
Scan Tool Software Version		Last		Search	
		Vehicle Off Road or Tow-in		Yes	RO Number

RESOLUTION

Description

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	█████, left message on cell, Advise to run engine and record fuel rail pressure, let sit █████, if rail pressure holds, replace the pump, if the rail pressure drops, replace the injectors Thanks, █████		█████
Dealer States	ok let sit for █████ pressure difference was only █████ im assuming high pressure pump is leaking internally in crank case during operation.		█████
Agent States	█████, advise to replace the high pressure pump, change oil and filter, take on extended road test, idle in shop, and verify oil level holds steady/ no fuel smell before releasing vehicle █████		█████
Dealer States	ok replaced high pressure pump and road test and still blowing black smoke pulled plugs they were fuel soaked still no power scoped cylinders had lots of fuel on pistons.		█████
Agent States	█████, did you replace the oil and filter, does the oil smell like fuel again ? Dose engine run any better than before █████		█████
Agent States	█████, it sounds like you still have injectors leaking down, advise to replace all 4 injectors/ rail assy and retest █████		█████
Dealer States	█████ did change the oil and when i drove it. it seemed to be worse and would fall on its face, also when scope █████ of the cylinders seen fuel dripping off █████ of the valves. also looked like a fine mist in █████ of the █████. looked at the fuel rail pressure after i shut it off and this time it was slowly falling off from 2600 psi to █████ in a matter of █████. i did let idle for a while did not clear up and would'nt get out of its own way.		█████

CHERWELL REPORT

VEHICLE

		Model Year					
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emmission		(NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	8AG - MODULE, (ANY)		
Primary System	- ELECTRICAL	System - ELECTRONIC CONTROL MODULES	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer		Ed Voyles	Phone	
Address	789 Cobb Pkwy S			
		State	GA	ZIP
Dealer Zone	66	County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	customer states she was driving and the car shut off and lights came on saying system charging error and had a red slash through a picture of a jeep. check engine light also came on.				
Duplicated	Yes	Repairs Parts and Tests	checked the grounds for all components involved		
DTC1	pcm	DTC2	hpc	DTC3	idcm
DTC4					
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description unable to duplicate at this time.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	CLAGE	DATE RECIEVED	STATUS
				PAID
PREPNV		0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Any update?		
Agent States	Any update?		
Agent States	Hi [REDACTED], based on the [REDACTED], looks like maybe a connection problem or wiring issue to the [REDACTED].		
Dealer States	checked the connectors at the [REDACTED] and wiggle tested the wires. nothing looked wrong. anything I should check for next.		
Agent States	is the concern present at this time to test?		
Dealer States	no. concern was not present when starting test. and did not happen at all during test.		
Agent States	Ok, try to get concern present so we can properly test. Based on the codes, there is some sort of wiring problem to the [REDACTED]. Either power, ground or bus.		
Dealer States	how long should we continue trying to duplicate concern before trying something else. the problem has only occurred [REDACTED] in the [REDACTED] we have had the vehicle, and always at random times.		
Agent States	[REDACTED], havent heard from you. Any update? If nothing we'll close case for time being.		
Agent States	We leave situations like this up to you & your service manager, Other than checking wiring all over the vehicle, I dont have a suggestion. Typically concerns like this are wiring and not part related. This issue may depend on if customer has passenger on board, certain weather conditions, bumpy roads, etc.. If you're unable to duplicate after a week of test driving, I would suggest returning vehicle to customer.		
Dealer States	We had someone drive it [REDACTED]. nothing happen while he was driving vehicle. we will have someone drive it again [REDACTED]		
Agent States	Ok, at this time we will close case as we're unable to replicate concern. Please reopen case if necessary. When concern happens, we need vehicle in a failed state to test properly. We'll want to check circuits when system is down.		

CHERWELL REPORT

VEHICLE

VIN		Model Year					
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emission		(NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	8AG - MODULE, (ANY)		
Primary System	- ELECTRICAL	- ELECTRONIC System CONTROL MODULES	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration		
Custom		
Vehicle Scan Report (1)		
Vehicle Scan Report (2)		

CONTACT

Dealer		Ram	Phone	
Address		State	GA	ZIP
		County		
Technician		Technician Email		
Training Level	CORE	Contact Via SMS	No	Contact Via Email
			No	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	Vehicle stalled in middle of the road and the D on shifter began flashing.				
Duplicated	Yes	Repairs Parts and Tests	Test drove vehicle. recorded code. Happened only once. unable to duplicate since. Charged and drove a few times in electric and hybrid. was a fluke or have you seen this.		
	DTC2	DTC3	p1e1d		
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	unable to duplicate, drove +, reopened unable to duplicate. Closure requested again
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	Hi , most likely there is a wiring/connection issue for the ept bus. If is dropping off, either power, ground or bus to the has an issue.		
Dealer	All pin tension good at c5 at . + has P3 CAN+EPT has 0V at rest and when awake. P4 CAN-EPT is 0V at rest and when awake. is 0V. - is 0V.		
Agent	Is this with system functioning as normal? No codes active?		
Dealer	No codes active or stored for a while. Everything is functioning normal. I think these values are within range.		
Agent	Yes me too, let try and get concern present to test because I believe this to be some sort of wiring concern. Try wiggling the M low volt connector, see if any codes set.		
Dealer	Wiggled C5 and associated harness under seat. No codes. Test drove on bumpy road to check for any other possible wiring concerns. Checked for codes again. None found.		
Agent	Ok, let us know if anything happens , otherwise be prepared to return vehicle to customer		
Dealer	Fully charged and drove again for another with no fault. I have provided another VSR. I don't see a fault with this vehicle.		
Agent	Ok, lets return to customer.		
Dealer	Vehicle left with and returned with . Check engine light on for . Charged the vehicle and light was not illuminated. Charged and test drove in succession to a total of . The vehicle now has . Still unable to duplicate concern. Requested a test drive with customer. Customer declined. I reviewed the environmental data and noticed that fault occurred at and in park. I have attached a new VSR.		
Agent	Hi, any update?		
Agent	Need to drive with customer at this point to determine what they maybe doing, maybe issue only happens with passenger on board thus causing a wiring problem somewhere. If customer keeps denying, youll have to use mopar scope on bus circuits to check waveforms and see if can ept + & - are a mirrored image.		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body			
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emission		(NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- ELECTRICAL CORE		
	- MODULE, (ANY)		
Primary System	- ELECTRICAL	System	- ELECTRONIC CONTROL MODULES
Customer Complaint / Reason for contact	ON	Area of Failure	NON-APPLICABLE
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Report.pdf		

CONTACT

Dealer		Phone	
Address	2110 Carriage Drive SW		
	State	WA	ZIP
Dealer Zone	70	County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	9
Initial Concern	C/S vehicle will not start at times, dies at times, transmission inop at times, vehicle will not move at times, check engine light is on				
Duplicated	Yes	Repairs Parts and Tests	another tech has been tracing wiring and connectors, I have now taken over the diag. I need help on where to go from here, what do I diag first?		
DTC1	u02ae	DTC2	u069e		
Information Sent					
Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Case being closed while waiting for part
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WARRANTY CLAIMS

██████#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	████████████████████	██████	██████	PAID
██████	██████	████████████████████	██████	██████	PAID
██████	██████	████████████████████	██████	██████	REJECTED
██████	██████	████████████████████	██████	██████	SUSPENDED
██████	██████	████████████████████	██████	██████	PAID
██████	██████	████████████████████	██████	██████	PAID
██████	██████	████████████████████	██████	██████	REJECTED
██████	██████	████████████████████	██████	██████	SUSPENDED
PREPNV	██████	████████████████████	0	██████	PAID

CONVERSATION (S)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	██████, this case should have been opened up in our Electrical group for loss of communication codes, I will get it transferred ASAP after review, someone will contact you shortly, thanks ██████		██████
Dealer States	Ok Thanks, ██████		██████
Agent States	Hi ██████. Is the ██████ code in the ██████ M active at this time? If yes-can you communicate with the ██████, ██████, and ██████ M at this time and enter all ██████ to read data lines? ██████		██████
Dealer States	Hi ██████, The ██████ was active then went stored then it will go active, yes I can enter all ██████ and read data, ██████		██████
Agent States	Ok ██████, thanks for that info. Since the ██████, ██████, and ██████ are in constant contact with each other, and you have that code with no reports of a loss by the RFH at the same time, it indicates the ██████ has an internal issue at times and is not correctly sharing its info with the other modules or is unable to. At this time its suggested to replace the ██████ and retest to verify normal operation. Do you have one in stock? If no-can you advise on the ETA of the part? Thanks ██████.		██████
Dealer States	██████, We are going to best method it and VOR ██████		██████
Dealer States	██████, I ordered the ██████, ETA is ██████ out, ██████		██████
Agent States	Hi ██████. Thanks for that info. Due to the need to keep the case updated and the wait for the part being ██████, I will go ahead and close the case for now while we wait. If it does not resolve the concern and further assistance is needed, or if you just want to let us know all is back to normal, feel free to re-open this case to advise and we'll continue from there. Thanks. ██████		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body			
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission							
Emmission		(S)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group	-		
	8AG - MODULE, (ANY)		
Primary System	ELECTRICAL	System	- ELECTRONIC CONTROL MODULES
Customer Complaint / Reason for contact	MIL ON / NO CODES	Area of Failure	NON-APPLICABLE
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration		
Vehicle		

CONTACT

Dealer		Phone	
Address	1497 N State Route 50		
	State	IL	ZIP
Dealer Zone	51	County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	12
Initial Concern	MESSAGE ON CLUSTER SAYING OIL AND FUEL REFRESHING MODE				
Duplicated	Yes	Repairs Parts and Tests	NONE		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Tool Software Version		Last	Search	Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Information
-------------	-------------

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					REJECTED
					SUSPENDED

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████	██	████	PAID
████	████	████████████████	██	████	SUSPENDED
PREPNV	████	████████████████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello █████, attach scan and configuration reports to the case. Take a picture of the message we see and attach it to the case. Please advise, █████.		████
Dealer States	OKAY WILL DO. INFORMED WRITER TO HAVE CUSTOMER BRING CAR BACK IN.		████
Agent States	Hi █████, this message comes on because the █████ & █████ have determined the gas in tank is getting too old. The only way to get this message off is highway driving until low fuel light comes on. The reason this message comes on the IPC is because as this is a hybrid vehicle, when the █████ does several cold starting events and shut offs with the engine not being able to warm up fully. Unburnt fuel mixes with oil causing the oil to become fuel "contaminated". The █████ P sees the change in fuel trims and puts this message on. All that needs to be done is drive the vehicle hard so that the unburnt fuel is able to be burned off. This is just a common vehicle characteristic of a hybrid vehicle. The easiest way to reset is to have vehicle driven until low fuel light comes on so that the █████ M is indicated its low on fuel. Also, an oil change maybe performed but this should only be done when the vehicle is ready for an oil change. Hope this helps, we will close case at this time.		████
Dealer States	ATTACHED REPORTS. CUSTOMER HAS DRIVEN VEHICLE THROUGH 3 TANKS OF FUEL UNTIL GAS LIGHT COMES ON. VEHICLE HAS █████ ON IT.		████
Agent States	Let me forward to team to see how they want to proceed.		████
Dealer States	OKAY THANK YOU.		████
Agent States	I was advised for you to change the oil and reset the oil life & re-evaluate.		████
Dealer States	OKAY WILL DO AND LET YOU KNOW		████
Agent States	let us know.		████
Dealer States	AFTER OIL CHANGE CUSTOMER CALLED BACK AND SAID MESSAGE IS OFF. VEHICLE IS FIXED		████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emmission		(NAS)						

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group		- CONNECTOR	
Primary System	- ELECTRICAL	- WIRING System HARNESS	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	MIL ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report		
Vehicle Scan Report		
Vehicle Scan Report		
Vehicle Scan Report		

CONTACT

Dealer		Phone	
Address			
City	Mystic	State	CT
ZIP			
Dealer Zone	32	County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	No
		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	
Initial Concern	CHECK ENGINE LIGHT ON. VEHICLE INTERMITTENTLY SHUTS OFF AT STOPS				
Duplicated	Yes	Repairs Parts and Tests	NONE		
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Replaced Star connector
-------------	-------------------------

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████	█	████	PAID
████	████	████████████████	█	████	PAID
████	████	████████████████	█	████	REJECTED
████	████	████████████████	█	████	SUSPENDED
████	████	████████████████	█	████	PAID
████	████	████████████████	█	████	SUSPENDED
PREPNV	████	████████████████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Outbound call made to █████, and after replacing the star connector the technician drove █████ and the service manager drove █████ to get the vehicle to act up. Vehicle was returned to the customer and no issues since then. █████ mentioned that before replacing the vehicle would act up immediately and we agreed to keep case open for another week to confirm that the customer does not bring vehicle back. Thank you		████
Agent States	Hi █████ you are ale to get codes active please run the diag on █████ █████ and submit your results. Thank you		████
Agent States	Hi █████ check the Star connector if it is good dont replace it.		████
Agent States	Inbound call from █████, we are going to replace the star connector and check all wiring for any issues before replacing █████. We attached a picture of the issues we have been finding at the Star connectors. Thank you		████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		UNLIMITED SAHARA 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission		(NAS)				

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
			FUEL (ANY)			
Primary System	SYSTEMS	System	DELIVERY SYSTEM - GAS / DIESEL	Area of Failure	UNCODABLE (NARRATIVE REQUIRED)	
Customer Complaint / Reason for contact	INFORMATION					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
REFRESH ISSUE		

CONTACT

Dealer			Dodge	Phone	
Address					
		State		ZIP	
		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	13
Initial Concern	REFRESH MODE				
Duplicated	Yes	Repairs Parts and Tests		OIL CHANGE	
		DTC2		DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Refresh mode
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
					PAID

CLAIM#	CREATED DATE		MILLAGE	DATE RECIEVED	STATUS
					REJECTED
					SUSPENDED
					PAID
					REJECTED
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Road test the vehicle and recheck for fuel in the oil and monitor the long term fuel trim adaptives		
Agent States	<p> this message comes on because the PCM & have determined the gas in tank is getting too old. The only way to get this message off is highway driving until low fuel light comes on. The reason this message comes on the IPC is because as this is a hybrid vehicle, when the does several cold starting events and shut offs with the engine not being able to warm up fully. Unburnt fuel mixes with oil causing the oil to become fuel "contaminated". The PCM sees the change in fuel trims and puts this message on. All that needs to be done is drive the vehicle hard so that the unburnt fuel is able to be burned off. This is just a common vehicle characteristic of a hybrid vehicle. The easiest way to reset is to have vehicle driven until low fuel light comes on so that the PCM is indicated its low on fuel. the Fuel and Oil refresh mode and we need to get vehicle until empty add of fuel then repeat until light goes away. The vehicle is detecting stale fuel and it is harmful to the vehicle. I have attached the portion of the Hybrid Supplement pages to the case-Regards </p>		
Dealer States	thanks we have returned the jeep to the customer so they could drive it the last time it was here it took to come back on we will see if it happens again if so I will be in contact with you		
Agent States	Thank you for the update, . We will go ahead and close the case for now since the vehicle is no longer in the shop. If it returns, you can reopen the case within		
Agent States	Thank you for the update, . We will go ahead and close the case for now since the vehicle is no longer in the shop. If it returns, you can reopen the case within		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				UNLIMITED RUBICON 4XE
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emmission		(NAS)						

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group		- MODULE, (ANY)	
Primary System	- ELECTRICAL	- ELECTRONIC System CONTROL MODULES	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded

CONTACT

Dealer			Phone	
Address				
		State	NE	ZIP
Dealer Zone	74	County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	No	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2
Initial Concern	died and will not restart				
Duplicated	Yes	Repairs Parts and Tests	Inspected high voltage interlock loop connections. Powered down. Found c3 PIM connector loose. Disconnected to inspect for bent pins, pins ok. When connector is tightened it pulls connector sideways and has gap on one side. No noticeable issues in connector on PIM but does not seat properly. Have disconnected c4 and did same inspection and reassembled with no issue. Think connector seating issues is why it was loose.		
		DTC2	p1e73-00	DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	properly seated connector after inspection
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████████	████████	████████	PAID
████	████	████████████████████	████████	████████	REJECTED
████	████	████████████████████	████████	████████	SUSPENDED
████	████	████████████████████	████████	████████	PAID
PREPNV	████	████████████████████	████████	████████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	████, when you tighten down the HV connector, wiggle it back and forth so that the connector is able to be seated correctly. Engineering designed this PIM to only have █████ on █████ so when its tightened down, it only tightens that side down first making the connector go in crooked. You need to use your hand and push the other way on the connector so that it will seat in correctly.		████
Dealer States	Tried that █████ and went in first try after reading your response. I will keep case open till im sure this repairs issue or if I have another. Thank you.		████
Agent States	OK, let us know. Thanks		████
Dealer States	Working as it should now		████

CHERWELL REPORT

VEHICLE

VIN		Model Year					
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emission		(S)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- ELECTRICAL		
	- BATTERY		
Primary System	ELECTRICAL	System	- BATTERY SYSTEM
Customer Complaint / Reason for contact	FAULT CODES	Area of Failure	NON-APPLICABLE
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		
Freeze Frame Report.pdf		
ECU Details Report.pdf		

CONTACT

Dealer		Phone	
Address			
City		State	NC
		ZIP	
		County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	
Initial Concern	VEHICLE WILL CUT OFF WHILE DRIVING				
Duplicated	Yes	Repairs Parts and Tests	REPLACE PCM		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes
				RO Number	

RESOLUTION

Description case is being closed due to inactivity.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi [REDACTED] [REDACTED] when you say cutoff, do you mean it actual stalls out? Also, can you get all those codes listed on the scan report to set? Or are they from diag testing? - [REDACTED]		[REDACTED]
Dealer States	they not from diag.		[REDACTED]
Dealer States	yes the vehicle stalls while driving and has to be towed in		[REDACTED]
Dealer States	did you get scan report?		[REDACTED]
Dealer States	the dtcs on scan report are the actual dtcs after vehicle stalls		[REDACTED]
Agent States	Thanks [REDACTED]. I'm going to review this further and get back to you - [REDACTED]		[REDACTED]
Dealer States	OK		[REDACTED]
Agent States	[REDACTED], the vehicle will not restart, is that correct? Are any of the modules dropping off line or turning red on topology? When this stalls does the vehicle loose all electrical power or does it display a message or anything else? [REDACTED]		[REDACTED]
Dealer States	vehicle will not restart. no module in red ore dropping. check engine light on. it just cuts off		[REDACTED]
Dealer States	did you see all the dtcs?		[REDACTED]
Dealer States	the last time vehicle cut off it took [REDACTED] of driving on lift		[REDACTED]
Agent States	[REDACTED], I'm not sure I follow. What does that mean when you said it took [REDACTED] on a lift? Was it in limp mode? Yes I see the codes. Is this intermittent and currently not acting up? [REDACTED]		[REDACTED]
Dealer States	I meant the jeep was in drive on the lift, [REDACTED] for [REDACTED] before it started it started to act up. no limp mode		[REDACTED]
Dealer States	i didnt want to get stuck with it on the road so i had to try to duplicate on lift		[REDACTED]
Agent States	Have you checked all your main powers and grounds?		[REDACTED]
Agent States	[REDACTED], I cannot find any published information for this concern and searching for like cases was inconclusive. There were several star cases for previous model years that may have some of the codes listed on your scan report however I'm guessing most of them will not apply. I'm going to list them all here anyway for you to review. See star cases, [REDACTED], [REDACTED], [REDACTED], [REDACTED] and [REDACTED]. Star case [REDACTED] for etorque vehicles so I'm not sure if this vehicle will have this connector. Do you have the MOPAR scope? If you can duplicate the issue monitoring the BUS would give us a better idea of what the issue is. Otherwise you could initiate the loss of comm test and try to induce the concern by manipulating wire harnesses, in-line connectors and module connectors. [REDACTED]		[REDACTED]
Dealer States	Hey [REDACTED], [REDACTED] the Service Manager here. Is there any way we can escalate this issue to engineering? This customer purchased this vehicle in [REDACTED] and hasn't had the vehicle for [REDACTED]. We've had it since then. Chrysler is already reimbursing for his monthly payments month by month. I would like to try to get all options covered before we look at a buy back situation and not just throw parts at it.		[REDACTED]
Dealer States	Thank you!		[REDACTED]
Agent States	Is the only way we can duplicate the concern is on the hoist running it up to 75? If we connect WI-TECH and put on topology what is the [REDACTED] to go red or yellow? [REDACTED]		[REDACTED]
Agent States	[REDACTED], [REDACTED], I'm escalating the case. Someone will be in contact with you. [REDACTED]		[REDACTED]
Dealer States	let me bring back vehicle in and try to make it stall. i will let you know		[REDACTED]

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent [REDACTED]	OK, thank you! Out of curiosity why was the PCM replaced? Was there something that stuck out to make you look into the PCM?		[REDACTED]
Dealer [REDACTED]	all modules were setting dtcs for no communication with pcm		[REDACTED]
Agent [REDACTED]	OK, thank you!		[REDACTED]
Agent [REDACTED]	OK, can we do the same to [REDACTED] and [REDACTED], these should be located on the back of the motor. Lets make sure that they are not cross threaded. and no corrosion and the eyelet is connected with its soldier and glue properly.		[REDACTED]
Agent [REDACTED]	Any updates?		[REDACTED]
Agent [REDACTED]	Thank you!		[REDACTED]
Agent [REDACTED]	OK, can we go to the [REDACTED] ground on the drivers fender before we disconnect it can we try and wiggle it. Sometimes they will torque properly but they will be cross treaded and not secure the eyelet. If that is ok then lets disconnect it then look at the eyelet making sure no corrosion and that it is solider and glued properly. If all looks good then lets clean and reconnect it and after torqueing it wiggle to verify good contact to the eyelet.		[REDACTED]
Agent [REDACTED]	OK, what test did you do to test the power and grounds to the PCM?		[REDACTED]
Dealer [REDACTED]	COULDN'T DUPLICATE ALL THE TIME SO I THOUGHT BECAUSE ALL DTCS WERE SET AGAINST PCM THAT IT WAS ISSUE WITH PCM		[REDACTED]
Dealer [REDACTED]	OK. I LET YOU KNOW THE FINDINGS		[REDACTED]
Dealer [REDACTED]	ground was tight and no corrosion was found		[REDACTED]
Dealer [REDACTED]	I will let you know		[REDACTED]
Agent [REDACTED]	[REDACTED], I called in to the service department let them know that the case is being closed due to inactivity. If this vehicle requires additional assistance, please reopen the ticket for further assistance. Thanks-[REDACTED]		[REDACTED]
Agent [REDACTED]	Any updates?		[REDACTED]
Agent [REDACTED]	[REDACTED], This case is being closed due to inactivity. If this vehicle requires additional assistance, please create a new ticket for further assistance. Thanks-[REDACTED]		[REDACTED]
Agent [REDACTED]	Any updates?		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year						UNLIMITED	
Built Date		Mileage (Miles)		MDH					
Engine	ECX	ECX							
Transmission	DFY	DFY							
Emission		(NAS)							

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group		- MODULE, TRANSMISSION CONTROL	
Primary System	18 - VEHICLE PERFORMANCE	Sub System	- ELECTRONIC CONTROL MODULES
Customer Complaint / Reason for contact	MIL ON	Area of Failure	CONNECTION LOOSE
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer		Phone	
Address			
City		State	ZIP
Dealer		County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	Check engine light came on. Engine stalled while driving down highway with adaptive speed control set				
Duplicated	No	Repairs Parts and Tests	No repairs done. All modules are up to date. Codes were cleared at dealership at and now has now in Minnesota with no codes set. Attached stored code page from previous dealer		
	U0594-00	DTC2	P0A45-00		
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	loose connection
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	████████████████████	██████	██████	PAID
PREPNV	██████	████████████████████	0	██████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent █████	Hi █████, can we look at all the connections at the Transmission especially the LV connection and see if there are any issues with the connector? Thank you		██████
Agent █████	█████, this looks like a Hybrid transmission issue, I will get it transferred and someone will contact you shortly, thanks █████		██████
Dealer █████	No damaged connector or pins pushed out. have test drove and nothing resets		██████
Agent █████	Hi █████ can we close the case? Thank you		██████
Agent █████	Hi █████ returned to customer? Thank you		██████
Agent █████	Ok if cant duplicate then return to customer. We could also look at star connectors behind the glove box and rear passenger pillar. Thank you		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission		(NAS)			

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	MODULE, (ANY)		
Primary System	ELECTRICAL	System	- ELECTRONIC CONTROL MODULES
Customer Complaint / Reason for contact	MIL ON	Area of Failure	CHECK ENGINE/SERVICE ENGINE SOON
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded

CONTACT

Dealer		Dodge,	Phone	
Address	2605 E Roy Furman Hwy			
		State	PA	ZIP
Dealer		County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	No	Contact Via Email
			No	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	jeep shut of in traffic at a stop and would not move had to push button multiple before it would restart				
Duplicated	Yes	Repairs Parts and Tests	check trans fluid level and checked for software updates fluid was good and no flashes		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Replace transmission assembly
-------------	-------------------------------

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	██████████	2	████	PAID
████	████	██████████	237	████	PAID
████	████	██████████	237	████	REJECTED

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi █████. Please stand by while your case is transferred to the correct group for assistance. █████.		████
Agent States	Hi █████, is there a flash available for the HCP or BPCM? Can you check the flash tab sometimes the lightning bolt is not there. What did diag lead us to? Can you get the █████ to go Active? Thank you		████
Dealer States	no flashes not active diag check fluid that's it or internal fault		████
Agent States	And you can you duplicate this correct? Thank you		████
Agent States	What gear is it showing it is in while in park. Also I will submit this for review. Thank you		████
Dealer States	in park yes can be duplicated		████
Agent States	Can you get a picture of the cluster when it happens? Thank you		████
Dealer States	will try █████		████
Agent States	████, due to inactivity I am closing this case. If you still need assistance you can reopen the case within the █████. Thanks █████		████
Agent States	████, any update on this one? Have you received the part?		████
Agent States	████, updating the case to keep it active. Let us know if you need anything. Thanks █████		████
Agent States	████, ETA is now █████.		████
Agent States	████, updating the case to keep it active. Let us know if you need anything. Thanks █████		████
Agent States	Current ETA: █████		████
Agent States	Hi █████ did the transmission arrive? Thank you		████
Agent States	Current ETA: █████		████
Agent States	Please make sure your parts department puts this order on █████ has placed an order for Transmission Part#: █████ Order#: █████*. Please follow all instructions sent with the shipment and inform your warranty administrator of this order, if necessary. We will get a Fastrack set up for this and your parts department will receive this. If there are any questions or concerns please feel free to let us know. The damaged parts will need to be put back into the Dunnage that the new parts arrived in and shipped back to QEC.Thank you		████
Agent States	Ok thank you		████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission		(NAS)			

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	MODULE, POWERTRAIN CONTROL (ANY)		
Primary System	- VEHICLE PERFORMANCE	- ELECTRONIC CONTROL MODULES	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	INFORMATION		
Created Date		Created By	
		Updated Date	
		Updated By	

CONTACT

Dealer		La Porte Chrysler Inc.	Phone	
Address				
City		State	IN	ZIP
		County		
Technician		Technician Email		
Training Level	CORE	Contact Via SMS	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	STALLED OUT ONCE AND FUEL OIL REFRESH ON DASH				
Duplicated	Yes	Repairs Parts and Tests	SAW STARV CASE		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number
					2

RESOLUTION

Description	Technician requested information
-------------	----------------------------------

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello , please let me know if the information was helpful, and if this vehicle is still at the dealer. Then please go ahead and close this case out on your end when you get a chase please.		
Agent States	I found some new information in the app relating to this concern. Please search "4XE Cold Weather Operation Reminder" in the		

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
	██████ app. Let me know if this helps. ██████		
Agent States	Hello ██████, I have no new information on my end. Please, let me know if you are making progress or, need further assistance from STAR. If the vehicle is repaired or no longer at the dealer, please update and close this case out on your end. - ██████		██████
Agent States	Inbound call from ██████ to discuss the concern and his findings. STAR advised that we continue to follow the STAR Case: ██████ "Fuel Oil Refresh" mode concern. As for the Stall while driving please continue to duplicate the concern. All I have at this point is that engineering is aware of this concern, and is working on a resolution. I will keep you posted. Thanks, ██████		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emmission		(NAS)						

GENERAL

STAR Case ID		Case Status	Closed
Application		- ELECTRICAL CORE GROUP	
Component		- MODULE, (ANY)	
Primary System	- ELECTRICAL	System	- ELECTRONIC CONTROL MODULES
Customer Complaint / Reason for contact	INFORMATION	Area of Failure	CALIBRATION
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (2).pdf		
Configuration Report (1).pdf		

CONTACT

Dealer		Laurel Chrysler Dodge	Ram	Phone	
Address					
		State	PA	ZIP	
		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	1
Initial Concern	vehicle keeps entering refresh mode				
Duplicated	Yes	Repairs Parts and Tests	none		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Explained Hybrid Refresh mode
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					SUSPENDED

██████#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	████████████████	████	██████	PAID
██████	██████	████████████████	████	██████	PAID
██████	██████	████████████████	████	██████	PAID
██████	██████	████████████████	████	██████	PAID
██████	██████	████████████████	████	██████	REJECTED
██████	██████	████████████████	████	██████	SUSPENDED
PREPNV	██████	████████████████	0	██████	PAID

CONVERSATION ██████(S)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	<p>██████ this message comes on because the PCM & ██████ have determined the gas in the fuel tank is getting too old. The only way to get this message off is highway driving until low fuel light comes on. The reason this message comes on the IPC is because this is a hybrid vehicle, when the ██████ does several cold starting events and shut offs with the engine not being able to warm up fully. Unburnt fuel mixes with oil causing the oil to become fuel "contaminated". The PCM ██████ P sees the change in fuel trims and puts this message on. All that needs to be done is drive the vehicle hard so that the unburnt fuel is able to be burned off. This is just a common vehicle characteristic of a hybrid vehicle. The easiest way to reset is to have the vehicle driven until low fuel light comes on so that the PCM is indicated it is low on fuel. The Fuel and Oil refresh mode and we need to get the vehicle ██████ until empty, add ██████ of fuel then repeat until light goes away. The vehicle is detecting stale fuel and it is harmful to the vehicle. I have attached the portion of the Hybrid Supplement pages to the case-Regard ██████</p>		██████
Dealer States	thank you i will pass the information on to the customer		██████
Agent States	I am always glad to help-If no further assistance is needed -please request case closure. Thanks for being out there working-stay safe and healthy-Thank you for using the ██████████ - ██████		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission		(NAS)			

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	8AG - MODULE, (ANY)					
Primary System	- ELECTRICAL	System	- ELECTRONIC CONTROL MODULES	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	MIL ON					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report		
Vehicle Scan Report		

CONTACT

Dealer		Phone	
Address			
City		State	PA ZIP
Dealer Zone	35	County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	8
Initial Concern	shut off				
Duplicated	Yes	Repairs Parts and Tests	none		
	DTC2	DTC3			
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No RO Number

RESOLUTION

Description Vehicle no longer at dealer.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
					PAID

██████#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	████████████████████	██████	██████	REJECTED
██████	██████	████████████████████	██████	██████	SUSPENDED
██████	██████	████████████████████	██████	██████	PAID
██████	██████	████████████████████	██████	██████	SUSPENDED
██████	██████	████████████████████	██████	██████	PAID
██████	██████	████████████████████	██████	██████	PAID
██████	██████	████████████████████	██████	██████	PAID
██████	██████	████████████████████	██████	██████	PAID
██████	██████	████████████████████	██████	██████	PAID
██████	██████	████████████████████	██████	██████	PAID
██████	██████	████████████████████	██████	██████	PAID
██████	██████	████████████████████	██████	██████	REJECTED
PREPNV	██████	████████████████████	0	██████	PAID
██████	██████	████████████████████	██████	██████	PAID
██████	██████	████████████████████	██████	██████	PAID
██████	██████	████████████████████	██████	██████	PAID

CONVERSATION ██████(S)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Inbound from electrical, customer is from out of town. Vehicle stalled while driving. DTC ██████ & P0C78 set. I am having tech perform diag for ██████ and let us know what the 3 resolver resistances are. If theyre in spec, diagnosis would lead to PIM replacement. Then we need to replace PIM and re-evaluate for ██████ because of p0c78. Tech will let us know resistance values and go from there.		██████
Dealer States	our service manager has got in touch with our rep and seeing this jeep is from out of town, they ended up towing it back to the selling dealer		██████
Agent States	Ok understood. Will be closing case. Please reopen if necessary.		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		UNLIMITED RUBICON 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission		(NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group			
Primary System	- TRANSAXLE - AUTO	Sub System	Area of Failure
Customer Complaint / Reason for contact			
Created Date		Created By	Updated Date
			Updated By

CONTACT

Dealer		Jeep Ram	Phone	6308665726
Address	433 E North Ave			
		State	IL	ZIP
				60139
		County		
Technician		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email
			No	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	Was Driving Vehicle, Dash lights came on Dash said pull over, vehicle will shut off if you go into drive or reverse				
Duplicated		Repairs Parts and Tests	<p>Found DTC's: - Resolver Signal / MCPB Rationality- active - Drive Motor B Torque Delivered Performance- stored Powered Down the High voltage system checked Resolver Circuits: Checked Resolver B Excitation HI (no shorts) Checked Resolver B Cos HI (no shorts) Checked Resolver B Sin HI (no shorts) Checked Resolver B Cos LO (no shorts) Checked Resolver B Sin LO (no shorts) Checked Resolver B Excitation LO (.1 ohm no shorts) Disconnected and inspected all related Harness connectors (all were plugged in, and no spread/ bent terminals) Determined the PIM to be the most likely cause of failure Need Star to auth The Scan report was taken with the vehicle disassembled so there will be some unrelated codes in there sorry about that</p>		
			DTC4		
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes
				RO Number	

RESOLUTION

Description

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Modified Date
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CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		UNLIMITED RUBICON 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission		(NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	8AG - MODULE, (ANY)		
Primary System	- ELECTRONIC ELECTRICAL	System	CONTROL MODULES
Area of Failure	NON-APPLICABLE		
Customer Complaint / Reason for contact	ON		
Created Date		Created By	
Updated Date		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan		
Configuration		
Vehicle Scan		

CONTACT

Dealer		Dodge	Ram	Phone	
Address	433 E North Ave				
State					
Dealer Zone	51	County			
Technician		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	
Initial Concern	Was Driving Vehicle Displayed pull over safely vehicle will stall if put into reverse or drive				
Duplicated	Yes	Repairs Parts and Tests	Found DTC's, -RESOLVER SIGNAL / MCPB RATIONALITY (active) DRIVE MOTOR B TORQUE DELIVERED PERFORMANCE (stored) Checked Resolver Circuits Checked Resolver B Excitation HI (no shorts) Checked Resolver B Cos HI (no shorts) Checked Resolver B SIN HI (no shorts) Checked Resolver B Excitation LO (no shorts) Checked Resolver B Cos LO (no shorts) Checked Resolver B SIN LO (no shorts) Removed and inspected all related Harness Connectors Found no Issues (all were properly seated, and no bent or spread terminals) determined the PIM to be the root cause of the issue the attached Scan Report was taken with the vehicle disassembled and the hybrid system powered down sorry about that		
DTC1	P0C1A-00	DTC2	P1B04-00	DTC3	DTC4

Information Sent						
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No	RO per

RESOLUTION

Description PIM replacement, no change. Discussion internal, transmission on order per request.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hey , I need to know what the resolver resistance values are from the Hi to Lo. So Cos Hi to Lo, Excitation Hi to Lo, then Sin Hi to Lo. We should have a value. Let me know.		
Dealer States	So I checked The resistance of Resolver B here are my readings. Resolver B Sin LO + HI () Resolver B Cos LO + HI () Resolver B Excitation LO + HI ()		
Agent States	Thank you, since we have in specification values. STAR has ordered PIM P/N ; Order ** Since we have part on order, case will be closed. Please reopen if necessary.		
Agent States	Received wording from TA vehicle is still down, new VSR is attached. Diagnostic points towards transmission replacement, discussing further with team.		
Dealer States	Thank you for the response, please keep me updated		
Agent States	Will do, discussing further internally on how to proceed. Will report as soon as I hear something -		
Dealer States	Still waiting on a response, Service Manager is asking for an update. The customer is very unhappy with his vehicle and we would like to resolve this as soon as possible...		
Agent States	STAR has ordered transmission per TA/TSO request. PN E ; Order ** Since part is on order, case will be closed. Please reopen if necessary		
Agent States	TA and higher ups are being involved, in terms of from answer from STAR, I do not have direction yet.		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emmission		(S)						

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	- BATTERY, HIGH-VOLTAGE					
Primary System	- ELECTRICAL	System	- ELECTRIC VEHICLE BATTERY SYSTEM	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	MIL ON					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Scan report.pdf		
Freeze Frame Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer		Ram	Phone	
Address				
	State		ZIP	
Dealer	County			
Technician TID/SID	Technician Email			
Training Level	CORE	Contact Via SMS	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	0	Days In Shop	
Initial Concern	Died while driving				
Duplicated	Yes	Repairs Parts and Tests	All modules are up to date. When I power down vehicle I measure for isolation resistance. I have instead of . I will attached reports as well.		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Closing due to inactivity
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WARRANTY CLAIMS

CLAIM#	CREATED DATE		MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	I am transferring this over to our HIGH VOLTAGE commodity for further assistance.		
Dealer	Yes, Thanks.		
Agent	first do you have a video of the noise? Please disconnect the MGU HV cable and see if the isolation reading goes into spec. Please let me know what you find.		
Dealer	Good Morning . I don't have video of noise but when engine is starting it's whining and I also isolated by removing the wide belt from generator (MGU) and the noise went away. Vehicle is power down and it has belt remove for now. If you a video of the noise let me know and I could try to get it. Usually the engine doesn't start when it is inside the shop, but I'll make it work. Also I did isolate the HV cable from the generator (MGU), perform isolation again, readings still the same . Thanks.		
Agent	then you will need to continue down the Isolation test reading until the reading goes into spec as we may be dealing with		
Dealer	Hello , I finally was able to get somewhere. I follow the Electrical Standard Procedure (HIGH VOLTAGE LOSS OF ISOLATION TEST PROCEDURE) I end up to and the Isolation never went back to .		
Agent	Closing the case due to inactivity.		
Agent	any update on this one?		
Agent	please replace the MGU since its making noise. Then reassemble the vehicle and see if any codes return. Please let me know what happens		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emmission		(NAS)			

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- ELECTRICAL CORE GROUP		
Component Group	- MODULE, POWER INVERTER (PIM)		
Primary System	ELECTRICAL	System	- ELECTRIC VEHICLE CONTROL SYSTEM
Customer Complaint / Reason for contact	ON	Area of Failure	NON-APPLICABLE
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer		Phone	
Address			
	State	ZIP	
Dealer Zone	71	County	
Technician		Technician Email	
Training Level	CORE	Contact Via SMS	No
		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	While driving at freeway speeds, the check engine light came on, vehicle stalled and restarted in limp mode.				
Duplicated	Yes	Repairs Parts and Tests	I have codes and . The flow chart shows the PIM as the only possible cause. Could you send me one?		
DTC1		DTC3		DTC4	
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Ordered PIM
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	AGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	█████, let's be sure. Please perform the diag for this code: █████-Based Diagnostics / MODULE, Hybrid Control Processor (HCP) / Diagnosis and Testing █████-RESOLVER SIGNAL / MCPA RATIONALITY. Reply back with the measured values compared to the table specs. █████		█████
Dealer States	I'll be out of town for a few days. I'll get these readings when I'm back. Thanks.		█████
Agent States	█████ any update? █████		█████
Agent States	█████ sounds good. I will wait for an update. █████		█████
Dealer States	Resolver A sine-█████. Cos █████. Excitor █████.		█████
Agent States	█████, I have placed the order for the PIM Part #: █████ Order #: █████**. Feel free to close the case at this time. █████		█████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emmission		(NAS)						

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
	9BR - OIL					
Primary System	ENGINE	System	LOCATION	Area of Failure	FOREIGN MATERIAL	
Customer Complaint / Reason for contact	CONTAMINATION					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer		Dodge City	Phone	
Address	12103 Hickman Rd			
		ZIP		
Dealer Zone	51	County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	5
Initial Concern	cel came on with warning of overheating, vehicle would not accelerate from sop light and died				
Duplicated	Yes	Repairs Parts and Tests	cylinder leakage test found [REDACTED] leak from cyl1 to cyl2, oil level is low not on dip stick and coolant is empty, found metal in oil		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]

RESOLUTION

Description	Engine assembly replacement.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	████████████████████	██████	██████	PAID
PREPNV	██████	████████████████████	0	██████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent ██████	Star: ██████ engine assembly replacement.		██████
Agent ██████	██████. Any further updates or findings on this case? If you are waiting for repair parts or repair authorization or the vehicle is no longer at the dealership and require no further technical guidance then please request case closure on your end a.s.a.p.		██████
Agent ██████	██████. Any further updates or findings on this case? If you are waiting for repair parts or repair authorization or the vehicle is no longer at the dealership and require no further technical guidance then please request case closure on your end a.s.a.p.		██████
Agent ██████	Inbound call from ██████. Vehicle is completely stock. ██████ states that he is finding metal in the engine oil. The cooling system has no coolant in it. ██████ stated there were signs of a small amount of coolant leak staining around the water pump but does not suspect that is where all the coolant leaked out from suspects the coolant was consumed by combustion. All the hoses and clamps appear untampered with and are intact. Star suggested actuating the coolant fans to be sure they work. ██████ protocol is to have technicians follow the ██████ guidelines and see if the root cause for failure can be found. Star does not authorize repairs, parts or engine assembly replacements since there is metal debris being found in the engine oil may want to opt for engine assembly replacement vs trying to repair this one.		██████

CHERWELL REPORT

VEHICLE

VIN	2	Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	(NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	8AG - MODULE, (ANY)		
Primary System	ELECTRICAL	System	CONTROL MODULES
Area of Failure	NON-APPLICABLE		
Customer Complaint / Reason for contact	ON		
Created Date		Created By	
Updated Date		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Sacn Report		
Scan report.pdf		
Configuration Report.pdf		

CONTACT

Dealer		Ram	Phone	
Address				
City		State		ZIP
		County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	No	Contact Via Email
			Yes	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	Dies while driving.				
Duplicated	Yes	Repairs Parts and Tests	I contact Start, attached previously case number. Was recommended to replace MGU to start, due to making noise. Vehicle still has same condition. It has several fault codes present as active. Visual inspect all High voltage connectors and low voltage connectors. I follow Diagnostic for Fault code Drive Motor A Position Sensor 1 Circuit. I follow all the way from 1 until 7. Please Advise. All the reading are good. thanks		
DTC1	P0A3F-00	DTC2	DTC3	DTC4	
Information Sent					
Scan Tool Software Version		Last Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description pim ordered

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello , was the U replaced specifically for this DTC? Or for another reason? Based on the VSR provided, are these DTCs always active? Or is only a few?		
Agent States	Hi . Please stand by while your case is transferred to a hybrid agent for assistance. .		
Agent States	Please ensure all HV cables at are ok, no corrosion, terminal issues or seal damage. STAR has ordered P/N ; Order ** since part is on order, case will be closed. Please reopen case if necessary		
Dealer States	was replace due to noise when engine started. Star agent recommended to replace it since it makes loud whining noise, to start with that, but Vehicle still doesn't start and has the same fault codes. Drive A Motor DTCs.		
Dealer States	Yes those DTCs are always active, Thanks .		
Agent States	, closing case for part on order.		

CHERWELL REPORT

VEHICLE

VIN		Model Year	2022	Body				UNLIMITED RUBICON 4XE
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission		(NAS)						

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Primary System			
Customer Complaint / Reason for contact			
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
CONFIG.pdf		

CONTACT

Dealer				Dodge			
Address	2405 S Telegraph Rd						
		State	MI	ZIP			
Dealer		County					
Technician TID/SID		Technician Email					
Training Level	CORE	Contact Via SMS	No	Contact Via Email			

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	
Initial Concern	car dies while driving				
Duplicated	Yes	Repairs Parts and Tests	valve body was replaced first visit [REDACTED] mgu was replaced per diagnostics for fault codes and [REDACTED]		
DTC1		DTC2		DTC4	
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]

RESOLUTION

Description	Ordered PIM
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	AGE	DATE RECIEVED	STATUS
					PAID
					REJECTED

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████████	████	████	SUSPENDED
████	████	████████████████████	████	████	PAID
████	████	████████████████████	████	████	PAID
████	████	████████████████████	████	████	REJECTED
PREPNV	████	████████████████████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	████, so the codes returned. I have placed the order for the PIM Part #: █████ Order #: █████*. Feel free to close this case at this time. █████		████

CHERWELL REPORT

VEHICLE

VIN		Model Year	
Built Date		Mileage (Miles)	MDH
Engine	ECX	ECX	
Transmission	DFY	DFY	
Emmission		(NAS)	

GENERAL

STAR Case ID		Case Status	Closed
Group	- ELECTRICAL		
	- MOTOR, ELECTRIC		
Primary System	8 - ELECTRICAL	System	- ELECTRIC VEHICLE DRIVE UNIT
Customer Complaint / Reason for contact	MIL ON	Area of Failure	NON-APPLICABLE
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan		
Vehicle Scan		
quiq-		
Attachment0.jpg	CSDAdmin	

CONTACT

Dealer		Chrysler Jeep Dodge of Paramus	Phone	
Address	315 Route 4 West			
	State		ZIP	
	County			
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email
			Yes	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	
Initial Concern	VEHICLE SHUTS OFF STAYS IN ELECTRIC MODE ONLY.				
Duplicated	Yes	Repairs Parts and Tests	INSPECTED ALL CONNECTIONS, GROUNDS, & HIGH VOLTAGE CONNECTIONS. CHECKED TRANS FLUID LEVEL AS PER DIAG TEST FOR DTC'S.		
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description [REDACTED] Transmission assembly on order.

WARRANTY CLAIMS

CLAIM#	CREATED DATE		MILLAGE	DATE RECIEVED	STATUS
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	SUSPENDED
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
PREPNV	[REDACTED]	[REDACTED]	0	[REDACTED]	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent [REDACTED]	[REDACTED], please provide us with an update on this vehicle. [REDACTED]		[REDACTED]
Agent [REDACTED]	Please ensure that the [REDACTED]M is at its latest software version, update if necessary. - [REDACTED]		[REDACTED]
Agent [REDACTED]	[REDACTED], did we check the condition of the fluid? Please gather a small fluid sample and inspect for any signs of contamination, debris or metal shavings. Please upload a picture to the case. [REDACTED]		[REDACTED]
Dealer [REDACTED]	Hello [REDACTED], I checked the trans fluid level & condition as per the diag test for the dtc's I had. There are no updates available. I will send you a picture of the trans fluid asap. Thank you [REDACTED]		[REDACTED]
Agent [REDACTED]	[REDACTED], thanks for the update. Let us know what you find.		[REDACTED]
Dealer [REDACTED]	Hi [REDACTED], sorry for the delay. I took a trans fluid sample picture. The fluid looks dark, almost black.		[REDACTED]
Dealer [REDACTED]	I sent you [REDACTED]. Please let me know if you received them. Thanks [REDACTED]		[REDACTED]
Agent [REDACTED]	[REDACTED], thanks for the update. Did you drop the pan and check the magnets or just drain some fluid out for a sample? Did we have any other codes? Do these DTC's reset if you clear the codes? With the concern you have I would have expect some additional DTC's.		[REDACTED]
Dealer [REDACTED]	I just took a sample as per your request. There are no other codes. The gas engine only runs if I open the hood. When the engine is running for [REDACTED] to [REDACTED], the engine idle starts fluctuating from idle speed to [REDACTED] & drops to almost stalling. The engine will eventually stall out. While the engine rpm is fluctuating & in park, there is a very high pitch whining noise from the trans. The MIL is not on the dash. I only have the stored dtc's I sent you. Another thing is, the vehicle starts in electric mode & will also shut off, while in park.		[REDACTED]
Dealer [REDACTED]	I'm going to try & send you a video of what the truck is doing.		[REDACTED]
Agent [REDACTED]	[REDACTED], sounds like a K0 clutch issue here. I just wanted to make sure the concern was present if you cleared the codes and if the codes codes reset. If you can get a video of the concern for documentation that would be great. Thanks, [REDACTED]		[REDACTED]
Dealer [REDACTED]	Hi [REDACTED], I'm sorry I did not realize there was another star agent. I tried to send a video, but it seems to have not gone through. Is email an option? I could email you the video. Thanks [REDACTED].		[REDACTED]
Agent [REDACTED]	[REDACTED], sorry I took over on this one when [REDACTED] was on vacation. You can send the [REDACTED]. Thanks, [REDACTED]		[REDACTED]
Dealer [REDACTED]	Hey [REDACTED], thanks for the email. I will send that video out asap. Thanks [REDACTED]		[REDACTED]

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	██████, I got the link but ██████ is blocked for us. Is ██████ your cell phone number? I can text you through our SMS messaging app and get the video that way.		██████
Dealer States	Hey ██████, yes that number is correct. ██████. Thanks		██████
Agent States	██████, we haven't had any other codes besides for the ██████ and ██████? Do these codes reset often?		██████
Agent States	*Note SMS Quiq messaging.		██████
Dealer States	Hey ██████, hope you had a good holiday. Yes they are the only codes I have. Do you prefer to communicate through sms? I'm in the middle of answering the questions they ask in the text.		██████
Agent States	██████, The current ETA is ██████. Since we have the part on order and a ETA I am going to close this case. If you need anything you can reopen the case within the ██████ or open a new case and refer to this one. Thanks ██████		██████
Agent States	STAR has ordered transmission p/n ██████; order num ██████** since part is ordered, case will be closed. please reopen if necessary		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year						UNLIMITED	
Built Date		Mileage (Miles)		MDH					
Engine	ECX	ECX							
Transmission	DFY	DFY							
Emission	50	(NAS)							

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
	- MODULE, (ANY)		
Primary System	- ELECTRICAL	- ELECTRONIC SYSTEM	Area of Failure
		CONTROL MODULES	CHECK ENGINE/SERVICE ENGINE SOON
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Scan Report.pdf		

CONTACT

Dealer		Phone	
Address			
City		State	MI
		ZIP	
Dealer		County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	No
		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	Died-no crank, no start				
Duplicated	Yes	Repairs Parts and Tests	just testing		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last		Search	
		Off Road or Tow-in	Yes	RO Number	

RESOLUTION

Description Case inactive. Case can be reopened within the next 15 or open a new case and refer to this one.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
			6		PAID
					PAID
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer [REDACTED]	HAS CODE [REDACTED]		[REDACTED]
Agent [REDACTED]	[REDACTED], the attached scan report isn't showing any codes. Does the DTC reset on a test drive? Are there any other codes setting? If the DTC resets please update the case with a scan report showing the DTC. Then please follow the [REDACTED] diagnostics and let us know the results. Thanks, [REDACTED]		[REDACTED]
Dealer [REDACTED]	Vehicle wont start. when i plug witech into vehicle, message pops up stating to replace bpcm.		[REDACTED]
Agent [REDACTED]	[REDACTED], thanks for the update. Would you be able to get a screen shot of the message? I don't see any messages when I enter the VIN into our [REDACTED] system.		[REDACTED]
Dealer [REDACTED]	I will need email to send picture to		[REDACTED]
Agent [REDACTED]	[REDACTED], my email is [REDACTED]		[REDACTED]
Dealer [REDACTED]	Sent picture		[REDACTED]
Agent [REDACTED]	[REDACTED], I just rechecked my email and nothing yet. Our firewall is pretty strict and it may take a little bit to get through.		[REDACTED]
Dealer [REDACTED]	Resent picture		[REDACTED]
Agent [REDACTED]	[REDACTED], contacted the dealer and was unable to get a status update and was informed the vehicle is not at the dealership. [REDACTED], since the case is inactive and the vehicle is not at the dealership I am going to close this case. You can reopen the case within the [REDACTED] or open a new case and refer to this one. Thanks [REDACTED]		[REDACTED]
Agent [REDACTED]	[REDACTED], sorry for the delay in response. I never got the image. But I think I know the message your referring too and I think it is a generic message for [REDACTED]s. Please update the case with a scan report showing the DTC. Then please follow the P0C78 diagnostics and let us know the results.		[REDACTED]
Agent [REDACTED]	Hi [REDACTED], any update with case? Let us know findings - [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year					
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission							
Emmission		(S)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	8CD - BLOCK, FUSE					
Primary System	- POWER DISTRIBUTION ELECTRICAL System SYSTEMS			Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	START AND STALL					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
VEH SCAN REP.pdf		
CONFIG REP.pdf		

CONTACT

Dealer		M		Phone	
Address	6700 Highland Rd # F101984				
		State	MI	ZIP	
		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	12
Initial Concern	VEHICLE SHUT OFF WHILE GOING DOWN THE ROAD, NO POWER. IN GAS ENGINE MODE.				
Duplicated	Yes	Repairs Parts and Tests	NONE		
DTC1				DTC4	
Information Sent					
Scan Tool Software Version	Last	Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description Closing No Response, Please re-open if further Assistance is needed.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Ok [REDACTED], we are going to have to try and get the Vehicle to Fail for Us, do we get any additional Details about the Failure? Any Electronics being used, Cell Towers Clos, anything Odd. If this happens it will usually set a DTC of some sort, Can the Customer get it to duplicate for Us? Let me know [REDACTED]		[REDACTED]
Agent States	Closing No Response, Please re-open if further Assistance is needed.		[REDACTED]
Agent States	Just looking for an Update [REDACTED], let me know how I can assist. Close as needed. [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emmission		(S)			

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- ELECTRICAL		
	, (ANY)		
Primary System	- ELECTRONIC ELECTRICAL	System	CONTROL MODULES
Area of Failure	CHECK ENGINE/SERVICE ENGINE SOON		
Customer Complaint / Reason for contact	CALIBRATION		
Created Date		Created By	
Updated Date		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan		
Configuration		

CONTACT

Dealer		Dodge	Ram	Phone	
Address					
				ZIP	
Dealer		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	
Initial Concern	evic displays service charging system and sometimes vehicle will shut off and not restart.				
Duplicated	No	Repairs Parts and Tests	test drove vehicle.		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last	Search	Vehicle Off Road or Tow-in	No
RO Number					

RESOLUTION

Description Vehicle released for further driving. Case to be reopened if vehicle returns.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
					REJECTED

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	██████████	████	████	SUSPENDED
████	████	██████████	████	████	PAID
████	████	██████████	████	████	REJECTED
████	████	██████████	████	████	REJECTED
████	████	██████████	████	████	SUSPENDED
████	████	██████████	████	████	REJECTED
████	████	██████████	████	████	REJECTED
████	████	██████████	████	████	PAID
████	████	██████████	████	████	REJECTED
████	████	██████████	████	████	SUSPENDED
████	████	██████████	████	████	PAID
████	████	██████████	████	████	REJECTED
████	████	██████████	████	████	SUSPENDED
████	████	██████████	████	████	PAID
████	████	██████████	████	████	PAID
████	████	██████████	████	████	REJECTED
████	████	██████████	████	████	PAID
████	████	██████████	████	████	PAID
████	████	██████████	████	████	REJECTED
████	████	██████████	████	████	SUSPENDED
████	████	██████████	████	████	PAID
PREPNV	████	██████████	0	████	SUSPENDED

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	████ did the vehicle come in with these codes? With the ignition on, monitor the HVIL Sense Input State and HVIL Sense Output State in the HCP data display information. What does it show for █████?		████
Dealer States	they █████ say detected. I cannot duplicate concern		████
Agent States	████ thanks for the update. You are correct if the concern isn't present we can't really locate the fault. Has the vehicle been in before with these codes. All Recalls done and HV modules at the latest flash level?		████
Dealer States	yes it was here about █████ and the tech just found the same codes and followed star case for the dtc's. I haven't been able to duplicate since its been here.		████
Agent States	████, sorry for the delay. Since its so intermittent I would suspect a HV seal. Possible the codes set on a high humidity day? The PIM C3 connector is a common b████e this harness does a sharp 180deg turn right at the PIM, The connector can be cocked when bolted into PIM. But that is just █████		████
Dealer States	ill take a look at the connector and give it another █████ test drive. if nothing comes up i'll just do a can not duplicate. Thanks.		████

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	█████ thanks for the update. Sounds good. Let us know if your able to duplicate the code.		██████████
Dealer States	was not able to duplicate again. i am going to return vehicle to customer at this time. Thanks for your assistance.		██████████
Agent States	█████, alright. If you release the vehicle please close the code. If the vehicle returns for service you can reopen the case within the ██████████ or open a new case and refer to this one. Thanks ██████		██████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission					
Emmission	50	(S)			

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	8DC - MODULE, POWER INVERTER		
Primary System	ELECTRICAL	System	- ELECTRIC VEHICLE CONTROL SYSTEM
Customer Complaint / Reason for contact	FLUCTUATION/CYCLING/INTERMITTENT	Area of Failure	NON-APPLICABLE
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (1).pdf		
Configuration Report (1).pdf		

CONTACT

Dealer		Dodge		of	Phone	
Address						
		State	MI			
		County				
Technician TID/SID		Technician Email				
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	
Initial Concern	vehicle no start died while driving				
Duplicated	Yes	Repairs Parts and Tests	none		
DTC1		DTC3		DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Ordered
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
			2		PAID
					PAID
					PAID

#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
					REJECTED
					SUSPENDED
					PAID
					REJECTED
					PAID
					REJECTED
PREPNV			0		PAID

CONVERSATION (S)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer	Hello i have been instructed to open a new case to be brought to the hybrid team. referenced case -		
Agent	, please perform the diagnostic checks for code found here: - DTC- Based Diagnostics / MODULE, Hybrid Control Processor (HCP) / Diagnosis and Testing DRIVE MOTOR B POSITION SENSO. Reply back with your measured results.		
Dealer	Have been playing alot of catch up, will try to get diagnosis for you this week. this is a salesman car here at the dealer so he is not without transportation		
Agent	, sounds good. I will wait for an update.		
Dealer	about this diagnostic before i power down.		
Dealer	MOTOR B RESOLVER RESISTANCE DIAGNOSTIC TEST Power down the HV System. Use test lead kit to prevent any terminal damage Kit, Electrical Test Lead Disconnect the appropriate Power Inverter Module (PIM) harness connector. Set the DVOM to ohms and measure the resolver resistances. Perform resistance measurements at the PIM harness connector. Compare the readings to the values shown in the table. Measure resistance between the Resolver B Sin Hi and Resolver B Sin Lo circuit. Record readings. Measure resistance between the Resolver B Cos Hi and Resolver B Cos Lo circuit. Record readings. Measure resistance between the Resolver B Excitation Hi and Resolver B Excitation Lo circuit. Record readings. If any resistance values are not within the specification, go to step 4. If all resistance values are ok, go to Step. 6. Disconnect the Transmission resolver harness connector and check the terminals on the Transmission connector side and Transmission wiring harness connector side for proper terminal connections for all resolver circuits. Repair as necessary and retest. If ok, with harness connectors disconnected, check all resolver circuits below for opens, shorts to ground or short to another circuit. Repair as necessary and retest. Check Resolver B Excitation Hi circuit Check Resolver B Cos Hi circuit Check Resolver B Sin Hi circuit Check Resolver B Cos Lo circuit Check Resolver B Sin Lo circuit Check Resolver B Excitation Lo circuit If no problems are found with any resolver circuits, go to. Verify Transmission Resolver actual resistances with a DVOM at the Transmission harness connector (Transmission side) by setting the DVOM to ohms and measure the resolver circuit resistances. Compare the readings to the values shown in the table. Measure resistance between the Resolver B Sin Hi circuit and Resolver B Sin Lo circuit. Record readings. Measure resistance between the Resolver B Cos Hi circuit and Resolver B Cos Lo circuit. Record readings. Measure resistance between the Resolver B Excitation Hi circuit and Resolver B Excitation Lo circuit. Record readings. If any resistance values are not within the specification, replace the Transmission in accordance with the Service Information. Check the Power Inverter Module (PIM) harness connectors for proper connection at the module. Verify that the connector is completely plugged in and properly locked prior to disconnecting for testing. Disconnect the PIM harness connector and check for any pushed out, damaged, corroded or spread terminals. Using the wiring diagrams as a guide, check all		

Dealer/Agent	Detail	Modified By	Last Modified Date
	related circuits and harness connectors. If any damage is found to the connector or terminals, repair the connector and retest. If the connector and terminals appear in good shape, continue to [REDACTED]. Replace the Power Inverter Module (PIM) in accordance with the Service Information.		
Dealer [REDACTED]	That is copy and paste text of the dtc diagnostics. to make things clear i am going to power down system. power up [REDACTED] side to continue diagnostics. Th [REDACTED] to check circuits at pim connector for short together across all involved circuits.		[REDACTED]
Agent [REDACTED]	[REDACTED], STOP all work on the vehicle. Please call me directly at [REDACTED] @ ext: [REDACTED] [REDACTED]		[REDACTED]
Dealer [REDACTED]	ok if you are calling from the [REDACTED] number i can now receive calls		[REDACTED]
Agent [REDACTED]	STAR returned call to tech. STAR requests that the vehicle is reassigned to another technician that is a [REDACTED] 3 in electrical diagnostic skill. Please have that tech take ownership of this case. [REDACTED]		[REDACTED]
Dealer [REDACTED]	Vehicle has been reassigned to technician [REDACTED]. [REDACTED]'s cell phone number is [REDACTED]		[REDACTED]
Agent [REDACTED]	STAR called [REDACTED] discuss the vehicle and the requested testing. [REDACTED] perform the resolver tests and reply back with the measured values. STAR will then send this along for PIM approval. Tech to update the case. [REDACTED]		[REDACTED]
Dealer [REDACTED]	[REDACTED] the Resolver B Sin is at [REDACTED], Resolver B Cos is at [REDACTED] and Resolver B Excitation 24 ohms all are in spec per the test.		[REDACTED]
Agent [REDACTED]	[REDACTED], I will send this along. [REDACTED]		[REDACTED]
Agent [REDACTED]	[REDACTED] I have placed the order for the PIM Part #: [REDACTED] Order #: [REDACTED]**. Your Parts can track the ETA with the above information. Feel free to close the case at this time. [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				UNLIMITED	
Built Date		Mileage (Miles)		MDH					
Engine	ECX	ECX							
Transmission	DFY	DFY							
Emission		(NAS)							

GENERAL

STAR Case ID		Case Status	Closed
Application Group	-		
	- VALVE BODY		
Primary System	TRANSAXLE - AUTO	System	AUTOMATIC
Customer Complaint / Reason for contact	LIMP-IN	Area of Failure	BROKEN OR CRACKED
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		
Vehicle Scan Report (		
Vehicle Scan Report (		
Configuration Report (		
Vehicle Scan Report		
Configuration Report (		

CONTACT

Dealer		Bob Baker Chrysler	Phone	
Address				
		State	ZIP	
Dealer Zone	71	County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	No	Contact Via Email
			No	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	CUSTOMER STATED VEHICLE SHOWS CHECK ENGINE LIGHT ON AND WILL STALL OUT AT TIMES				
Duplicated	Yes	Repairs Parts and Tests	I RECENTLY HAD AN OPEN CASE AND YOU GUYS STATED TO REPLACE THE TCM AND I DID AND THE SAME PROBLEM IS GOING ON		
DTC1	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	No	RO Number	075700

RESOLUTION

Description**WARRANTY CLAIMS**

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████████	████	████	PAID
████	████	████████████████████	████	████	PAID
████	████	████████████████████	████	████	REJECTED
████	████	████████████████████	████	████	SUSPENDED
████	████	████████████████████	████	████	PAID
████	████	████████████████████	████	████	PAID
████	████	████████████████████	████	████	REJECTED
PREPNV	████	████████████████████	████	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	ALSO THE VEHICLE DIES OU AND TCM GOES OFF LINE AFFTER VEHICLE SITS AT IDLE FOR EXCESSIVE AMOUNT OF TIME IF YOU DRIVE IT AND TURN IT ON AND OFF IT ACTS FINE		████
Agent States	Hi █████, I am sending this to the █████ Team. They will respond. █████		████
Agent States	████, Lets check for pin fit/drag, contamination, corrosion or any pins that may not be properly secured at the following locations: █████, █████, and █████ the connector at the TCM and the █████ connector for STAR connector IP. Please remove and inspect ground █████, verify that the ground is properly crimped, clean the terminal and where it attaches, and verify that it is properly torqued. Please note any markings or signs of arcing at the eyelets of the ground connectors. Also check the connections at the PDC for the feed to the TCM. Let me know if you find anything. █████		████
Dealer States	NOW AS I AM INPSPECTING ALL THESES CONNECTORS AND GROUNDS AND WIRING SHOULD I POWER DOWN THE VEHICLE ?		████
Agent States	████, please power down the vehicle. █████		████
Dealer States	OKAY THANK YOU JUST WANTED TO MAKE SURE		████
Agent States	No problem. Let me know if you happen to find anything. █████		████
Dealer States	OKAY I WILL KEEP YOU POSTED ONCE I GET BACK ON IT AND IF I FIND ANYTHING		████
Dealer States	SO I SENT YOU AN UPDATED SCAN REPORT AND I AM GETTING A CODE FOR █████ FOR LOSS COMMUNICATION WIT LIN █████ 4 IS THIS SOMETHING THAT COULD BE TAKING DOWN THE TCM OR IS THIS AN OTHER ISSUE I ALSO NEED TO DEAL WITH?		████
Agent States	It shouldn't cause the TCM to go off bus but it is something else we are going to have to diagnose. Did we already perform all the checks? to the wiring? █████		████
Dealer States	OKAY AND YES I CHECKED OUT EVERYTHING AND MADE SURE ALL WAS TO SPECS AT AND IT IS AT THIS TIME		████
Agent States	Ok well since we have this active DTC, lets follow those diagnostics. █████		████
Dealer States	OKAY I FOUND A WRING PROBLEM AT THE CONNECTOR WHICH IS CAUSING THIS CODE AND I NEED TO REPLACE THE CONNECTOR BUT THERE IS NO CONNECTOR KIT AVAILABLE AT THIS TIME		████
Agent States	████, if the connector is not available and it cannot be repaired, the wiring harness would have to be replaced. Have you tried contacting parts specifying? - █████		████

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer [REDACTED]	YES I AM CURRENTLY WORKING ON THAT		[REDACTED]
Agent [REDACTED]	Ok, let me know what the outcome is. Thank you [REDACTED]. [REDACTED]		[REDACTED]
Dealer [REDACTED]	OKAY WILL DO THANK [REDACTED]		[REDACTED]
Agent [REDACTED]	will continue to monitor the case for any updates. [REDACTED]		[REDACTED]
Dealer [REDACTED]	SO AT THIS POINT PARTS I STILL WAITING TO HEAR FROM THE SPECIFIERS AT THIS TIME I REMOVED THE CONNECTOR THEN REMOVED THE PINS AND TRIED TO FIX IT MY SELF AND DID AT THIS TIME AND THE CODES HAVE STYAED AWAY AND [REDACTED] HAS NOT GONE OFF LINE AT THIS TIME FOR MULTIPLE TEST DRIVES		[REDACTED]
Agent [REDACTED]	[REDACTED], thank you for the update. If you feel good about the repair, we can close the case at this time otherwise, we can leave it open until we hear back from specifying. [REDACTED]		[REDACTED]
Dealer [REDACTED]	SO I CAN ONLY GET IT ON THE [REDACTED] HARNESS WHICH IS DUMB SO I DID MY BEST TO FIX IT TO THE BEST OF MY ABILITIES AND THE CODES HAVE NOT RETURNED AT THIS TIME AND THE TCM HAS NOT GONE OFF LINE AT THIS TMIE		[REDACTED]
Agent [REDACTED]	[REDACTED], since the vehicle is operational at this time there's no need to replace the harness. We are good to release this vehicle. Please request case closure at this time. Thank you [REDACTED]		[REDACTED]
Dealer [REDACTED]	After extensive driving and everything was good then all of a sudden the car will not start and is doing same symptoms as before its showing servis charging port on the evic		[REDACTED]
Agent [REDACTED]	[REDACTED] do we have any codes present? [REDACTED]		[REDACTED]
Dealer [REDACTED]	YES IM JUST WAITING FOR THE CAR TO GET TOWED BACK TO SHOP SO I CAN SCAN IT		[REDACTED]
Dealer [REDACTED]	SO I SENT YOU THE UPDATED SCAN REPORT AND CONFIGURATION REPORT AFTER GETTING IT TOWED BACK THE CAR STARTED UP JUST FINE AND IS OPERATING AS DESIGNED THE VEHICLE MESSES UP AFTER A LONG DRIVE AND GETTING NICE AND WARMED UP		[REDACTED]
Agent [REDACTED]	ok let me review the case with hybrid MC. The HVIL fault could be disabling the vehicle. [REDACTED]		[REDACTED]
Dealer [REDACTED]	OKAY LET ME KNOW		[REDACTED]
Agent [REDACTED]	[REDACTED], we believe to be dealing with a wiring concern. The [REDACTED] share [REDACTED] HVIL and CAN EPT are [REDACTED] and [REDACTED] the connectors and make sure we are checking the pins and terminals of [REDACTED] connector. Let me know if you find anything [REDACTED]		[REDACTED]
Dealer [REDACTED]	OKAY WILL CHEDCK THOSE AND GET BACK TO YOU		[REDACTED]
Agent [REDACTED]	Will continue to monitor the case for any updates. [REDACTED]		[REDACTED]
Dealer [REDACTED]	OKAY ONCE I GET BACK TO CHECKING THOSE CIRCTUITS WILL LET YOU KNOW		[REDACTED]
Dealer [REDACTED]	STILL HAVE NOT GOT A CHANCE TO CHECK THOSE CIRCUITS YET WILL CHECK IN A BIT		[REDACTED]
Agent [REDACTED]	[REDACTED] thank you for keeping us updated. We appreciate it. [REDACTED]		[REDACTED]
Dealer [REDACTED]	WILL DO THAK YOU		[REDACTED]
Agent [REDACTED]	no problem		[REDACTED]
Dealer [REDACTED]	I WILL NOT BE BACK TO WORK UNTILL [REDACTED] PLEASE LEAVE THIS CASE OPEN		[REDACTED]
Agent [REDACTED]	thanks for the heads up [REDACTED]		[REDACTED]

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer [REDACTED]	THE CIRCUITS [REDACTED] AND [REDACTED] THEY INSIDE OR OUTSIDE THE VEHICLE ?		[REDACTED]
[REDACTED]	[REDACTED], from the 3d [REDACTED] view [REDACTED] is in the rear passengers wheel well area and [REDACTED] is more towards the front of the vehicle on the passengers side. [REDACTED]		[REDACTED]
Dealer [REDACTED]	[REDACTED] THANK YOU CHECKED THE [REDACTED] AND IS TO SPECS AT THIS TIME I STILLLL HAVE TO CHECK THE [REDACTED] WILL KEEP YOUT POSTED		[REDACTED]
[REDACTED]	Thanks for keeping us updated. [REDACTED]		[REDACTED]
Dealer [REDACTED]	SO I HAVE INSPECTED ALL THE CONNECTORS AND WIRING AND HAVE NOT SEEN ANY VISIBLE DAMEGE OR PROBLEMS AT THIS TIME		[REDACTED]
[REDACTED]	[REDACTED] code is still present, we need to check using the mopar scope. [REDACTED]		[REDACTED]
Dealer [REDACTED]	THE THING IS THERE IS NO CODE PRESENT AT THIS TIME THE VEHICLE IS OPERATING JUST FINE UNTILL IT GOS FOR A [REDACTED] DRIVE AND STOPS THEN THE CAR STARTS ACTING UP AND STOPS WORKING BUT IF YOU JUST DO LIGHT DRIVES IT DRIVES JUST FINE		[REDACTED]
[REDACTED]	Ok let me have Hybrid MC review this case. [REDACTED]		[REDACTED]
Dealer [REDACTED]	[REDACTED] THANK YOU WOULD LOVE TO HAVE SOMEONE COME OUT AND CHECK IT OUT IF POSSIBLE		[REDACTED]
[REDACTED]	[REDACTED] I was unable to reach you through the dealership phone. Can you provide us with your phone number so we can contact you. Which connector did you find the problem at previously for the repair you made? [REDACTED]		[REDACTED]
Dealer [REDACTED]	[REDACTED]		[REDACTED]
Dealer [REDACTED]	ASK FOR [REDACTED] IN SERVICE OR ASK FOR CHUCK [REDACTED]		[REDACTED]
[REDACTED]	STAR called [REDACTED] to discuss the case, he was on a test drive. Will call back in [REDACTED] minutes. [REDACTED]		[REDACTED]
Dealer [REDACTED]	[REDACTED]		[REDACTED]
[REDACTED]	STAR called [REDACTED] to discuss the case, the wiring repair was performed on the [REDACTED] connector for the Lin circuit. Then while inspecting the [REDACTED] connector, he found pins pushed and reseated them and performed pin drag/ fit test on [REDACTED] [REDACTED] Vehicle will have to be driven and get hot for [REDACTED] before the issue will occur. The vehicle would not restart until letting it sit until the [REDACTED]. [REDACTED]		[REDACTED]
[REDACTED]	[REDACTED], can you get me a VSR with any codes that are currently in the system. - [REDACTED]		[REDACTED]
Dealer [REDACTED]	RIGHT NOW ITS DRIVING FINE SO I WILL HAVE TO HEAT IT UP AND GET BACK TO YOU WHEN I CAN MAKE IT ACT UP		[REDACTED]
[REDACTED]	there are no codes in the system now? did we clear them since we last duplicated the problem? [REDACTED]		[REDACTED]
[REDACTED]	Ok, our current direction is to drive and duplicate. [REDACTED]		[REDACTED]
Dealer [REDACTED]	NO THE CODES HAVE NOT RETURNED FOR I HAVE NOT PERFORMED ANOTHER LONG DRIVE YET		[REDACTED]
[REDACTED]	[REDACTED], do we have an update on this vehicle? [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

Model Year	2004	Body	UNLIMITED
Built Date		Mileage (Miles)	
Engine	ECX	MDH	
Transmission	DFY	DFY	
Emmission	(NAS)		

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	9IC - CHAIN AND SPROCKETS, TIMING		
Primary System	VEHICLE PERFORMANCE	Sub System	VALVE TIMING
Customer Complaint / Reason for contact	POOR PERFORMANCE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report		
Scan Report		
Scan Report		

CONTACT

Ram Fia	Phone
Address	
City	State CA ZIP
County	
Technician TID/SID	Technician Email
Training Level CORE	Contact Via SMS Yes Contact Via Email No

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	
Initial Concern	CUSTOMER STATES HESITATION UPON ACCELERATION. VEHICLE SHUT OFF ON THEM WHEN COMING TO A STOP				
Duplicated	Yes	Repairs Parts and Tests	CHECKED FOR UPDATES		
DTC1	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	check the base engine timing, if no trouble found then replace the exhaust cam phaser and oil control valve and re- evaluate,
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	MILLAGE	DATE RECIEVED	STATUS
				PAID

#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					REJECTED
					SUSPENDED
					PAID
					REJECTED
					SUSPENDED
					PAID
					REJECTED
					SUSPENDED
					PAID
					REJECTED
PREPNV			0		PAID

CONVERSATION (S)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	ANY UPDATE		
Agent States	with reviewed the vehicle not setting any Powertrain Codes, we may need to get a recording of the Event for further review. At this point, there are no "known issues", or "related cases" of this concern pertaining to the vehicle in question. How does the Vehicle restart?		
Dealer States	I TEST DROVE I AGAIN. I UPLOADED A NEW SCAN REPORT		
Agent States	were you able to duplicate the concern on the test drive? Still not setting any powertrain codes, did we clear codes before driving? Other codes reset? -		
Dealer States	I CLEARED THE CODES. THE CODES THAT ARE SETTING IS WHEN IT ACTS UP		
Agent States	are there any aftermarket parts, accessories or modifications to the vehicle? Perform a fuel pressure test, fuel pressure leakdown test. take a fuel sample and check for fuel contamination and alcohol content. What are the cam/crank difference readings? What are the long term fuel trim readings?		
Dealer States	NO AFTERMARKET PARTS, OR MODIFICATION. EXHAUST CAM CRANK DIFFERANCE IS - INTAKE CAM CRANK DIFFERENCE IS - FUEL HAS NO CONTAMINATION		
Agent States	check the base engine timing, if no trouble found then replace the exhaust cam phaser and oil control valve and re- evaluate,		

CHERWELL REPORT

VEHICLE

VIN		Model Year	20	Body		UNLIMITED	
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emission		(NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group		ONBOARD CHARGING ()	
Primary System	8 - ELECTRICAL	System	BATTERY SYSTEM
Area of Failure		NON-APPLICABLE	
Customer Complaint / Reason for contact	DIAGNOSTIC PROCEDURE		
Created Date		Created By	
Updated Date	08/29/	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Scan Report.pdf		
Configuration Report.pdf		
Custom Report ()		
Custom Report ()		
Scan Report ()		
Scan Report (2).pdf		

CONTACT

Dealer		Autonation		Phone	
Address					
		State	CO		
		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	8
Initial Concern	WAS DRIVING AND LOST POWER				
Duplicated	Yes	Repairs Parts and Tests	ERASED FAULTS AND ROAD TESTED AND FAULTS CAME BACK RIGHT AWAY. CHECKED ALL COOLING SYSEMS ALL FULL AND SEEM TO BE WORKING		
	P0C3=00	DTC2	P0AF00		
Information Sent					
Scan Tool Software		Last		Vehicle Off Road or	No
				RO Number	

RESOLUTION

Description Ordered IDCM

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello , thank you for the information. We are reviewing you case now, someone will assist you shortly. -		
Agent States	, please pull a vacuum on power electronics cooling loop and cycle the pumps. Do we get any air bubbles out? If we do please refill and reassess the concern. If the codes come back I will need an update VSR with the codes showing active to send for IDCM approval.		
Dealer States	THIS IS WHAT I GOT LAST TEST DRIVE. LOST POWER AND TURTLE LIGHT CAME ON		
Agent States	, I will need an actual VSR not a Custom Report. It looks like we have some over temp codes is that correct? If so please pull a vacuum on the Power Electronics cooling loop and cycle the pumps to see if we get any air out of the system		
Dealer States	I THOUGHT I SENT THIS TO YOU . SORRY		
Agent States	, thank you. Now please pull a vacuum on the Power Electronics cooling loop and cycle the pump and see if we get any air bubbles. Let me know what happens		
Dealer States	WITH COOLANT FILL VACUUM ON FRT COOLANT BOTTLE HOLD VACUUM AND SAW NO BUBBLES IN LINE OR BOTTLE. RAN TEST WITH ENGINE OFF AND VEHICLE COLD		
Dealer States	I DID TEST WHILE ACUATUATING COOLANT		
Agent States	, are we sure we actuated the correct pump? Was there movement in the reservoir? If we are lets drive the vehicle again after clearing the codes and see if they return.		
Dealer States	IF I ACTUATE 2 I GET GOOD FLOW. IF I DO 1 VERYU LITTLE CIRCULATION		
Dealer States	ARE YOU THINKING WE DO NOT HAVE GOOD COOLANT FLOW TO IDCM ?		
Agent States	that could be it, What is the pump speed compared to the other pump? -		
Dealer States	IF I DO ACUATION TEST FOR 1 WHERE DO I SEE SPEED FOR . AM I ALSO CHECKING P 2		
Agent States	, I am not sure if they show a pump speed in the actuation menu. You may have to look around for it. Since we have vacuumed out the system please clear the codes and attempt to duplicate the codes if they come right back then I will order the IDCM.		
Dealer States	I WAS ABLE TO GO INTO COOLANT BLEED PROCEDURE AND IT RAN ALL S AND SHOWED MOTOR SPEED FOR ALL. THEY WERE ALL THE SAME SPEED. I WILL RESET ALL AND DRIVE IT AGSIN. THANK YOU		
Agent States	, sound good. I will wait for an update.		
Dealer States	NEW VSR FROM . IF YOU CAN ALSO PROVIDE ETA OF IDCM . WE MAY BE TRADING THEM OUT OF VEHICLE INTO ANOTHER ONE DEPENDING ON ETA OF NEW PART . THANK YOU		

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	<div>██████████, I have placed the order for the IDCM Part #: ██████████ Order #: ██████████*. Your Parts can track the ETA with the provided information. Feel free to close the case at this time. ██████████</div>		██████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body			UNLIMITED RUBICON
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emmission		(NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	1 - MODULE		
Primary System	DRIVETRAIN CONTROL	Sub System	- CONTROLLER / MODULE (ANY)
Customer Complaint / Reason for contact	MISCELLANEOUS	Area of Failure	
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Scan Report.pdf		

CONTACT

Dealer	Friendship	Dodge	Phone
Address			
	State		
Dealer	County		
Technician TID/SID	Technician Email		
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	customer states engine started to die and they heard a loud grinding sound and vehicle shut off.				
Duplicated	Yes	Repairs Parts and Tests	read codes checked fluid level checked for updates tried ordering trans assy.		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	ordered Trans
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	████, per our conversation the vehicle was being driven to be deleivered when the engine turned off and a loud grinding noise was heard from the trans. After being towed back to the dealership. The vehicle was restarted and loud grinding was heard from the trans and several codes were setting ██████ advises to replace the trans. Star will order the trans with P/N given ██████████		████████
Agent States	Ordered p/n ██████████ order number ██████* please VOR the trans as to speed up the process. Added notes to ██████ D/M NOTES authorizing the trans. ██████		████████
Agent States	████, closing this case waiting for part replacement as case can be reopened if required assistance is required with ██████. ██████		████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission		(NAS)						

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- ELECTRICAL CORE GROUP		
	- POWER INVERTER (PIM)		
Primary System	ELECTRICAL	System	ELECTRIC VEHICLE CONTROL SYSTEM
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
ECU Details Report.pdf	s26049m	
Vehicle Scan Report	s26049m	
Configuration Report	s26049m	
Vehicle Scan Report NEW DTC	s26049m	

CONTACT

Dealer		Phone	
Address			
City	State	WI	ZIP
	County		
Technician TID/SID	Technician Email		
Training Level	CORE	Contact Via SMS	No
		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	STALLED OUT WHILE GOING UP A HILL.CHECK ENGINE LIGHT CAME ON				
Duplicated	Yes	Repairs Parts and Tests	CHECKED TSB STAR CASES. CHECKED CONNECTIONS TO MGU. CONNECTORS ARE CLEAN AND FREE OF DEBRIS		
	DTC2	U0002			
Information Sent					
Scan Tool Software Version		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Closing case waiting on PIM
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████	█	████	PAID
████	████	████████████████	█	████	PAID
PREPNV	████	████████████████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	STAR: Is there anything aftermarket or modified on this vehicle? What diag have you performed and the results of that diag? █████		████
Dealer States	no aftermarket parts. when it stalls is randomly. codes become active. ive only gotten it to stall █████.		████
Agent States	STAR: Ok. I would look at the connector attached to these DTCs. Check for corrosion, verify terminal tension and drag plus terminal to connector fit. You might find something to help you. █████		████
Dealer States	THE ONLY RELATED CONNECTOR █████ AND THAT CONNECTOR IS CLEAN AND FREE OF DEBRIS AND PINS ARE GOOD		████
Agent States	STAR: Ok. Let me research this further and get back with you. █████		████
Agent States	STAR: We need to verify terminal tension and drag plus terminal to connector fit at █████		████
Dealer States	THERE IS NO ISSUES WITH PIN FITMENT OR DRAG ON █████		████
Agent States	STAR: Ok. I would also double check body and chassis grounds please the █████ for any signs of damage. █████		████
Dealer States	CHECKED ALL RELATED BODY/FRAME GROUNDS. CLEAN AND SECURE. NO ISSUES TO THE █████		████
Agent States	STAR: Ok. I will research this. █████		████
Dealer States	SO THIS JEEP IS STILL HERE. CUSTOMER CALLED COMPLAINING █████. IS AFRAID TO DRIVE IT. CONNECTORS ARE CLEAN AND FREE OF DEBRIS. IDK IF THIS GETS A MGU, OR AM I MISSING SOMETHING?		████
Agent States	████ apologies for the wait, we are actually looking into this concern now. I will promptly give you direction the moment I receive it. Regards, █████.		████
Agent States	Hello. Remove clean and inspect the █████ ground. Let me know if any issue is found. Also inspect the circuit itself as far as you are able for any signs of damage. If no issues found clean it up anyhow and retorque it to spec. Then clear the DTC and see if any issue returns. █████		████
Dealer States	GROUND IS GOOD AND SECURE AND CLEAN		████
Agent States	ok if you cleaned and retorqued it, clear the faults and see if any issue returns. █████		████
Dealer States	SO I PULLED THIS BACK IN █████. I HAVE A HCP DTC █████		████
Dealer States	ADDED NEW SCAN WITH NEW DTC		████
Agent States	Ok thanks. Has the PIM been replaced on this vehicle before? █████		████
Dealer States	THE PIM HAS NOT BEEN REPLACED. THERE HAS BEEN NO REPAIRS TO THIS JEEP BESIDES THE PDI		████
Agent States	Per the information you provided: STAR has placed an order for the PIM. Part Number: █████. Order: █████*. Please follow all instructions sent with the shipment and inform your warranty administrator of this order, if necessary. Let me know the █████ please.		████
Agent States	████ █████ close the case until the PIM arrives. █████		████

CHERWELL REPORT

VEHICLE

VIN		Model Year					
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emission		(NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	- POWER INVERTER (PIM)					
Primary System	8 - ELECTRICAL	System	- ELECTRIC VEHICLE CONTROL SYSTEM	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
	s	
ECU Report.pdf		
CONF.pdf		
CONT.pdf		

CONTACT

Dealer		Scap		Dodge		Ram	Phone	
Address								
		State	CT	ZIP				
		County						
Technician TID/SID		Technician Email						
Training Level	CORE	Contact Via SMS	No	Contact Via Email	Yes			

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2		
Initial Concern	TOWED IN AND CAR STALLED AND HAS NO POWER						
Duplicated	Yes		Repairs Parts and Tests	NONE NEEDS A PIM PER DIAG			
					DTC4		
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description Ordered PIM

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
	do we have any recent repair history? Has this vehicle had any parts replaced before the codes showed up?		
	Hi . Please stand by while your case is transferred to a hybrid agent for assistance. .		
Dealer	NO REPAIRS NO ASSY ADDED CUSTOMER PICKED THE CAR UP IN THE SHOWROOM AND DIED GOING DOWN THE HILL		
	Have we flashed any modules since the vehicle arrived?		
Dealer	WE DID NOT FLASH ANY MODULE EVEN THOUGH A FEW ON THE TOPOLOGY		
	please clarify what you mean. Are there any flashes available? If there are please flash them using the updated procedure and reassess the codes. .		
Dealer	DID THE FLASH FROM TO AK AND ALL CODES RETURNED RIGHT AFTER THE FLASH AND ACTIVE AND SCANS ARE ATTACHED		
	thank you. Please perform the diagnostic steps for diagnostic found here: - DTC-Based Diagnostics / MODULE, Hybrid Processor (HCP) / Diagnosis and Testing INVALID SKIM KEY. Let me know the results for . .		
Dealer	CHECKED ALL MODULES AND ALL MODULES HAVE THE VIN'S PROGRAMED IN THEM CHECKED PIM CONNECTOR NO CORROSION OR LOOSE PINS AND SEATED TIGHTLY AND IS SECURED PER FLOW CHART CODE RETURNED NEEDS A PIM!!		
	now that I have the results for the code diagnostic I have placed the order for the PIM Part #: Order #: **. Your Parts can track the ETA with the above information. Feel free to close the case at this time. .		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				UNLIMITED	
Built Date		Mileage (Miles)		MDH					
Engine	ECX	ECX							
Transmission	DFY	DFY							
Emmission		(NAS)							

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group		- BLOCK, FUSE	
Primary System	- ELECTRICAL	- POWER DISTRIBUTION	Area of Failure
	System	SYSTEMS	NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (		
Configuration Report (		

CONTACT

Dealer				Phone	
Address					
		State	IL	ZIP	
Dealer Zone	51	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	12
Initial Concern	Car stalled and went into turtle mode. Mil on. Cluster warning service charging system.				
Duplicated	Yes	Repairs Parts and Tests		Previous attempt	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Tech requests case closed
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					REJECTED

#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					SUSPENDED
A					REJECTED
41786B					PAID
42162C					PAID
42636C					PAID
					PAID
					PAID
					PAID
					SUSPENDED
					PAID
					SUSPENDED
615184					PAID
615184					REJECTED
615184					SUSPENDED
PREPNV			0		PAID

CONVERSATION(S)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Its been too long since I heard from you. Please provide an update to this case with the vehicles current status or close it if the vehicle has left or concern has been repaired. Thanks.		
Agent States	Hi Thanks for the reports and info. The reports verify a can C bus concern is happening but there are many possible causes including bus shorts to power, ground, or between circuits, loss of power or ground, or loss of run/start supply to almost any can C module. For this reason we will need the concern to be active for testing and its suggested to try and duplicate again and while active, test the can C bus plus and minus circuits to see if the voltages are going to or , if the termination resistance is going , or the resistance to power or ground is ohms to power or ground. If all test ok-is a red module on the topology screen missing its power, ground, or run/start supply at that time? Let me know which condition is found and we'll go from there.		
Dealer States	our shop foreman and I have been checking the star connectors and usual suspects and driving to get this problem to happen. No luck yet.		
Agent States	Ok thanks for that info and update. Unfortunately if the concern is not active there isn't much we can do to find the cause except to keep trying I will continue to stand by to assist as needed. Try to update the case at least or so to keep it open and active.		
Agent States	I have not heard back from you. Please provide an update to this case with the vehicles current status or close it if the vehicle has left, no further assistance is needed, or concern has been repaired.		
Dealer States	My name is and I'm the shop foreman here assisting with this vehicle. We have driven the vehicle several times for a total of and are unable to duplicate the concern/codes. I have inspected grounds, connectors and . No issue was found. We inspected Can-C STAR connectors, wiggled/squeezed and no issue found.		
Agent States	Hi Thanks for the info and heads up. It sounds like all that can be done has been done and we have no forward path to find any causes. If the concern has not been		

Dealer/Agent	Detail	Modified By	Last Modified Date
	<p> duplicated we have also not verified that the cause is related to a vehicle concern or is not being caused by the customer in some way and that is part of the reason for [REDACTED] of the [REDACTED] diagnostic process. At this time its suggested to have the customer come in and demonstrate how and when the concern happens to verify they are not causing the concern in some way, like plugging a device into the DLC. If they cannot duplicate the concern either, the options are to retain the vehicle and keep testing to verify and duplicate or return the vehicle to the customer and close the case. Which option is chosen is up to you [REDACTED] </p>		

CHERWELL REPORT

VEHICLE

VIN		Model Year	
Built Date		Mileage (Miles)	MDH
Engine	ECX	ECX	
Transmission	DFY	DFY	
Emmission		(S)	

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group		- MODULE, POWER INVERTER (PIM)	
Primary System	- ELECTRICAL	- ELECTRIC VEHICLE CONTROL SYSTEM	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	ON		
Created Date		Created By	Updated Date

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
CR		

CONTACT

Dealer		Phone	
Address	931 South Lone Hill		
City		State	CA
Dealer Zone	71	County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	6
Initial Concern	Vehicle stopped running and check engine light				
Duplicated	Yes	Repairs Parts and Tests	Isolation test, Motor B resolver resistance diag test		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Ordered PIM
-------------	-------------

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	AGE	DATE RECIEVED	STATUS
PREPNV			0		PAID
			1		PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	Isolation test: Test lead on HV + and other good ground resistance measured at [REDACTED]; Test lead on HV - and other on good ground resistance also measured at [REDACTED]. No aftermarket accessories equipped on vehicle		[REDACTED]
Dealer States	Motor B Resolver Resistance Diag Test: Resolver B Sin Hi and Resolver B Sin Lo circuit measured at [REDACTED], Resolver B Cos Hi and Resolver B Cos Lo circuit measured at [REDACTED], Resolver B Excitation Hi and Resolver B Excitation Lo circuit measured at [REDACTED], removed all connectors on PIM and inspected for damage. No damage or corrosion to connector or module, also latching and locking properly		[REDACTED]
Agent States	[REDACTED], from your testing looks like a PIM will be needed. I have placed the order for the PIM Part #: [REDACTED] Order #: [REDACTED]**. Your Parts can track the ETA with the above information. Feel free to close the case at this time. [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission		(NAS)			

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Group	9BE - RING(S),		
Primary System	- ENGINE	- ENGINE System BLOCK	Area of Failure SCORED OR SCRATCHED
Customer Complaint / Reason for contact	OVERHEATS		
Created Date		Created By	Updated Date Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report		
Vehicle Scan Report		

CONTACT

Dealer		Phone	
Address			
City	State	CA	ZIP
	County		
Technician TID/SID	Technician Email		
Training Level	CORE	Contact Via SMS	Contact Via Email No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	
	while driving the vehicle engine suddenly lost power and seized up vehicle started knocking and over heating temp gauge in cluster pegged to max customer pulled over vehicle started smoking from engine bay // starting the vehicle. vehicle has excessive engine noise engine is missing on 3 cylinders coolant leak at inlet to water pump scanned for codes vehicle also threw a and pending vehicle running rough attempting to stall vehicle also smoking out exhaust white thick smoke vehicle failed block test				
Duplicated	Yes	Repairs Parts and Tests	no repairs have been performed drove vehicle in put coolant in vehicle inspected for coolant leak found coolant leak at inlet to water pump scanned for codes vehicle also threw a and pending vehicle running rough attempting to stall vehicle also smoking out exhaust white thick smoke vehicle failed block test		

Information Sent						
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description Replacing engine due to scored cylinder walls

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
			5		PAID
					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	I understand that this lost power and has excessive engine noise and coolant leaking out the inlet to pump. Advised I would borescope the cylinder and see if there is scoring and get some pictures if found and attach them to the case. Let me know or repair or replace using the thanks		
Agent States	How are you doing with this case it is still open. And if any questions let me know, and please give me a progress update Or I can call if needed. Need daily updates or the case can close. If the case does close just reopen and let us know. Thanks,		
Agent States	Called for an update VM. Need an update on your case it is still open and if any questions let me know or I can call. Also, if the car is gone or you're waiting on parts, let us know. Or the case could be closed if we don't get daily updates. If it does close, you can just reopen the case and let us know. Thanks,		
Dealer States	pulled plugs inspected bore with bore scope virtual scoring in cylinders spark plug damage and coolant in cylinders took oil sample oil is mixed with coolant and have metal shavings in oil took pictures just figuring out how to upload.		
Agent States	understand you have scoring and are requesting to replace the engine and for the pictures attach them to the case just like you would od the reports Thanks		
Dealer States	photos have been added		
Agent States	Ok, thanks for the pictures Star does not authorize long or short block engine replacements those decisions are made at the dealership level or by your service manager using the. Please review the Service's latest published Matrix for possible pre-Auth requirements based on your dealer's current Smart Warranty level. The matrix is located on DealerCONNECT> Service Tab>Warranty Administration> Pre-Authorization Quick Reference Guide - CLICK HERE. Get approval from your service manager to order the engine or parts that are needed and reply back and let me know. Thanks,		
Agent States	How are you doing with this case it is still open. And if any questions let me know, and please give me a progress update Or I can call if needed. Need daily updates or the case can close. If the case does close just reopen and let us know. Thanks,		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		UNLIMITED RUBICON 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission		(NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
		- REPAIR	
Primary System	8 - ELECTRICAL	System - WIRING HARNESS	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	INTERMITTENT		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (2)		
Vehicle Scan Report (1)		
Configuration		

CONTACT

Dealer		R	Phone	
Address				
	State		ZIP	
Dealer	County			
Technician TID/SID	Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	
Initial Concern	CUST HYBRID SYSTEM MALFUNCTION MESSAGE ON , CUST VEHICLE SHUT OFF AND WOULD NOT TURN ON FOR 20				
Duplicated	No	Repairs Parts and Tests	PERFORMED HV POWER DOWN, REMOVED ALL HV CONNECTORS CONTAINING HVIL CIRCUIT AND INSPECTED TERMINALS. ALL PINS FOUND NO NOTICEABLE ISSUES, REINSTALLED ALL CONNECTORS TORQUED TO SPEC AND POWER UP, ROAD TESTED AND NOT ABLE TO DUPLICATE CONCERN		
	P0A0A-00	P0A0C-00			
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description Replaced EV harness

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	████████████████	██████	██████	PAID
██████	██████	████████████████	██████	██████	PAID
██████	██████	████████████████	██████	██████	PAID
██████	██████	████████████████	██████	██████	PAID
██████	██████	████████████████	██████	██████	REJECTED
██████	██████	████████████████	██████	██████	PAID
██████	██████	████████████████	██████	██████	REJECTED
██████	██████	████████████████	██████	██████	PAID
██████	██████	████████████████	██████	██████	REJECTED
██████	██████	████████████████	██████	██████	PAID
PREPNV	██████	██████████████	0	██████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
██████	Hello. Any addons, modifications, or sings of damage present? Is the ██████ access cover seating correctly and fully locked in? Have you tried adjusting it? ██████		██████
Dealer States	No add-ons, and access cover fully seating no signs of damage on cover pins or seal around cover tried moving around doesnt really have room for adjustment.		██████
██████	ok thanks. If you try wiggling the ██████ connectors, while viewing the HV cable connector status data on witech do you see any connectors go from false to true? ██████		██████
Dealer States	Tried wiggling ██████ connectors while viewing HV CABLE CONNECTOR STATUS under HCP data and no change. Additional information: I did see there is a small coolant leak from heater core hose that is dripping on to HV cable plastic piece by bulkhead between engine and trans, cables that go to MGU. ██████ update available current sw ██████ new ██████ TSB ██████ although customers DTCs are not on list for TSB.		██████
██████	ok thanks. the leak will need to be repaired, the hv connector being leaked on replaced. and the updates should be performed. Let me know the ETA of any parts you need to order to do this please. ██████		██████
Dealer States	Good morning i was able to order the hose bundle for the leak repair ██████, the EV wire harness is not available to order WIRING, High Voltage, HV P1 TO PIM. part number on vehicle is ██████ supercedence part number is ██████		██████
██████	Can you get just the connector instead of the whole harness? What is the ETA on the hoses?		██████
Dealer States	The coolant leak is onto the EV harness no connectors nearby. hoses have arrived, EV harness ETA ██████. Do you want me to repair leak, update modules and go from there?		██████
██████	Any update?		██████
██████	yes. Let me know how it turns out and clean out the connector the best you can. ██████		██████
██████	any update?		██████

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Yes i have received the wire harness [REDACTED]. will perform repairs and update status		[REDACTED]
Agent States	ok thanks		[REDACTED]
Agent States	Any update? Is the concern resolved?		[REDACTED]
Dealer States	In the process of performing repairs.		[REDACTED]
Agent States	Thanks. Let me know once completed how it goes. [REDACTED]		[REDACTED]
Agent States	any update?		[REDACTED]
Dealer States	[REDACTED] of the fittings on the evap canister snapped off during harness replacement. part ETA today or [REDACTED] will update when repairs are complete		[REDACTED]
Agent States	ok thanks. [REDACTED]		[REDACTED]
Dealer States	Hello [REDACTED], i finished putting the vehicle back together. bled coolant, road tested and no DTCs returned. put the vehicle to charge. will flash BPCM and road test again.		[REDACTED]
Agent States	ok thanks. Let me know how it goes please. [REDACTED]		[REDACTED]
Agent States	any update?		[REDACTED]
Agent States	any update? are the repairs complete?		[REDACTED]
Dealer States	Repairs have been completed and vehicle driven numerous times. So far issue has not returned.		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emmission		(NAS)						

GENERAL

STAR Case ID				Case Status	Closed
Application Group	- ELECTRICAL CORE GROUP				
Component Group	8DC - MODULE, POWER INVERTER (PIM)				
Primary System	08 - ELECTRICAL	Sub System	08R - ELECTRIC VEHICLE CONTROL SYSTEM	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	START AND STALL				
Created Date		Created By		Updated Date	<div></div> Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report		
Vehicle Scan Report		

CONTACT

Dealer			Ram of	Phone	
Address	1565 W Ogden Ave				
City		State	IL	ZIP	
Dealer Zone	51	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	
Initial Concern	customer states that after braking to a stop vehicle shuttered and died out. Will not restart.				
Duplicated	Yes	Repairs Parts and Tests	followed testing procedure for code Drive B inverter performance. Checked all wiring for damage, pushed out wires properly seated connectors and corrosion. Checked resistance between Resolver Sine B Hi and Lo, Cos Hi and Lo and Excitation Hi and Lo. Sin B Lo Ohms Sin B Hi Cos B Lo Cos B Hi Excitation B Lo Excitation B Hi s All wiring tests within specification and consistent.		
	DTC2	P0AE1	DTC3	DTC4	
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description STAR ordered PIM

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Ok [REDACTED], I will get you over to the [REDACTED], someone will be in Contact Shortly		[REDACTED]
Agent States	[REDACTED] of the diagnostics has you check resistance values from circuit to circuit, can you provide us with those values. [REDACTED]		[REDACTED]
Dealer States	I provided all the values in my notes. However, all the resistances were [REDACTED] for all the Hi and Lo circuits.		[REDACTED]
Agent States	So testing sin hi to lo the resistance was [REDACTED]? and the same for cos hi - lo and exc hi - lo? You documented individual resistances of .8 from what i understood in your communication. [REDACTED]		[REDACTED]
Dealer States	I did test individual hi and lo circuits. I will retest across the hi to lo circuit and provide the new readings.		[REDACTED]
Agent States	thank you [REDACTED] [REDACTED]		[REDACTED]
Dealer States	I tested the resistance between sin Hi to Lo and got [REDACTED] - [REDACTED] Resistance between Cos Hi to Lo is [REDACTED] - [REDACTED] Resistance Between Excitation Hi to Lo is [REDACTED]. Spec is 23 +/- [REDACTED] All resistances are withing spec. I follwed the rest of the testing procedure and checked wiring and everything appears good. Final step is to replace the PIM.		[REDACTED]
Agent States	Thank you for letting us know. STAR has placed the order for the PIM part number [REDACTED] order number [REDACTED]**. Your parts department can track the ETA with the information above usually within [REDACTED]. Once the tracking information is available I will provide you with an ETA. Thank you [REDACTED]		[REDACTED]
Agent States	Current ETA is [REDACTED]. Please request case closure at this time. Thank you [REDACTED]		[REDACTED]
Agent States	We will now proceed with case closure. Should you require additional assistance with this vehicle, you have [REDACTED] to reopen this case. Thank you for using [REDACTED] STAR. [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group	-		
	- PUMP, TRANSMISSION OIL (ANY)		
Primary System	TRANSAXLE - AUTO	System AUTOMATIC	Area of Failure BINDS, STICKS, OR SEIZED
Customer Complaint / Reason for contact	MIL ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (1).pdf		
Report.pdf		

CONTACT

		Hoblit Chrysler Jeep Dodge, Inc.	Phone	
Address				
		State	ZIP	
Zone	71	County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	9
Initial Concern	Vehicle randomly shuts off at stops and will not move. The ignition will need to be cycled off and back on to get it to drive again.				
Duplicated	No	Repairs Parts and Tests	is with same complaint. Both times it had a store tcm trans fluid is full and not burnt. Last time in the software was updated as nothing could be found or duplicated. Diag leads to internal trans issue.		
DTC1		DTC2	DTC3	DTC4	
Information Sent					
Scan Tool Software Version		Last Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description	Transmission assembly on order
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WARRANTY CLAIMS

#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
			7		PAID
					PAID

CONVERSATION(S)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Good afternoon. You have reached [REDACTED] at the [REDACTED]. I have requested the reassignment of this case to our [REDACTED] for further evaluation and proper handling. Once the reassignment processes, a member from that team should be with you shortly. Thank you. ? [REDACTED]		[REDACTED]
Agent States	[REDACTED], have you been able to duplicate any concerns or is it intermittent? Was this [REDACTED] set when the vehicle was previously in for service? Is the TCM up to date with the latest flash?		[REDACTED]
Dealer States	The vehicle was here in August with the same fault code. She said it's done it [REDACTED] since then. She says it will display "Service transmission" on the cluster and then will not move. She puts it in park but it will not start/move for about 5 minutes. I have not duplicated the issue. [REDACTED] times in it had a stored [REDACTED]. She had a video of it happening but so far it will not download. Still trying. [REDACTED]		[REDACTED]
Agent States	[REDACTED], thanks for the update. I am going to request this case be reviewed for the transmission replacement. I will update the case once it has been reviewed. Thanks [REDACTED].		[REDACTED]
Dealer States	Great. Thank you. [REDACTED]		[REDACTED]
Agent States	[REDACTED], still no response from my request for an internal review. If you don't hear back from me this time [REDACTED] please update the case and I will order the trans and get your AM to approve replacement. Thanks [REDACTED]		[REDACTED]
Dealer States	Hi [REDACTED]. Never heard from you so here I am. Please get the trans coming. Thanks. [REDACTED]		[REDACTED]
Agent States	[REDACTED], sorry for the delay in response. I just got approval for the transmission replacement. I have ordered the transmission assembly [REDACTED], as needed. The order number is [REDACTED]**. I added DM notes approving the transmission replacement. Your parts department can track the order for you. I didn't order any other parts you may need for the replacement. Let us know if you need anything. Thanks [REDACTED]		[REDACTED]
Dealer States	I think we're good. I suppose you can close the case. Thanks. [REDACTED]		[REDACTED]
Agent States	[REDACTED], I just checked and it is showing an ETA of [REDACTED]. Since we have the part on order and a ETA I am going to close this case. If you need anything you can reopen the case within the next 15 [REDACTED] or open a new case and refer to this one. Thanks, [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID				Case Status	Closed
Application Group					
Component Group	- BATTERY, HIGH-VOLTAGE				
Primary System	- ELECTRICAL	Sub System	- ELECTRIC VEHICLE BATTERY SYSTEM	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	ON				
Created Date		Created By		Updated Date	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report-8.pdf		
Vehicle Scan Report-8.pdf		

CONTACT

Dealer					L	Phone	
Address	1024 S Stemmons Fwy						
City		State					
Dealer		County					
Technician TID/SID		Technician Email					
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email			

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	3
Initial Concern	vehicle died while driving at highway speeds. service charging system message on dash.				
Duplicated	No	Repairs Parts and Tests	have inspected charging system [REDACTED] and high voltage. no issues were found. checked and cleaned [REDACTED] also no issues found. test drove as customer did with no duplication of concern.		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last [REDACTED] Search	Vehicle Off Road or Tow-in	No	RO Number [REDACTED]

RESOLUTION

Description	Unable to duplicate the concern
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WARRANTY CLAIMS

#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
					PAID
					REJECTED
					SUSPENDED
					PAID
					PAID
					PAID
					PAID
PREPNV			0		PAID

CONVERSATION (S)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	when the vehicle come in did it have any stored codes? If so, what were they? Did they state if it was a chugging stall or if the vehicle just went dead? Did the dash go dark? -S		
Dealer States	no codes active or stored. Customer stated the dash was still active when vehicle stalled. From their report it just lost power/no response from powertrain. Ignition was cycled and everything worked as if nothing happened. Vehicle was set in hybrid mode and engine was off.		
Agent States	what about the codes Did it come in with any other codes other than what's on the VSR? -S		
Dealer States	there were no other codes than what was on the VSR. There is the dilemma because I have not found anything in service library, but this is not the we had come across with a similar concern. please let me know if there is any particular area or test that needs to be looked at/done to ensure do-diligence for the customer.		
Agent States	I have not heard or seen this type of concern with no codes being present. Usually, we get some type of code. I have searched for like cases but did not find any common concerns. Did the customer share how much charge was left? -S		
Dealer States	around when issue occurred		
Agent States	did we try to drive it along that % to see if we could duplicate it? If we did and we were unable then we can either attempt to drive it some more. If we are unable to duplicate, then we will have to return it to the customer. Let me know what happens. S		
Dealer States	PROFORMED THE TEST DRIVES AND NO EVENTS OCCURED. RETURNING THE VEHICLE.		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID				Case Status	Closed	
Application Group	-					
	- MODULE, (ANY)					
Primary System	- ELECTRICAL	Sub System	- ELECTRONIC CONTROL MODULES	Area of Failure	CHECK ENGINE/SERVICE ENGINE SOON	
Customer Complaint / Reason for contact	SHIFT LIGHT OPERATION					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Report.pdf		
Freeze		

CONTACT

Dealer				Phone	
Address					
City		State	KY	ZIP	4
		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	VEHICLE DIED IN TRAFFIC AND WOULD NOT RESTART OR GO INTO PARK				
Duplicated	Yes	Repairs Parts and Tests	PERFORMED SERVICE BULLETIN WITH READING PINPOINT TESTS AND LOOKING AT VEHICLE IM THINKING THE TCM / VALVEBODY 68507895AA IS THE PROBLEM BUT DONT WANT TO THROUGH PARTS AT IT.		
Information Sent					
Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Replace valve body/TCM assembly.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	████████████████	██████	██████	PAID
██████	██████	████████████████	██████	██████	PAID
██████	██████	████████████████	██████	██████	PAID
██████	██████	████████████████	██████	██████	PAID
██████	██████	████████████████	██████	██████	PAID
PREPNV	██████	████████████████	0	██████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent ██████	Hi ██████, I'm going to get you over to our Hybrid team for further assistance. Someone should reply soon. Thanks, ██████		██████
Agent ██████	██████ are any modules dropping out or losing communication? Can you refer to SOL ██████ inspect the ██████ Black ██████ connector. If no issues there can you inspect the TCM/transmission ██████ connector for any issues? Let me know what you find.		██████
Dealer ██████	CHECKED CONNECTOR ██████ AND CONNECTOR ██████ FOR PUSHED PINS, PIN FITMENT AND TENTION. NO PROBLEMS FOUND.		██████
Agent ██████	██████ bummer. I am going to request the case be reviewed for the TCM/VB replacement.		██████
Dealer ██████	CAN I GET A UPDATE		██████
Agent ██████	██████ really sorry for the delay. The Valve body replacement was approved. I added DM notes approving the valve body. The VB isn't on restriction and your parts department can order the part for you. Let us know if it is on backorder or anything.		██████
Agent ██████	██████ tracking shows you got the part ██████ Let us know the results or if you need anything. Thanks ██████		██████
Dealer ██████	OK. WILL TRY TO GET IT IN WITHIN THE NEXT ██████ DAYS. THANKS		██████
Agent ██████	██████ sounds good. Thanks for the update.		██████
Agent ██████	██████ please update the case when you can. Thanks ██████		██████
Dealer ██████	WORKING ON IT NOW. TRYING TO GET THE BUGS WORKED OUT OF PROGRAMING AND ADAPTION PROCEDURES		██████
Dealer ██████	NOTICED THERE IS A RECALL FOR THIS SAME PROBLEM, WHATS UP THERE.		██████
Agent ██████	██████ I'm not sure which recall your referring to. If your referring to the new ██████ 7 I haven't been given any information on it.		██████
Dealer ██████	PUT THE VALVE BODY IN AND TEST DROVE, ALL GOOD. NO PROBLEMS, RECALL CAME OUT THE DAY AFTER I PUT VALVE BODY IN AND PERFORMED THAT. TEST DROVE FOR ██████ AND NO PROBLEMS FOUND.		██████
Agent ██████	██████ thanks for the update. Since we have this one fixed I am going to close this case.		██████

CHERWELL REPORT

VEHICLE

VIN			Model Year		Body				
Built Date									
Engine	ECX		ECX						
Transmission	DFY		DFY						
Emmission	50 STATE EMISSIONS (NAS)								

GENERAL

STAR Case ID				Case Status	Closed
Application Group					
Component Group	- VALVE, THERMO BYPASS				
Primary System	- COOLING	System	- TRANSMISSION	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	INFORMATION				
Created Date		Created By		Updated Date	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded

CONTACT

Dealer		s	Ram	Phone	
Address	1221 S Auto Center Dr				
City		State		ZIP	
Dealer Zone	71	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	2	Days In Shop	
Initial Concern	engine light on				
Duplicated	Yes	Repairs Parts and Tests	have replaced valve		
DTC1	p0e80	DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description Closing due to inactivity

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					REJECTED
					SUSPENDED

CLAIM#	CREATED DATE		MILLAGE	DATE RECIEVED	STATUS
					REJECTED
					SUSPENDED
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	dtc [REDACTED] keeps coming back on, takes awhile to return after reset. see star case [REDACTED] replaced [REDACTED] now, tested wiring from pim to valve, no issues found with wiring, inspected inline connectors for terminal issues, none found. code is very intermittent, customer added that vehicle stalled [REDACTED] also, but this has no been verified and no codes stored		[REDACTED]
Agent States	Transferring to Hybrid group		[REDACTED]
Agent States	[REDACTED], please verify the temperatures at all [REDACTED] of the shut off valve, using an infrared temp gun. Then actuate the valve and verify the temperatures change. -SethS		[REDACTED]
Agent States	[REDACTED], any updat eon this one? Where do we stand? -SethS		[REDACTED]
Agent States	[REDACTED], I have been unable to reach you for an update. Due to inactivity this case is being closed. Feel free to reopen if assistance is found to still be needed. - [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission	50 STATE EMISSIONS (NAS)							

GENERAL

STAR Case ID					Case Status	Closed	
Application Group	-						
	- BATTERY						
Primary System	- ELECTRICAL	- BATTERY System		SYSTEM		Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	INTERMITTENT						
Created Date		Created By		Updated Date		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report1130.pdf		
Vehicle Scan Report1130.pdf		

CONTACT

Dealer					Ram Fia	Phone	
Address	1130 Auto Mall Dr						
		State	CA	ZIP			
Dealer Zone		County					
Technician TID/SID		Technician Email					
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No		

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	45
Initial Concern	CUSTOMER STATES VEHICLE STALLS				
Duplicated	No	Repairs Parts and Tests	CHECKED FOR UPDATES AND SCANNED FOR CODES		
DTC1		DTC2		DTC4	
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	Yes	RO Number	

RESOLUTION

Description Vehicle is operating correctly at this time. Case to be reopened if further assistance is needed.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					REJECTED

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	██████████████	██	██████	SUSPENDED
PREPNV	██████	██████████████	0	██████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent ██████	This case is being transferred to the hybrid group and someone will be in touch as soon as they can, ██████.		██████
Agent ██████	██████, have you been able to duplicate this concern? If so were any modules offline? Can you remove and inspect grounds ██████, ██████, and I think ██████ (Engine ground, right side of block). We have seen these grounds cause this type of concern/DTCs.		██████
Dealer ██████	THE GROUND IS CLEAN AND TIGHT.		██████
Agent ██████	██████, have you duplicated the concern or is it intermittent? If the concern is intermittent it is likely a wiring or pin fit issue.		██████
Dealer ██████	INTERMITTENT		██████
Agent ██████	██████, thanks for the update. Without being able to duplicate it all we can really do is manipulate the hanresses and watch for any loss of communications. Based off the codes I would suspect an issue around the ABS module.		██████
Dealer ██████	I PERFORMED WIGGLE TEST. NOTHING CHANGED. CHECKED PIN TENSION. PIN TENSION IS GOOD. NO CORROSION		██████
Agent ██████	██████, since we are releasing the vehicle I am going to close this case for now. If you need anything you can reopen the case within the ██████ or open a new case and refer to this one. Thanks ██████		██████
Agent ██████	██████, without being able to duplicate the concern then we may have to release the vehicle until the concern becomes more active or is something we can duplicate.		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year	2022	Body		UNLIMITED RUBICON 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
	- MODULE, (ANY)					
Primary System	- ELECTRONIC ELECTRICAL System CONTROL MODULES			Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	START AND STALL					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration		
Vehicle Scan		

CONTACT

Dealer			Ram	Phone	
Address	4101 W Colonial Dr				
	State		ZIP		
Dealer Zone	66	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	4
Initial Concern	Customer stated the vehicle shut off while driving. Check engine light came on and had codes [REDACTED].				
Duplicated	Yes	Repairs and Tests	Test drove the vehicle [REDACTED]. I was unable to get the vehicle to stall. It has a open recall [REDACTED] and in that recall it says the vehicle can stall and this recall is not yet available. What should we do? I also did the other open recall [REDACTED] it passed the inspection.		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version	Last [REDACTED] Search	Vehicle Off Tow-in	No	RO Number	[REDACTED]

RESOLUTION

Description	tech requested closure
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WARRANTY CLAIMS

CLAIM#	CREATED DATE		MILLAGE	DATE RECIEVED	STATUS
					PAID
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi [REDACTED], [REDACTED] Master Consultant here. The recall refers to the U0594 [REDACTED]; basically what happens is when the customer is in EV driving mode and the EV motor becomes overloaded. We could see this on not enough acceleration input causing low torque high amperage load, going up a high, passing someone, etc.. The HCP detects this high amperage load and the vehicle goes into a "loss of propulsion" which allows the BPCM to cool down the contactors. The way to avoid this is to use the gas engine to power through and assist the EV mode. This can be done either by switching to e-save mode when the event occurs, pressing harder on accelerator to get gas engine to start and assist EV motor or just back off and coast to slow down. The HCP will not allow that "sweet spot" of not enough engine support & too much amperage which could damage the BPCM, the HCP itself or other components. Hopefully this helps. - [REDACTED]		[REDACTED]
Agent States	closure requested, duplicate case.		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		RUBICON 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- HYBRID CORE GROUP		
	- MODULE, (ANY)		
Primary System	- ELECTRICAL	System	- ELECTRONIC CONTROL MODULES
Customer Complaint / Reason for contact	ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer		Dodge	Ram	Phone	
Address	4101 W Colonial Dr				
	State		ZIP		
Dealer Zone	66	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	4
Initial Concern	Customer stated the vehicle stalled and the check engine light came on. It had stored code				
Duplicated	Yes	Repairs Parts and Tests	Test drove the vehicle and it never stalled on me. Completed recall . It also has a open recall and this recall is not yet available. In this recall it says the vehicle can stall.		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Closure requested
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN		DATE RECIEVED	STATUS
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	████████	████████████████	0	████████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi ██████, ██████ Master Consultant here. During certain driving conditions when the vehicle is in EV mode. This DTC can sometimes trip. Basically when the code sets the HCP has detects a "power limit" condition and the vehicle will loose forward propulsion because the HCP detects too big of an electrical load (ie passing someone on the highwa but not enough acceleration to get the gas engine to start, going up a hill, towing something, etc..) the customer would need to either accelerate through so that the gas engine kicks on to assist the EV motor, deaccelerate then slowly tip back in, or the can press the e-save button so that the gas engine kicks on. Long story short, the EV motor was overloaded during a certain condition causing DTC to trip and the vehicle will slowly de-accel until a new input so commanded thus getting the "stalled" affect. Hope this helps. - ██████		████████
████████	████████ requested closure.		████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission	50 STATE EMISSIONS (NAS)							

GENERAL

STAR Case ID				Case Status	Closed
Application Group	-				
	- BATTERY				
Primary System	8 - ELECTRICAL	- BATTERY System	SYSTEM	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	MIL ON				
Created Date		Created By		Updated Date	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan		
Configuration		
Freeze Frame		
ECU Details		

CONTACT

Dealer				Phone	
Address					
			State		
			County		
Technician			Technician Email		
Training Level	CORE		Contact Via SMS	Yes	Contact Via Email Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop			
Initial Concern	C/S TRANSMISSION FAILURE MESSAGE POPPED UP AND VEHICLE WOULDNT START AFTER VEHICLE STARTED AND CHECK ENGINE LIGHT POPPED ON						
Duplicated	No	Repairs Parts and Tests	FOUND DTCS AND TEST DROVE AND WAS UNABLE TO DUPLICATE CONCERN OR GET DTCS TO RETURN ACTIVE. SHOULD I PERFORM DIAGNOSTIC PROCEDURE FOR ? MOTOR B RESOLVER RESISTANCE DIAGNOSTIC TEST.				
	P1DAF-00		DTC3	P0A45-00	DTC4		
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description Unable to duplicate

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████	████	████	PAID
████	████	████████████████	████	████	REJECTED
████	████	████████████████	████	████	SUSPENDED
████	████	████████████████	████	████	PAID
████	████	████████████████	████	████	REJECTED
████	████	████████████████	████	████	SUSPENDED
████	████	████████████████	████	████	PAID
████	████	████████████████	████	████	REJECTED
████	████	████████████████	████	████	SUSPENDED
████	████	████████████████	████	████	PAID
████	████	████████████████	████	████	REJECTED
████	████	████████████████	████	████	SUSPENDED
████	████	████████████████	████	████	PAID
████	████	████████████████	████	████	REJECTED
████	████	████████████████	████	████	SUSPENDED
████	████	████████████████	████	████	PAID
████	████	████████████████	████	████	PAID
████	████	████████████████	████	████	PAID
████	████	████████████████	████	████	PAID
████	████	████████████████	████	████	REJECTED
████	████	████████████████	████	████	SUSPENDED
████	████	████████████████	████	████	PAID
████	████	████████████████	████	████	REJECTED
████	████	████████████████	████	████	SUSPENDED
PREPNV	████	████████████████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	TEST DROVE AGAIN █████ AND WAS UNABLE TO DUPLICATE.		████
Agent States	Hi █████ if we got those DTCs we need to try and duplicate somehow. What was the customer doing when the concern happened. Thank you		████
Dealer States	BEEN TESTING, STILL UNABLE TO DUPLICATE. FROM SERVICE ADVISOR, CUSTOMER STATES "CUSTOMER STARTED CAR IN █████ SOON AS PUT INTO ELECTRIC MODE THE CAR DIED AND WOULDNT START FO █████ PUT IT INTO ELECTRIC MODE RIGHT AWAY AFTER STARTING."		████
Agent States	Not sure if we cant duplicate we cant fix it so we have to return to customer. If it happens again to them then ask then what was going on when it happened and were they parked on a hill, in their garage, or did it happen while driving? Thank you		████
Dealer States	████ RECALL WAS JUST RELEASED. I WILL COMPLETE UPDATE AND RETEST. IF STILL UNABLE TO DUPLICATE, WE WILL SHIP THE VEHICLE.		████

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	Ok thank you		████████
Dealer States	STILL UNABLE TO DUPLICATE CONCERN. VEHICLE WILL BE SHIPPED ████████. I WILL REQUEST CASE CLOSURE.		████████
Agent States	Ok thank you ████████ we will close the case on our end. Thank you		████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		UNLIMITED RUBICON 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
	- BATTERY, HIGH-VOLTAGE		
Primary System	8 - ELECTRICAL	System	- ELECTRIC VEHICLE BATTERY SYSTEM
Customer Complaint / Reason for contact	ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
ECU Details (1).pdf		
Configuration (1).pdf		
Vehicle Scan (1).pdf		

CONTACT

Dealer		Phone	
Address	5133 W Irving Park Rd		
	State		
Dealer Zone	51	County	
Technician		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	3	Days In Shop	22
Initial Concern	service charging system and vehicle stalled.				
Duplicated	Yes	Repairs Parts and Tests	HAS BEEN REPLACED PER PREVIOUS ATTEMPTS AT REPAIRS. HV CALBES HAVE BEEN REPLACED DUE TO FINDING BCH HV CONNECTOR NOT SEATING CORRECTLY.		
DTC1		DTC3			

Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description Ordered HV Pack

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
					PAID
					REJECTED
					SUSPENDED
					PAID
					REJECTED
					SUSPENDED
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	, since we have the code, please recheck the fuses in the HV Pack and the PIM. Test them for resistance and let me know what you find for resistance for each fuse.		
Dealer	INSPECTED FUSES AND ATTACHED IMAGES.		
Agent	, no pictures were uploaded to the case. Please reupload them or just put the value sin the conversation box.		
Dealer	SORRY. I HAVE ATTACHED THEM NOW.		
Agent	, I am unable to open them most likely due to a Cherwell issue. Please just input your results in the text conversation here. I do not need pictures of the readings.		
Dealer	PIM FUSES READ FUSES REA FUSE READ		
Agent	, please perform the Loss of Isolation test and let me know what you find for resistances.		
Agent	, any update where do we stand on this one?		
Dealer	PERFOMED OF LOI. RED LEAD TO (+) AND BLACK LEAD CONNECTED TO KNOWN GOOD GROUND READS S (-) TO (+) READS WELL.\ ACCORDING TO TEST THE BUS RAIL AND CHASSIS ARE SAFELY ISOLATED. DO I CONTINUE TO STEP 5? SINCE READINGS ARE WITHIN SPECS.		
Dealer	SORRY IT TAKES A WHILE TO REPLY BUT I DONT HAVE TO WORK ON THIS WRANGLER DAILY.		
Dealer	IS THERE A KIT TO TEST THE HV COMPONENT RESISTANCE VALUES? I AM ATTEMPTING TO GET RESISTANCE VALUE ON MODULE SIDE AND DO NOT WANT TO DAMAGE PINS.		

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent [REDACTED]	[REDACTED], you disconnect the HV cable that supplies [REDACTED] and just use the meter leads and touch them to the modules. There is no kit needed. Let me know what you find for [REDACTED]. [REDACTED]		[REDACTED]
Dealer [REDACTED]	OKAY I HAVE ATTEMPTED THAT PROCEDURE AND DIDNT THINK I WAS GETTING ACCURATE READINGS. I WILL ATTEMPT AGAIN.		[REDACTED]
Agent [REDACTED]	[REDACTED], I will wait for an update. [REDACTED]		[REDACTED]
Agent [REDACTED]	[REDACTED], I will send that along for review. [REDACTED]		[REDACTED]
Dealer [REDACTED]	[REDACTED] OHMS [REDACTED] OHM [REDACTED] [REDACTED] OHM [REDACTED] [REDACTED] OHM		[REDACTED]
Agent [REDACTED]	[REDACTED], please reconfirm the IDCM internal resistance like you did with the other modules [REDACTED]		[REDACTED]
Agent [REDACTED]	[REDACTED], I heard back. STAR has placed an order for the HV Pack. Part Number: [REDACTED] Order #: [REDACTED]** OMC Number: [REDACTED]. Please follow all instructions sent with the shipment and inform your warranty administrator of this order, if necessary. Your parts department can track the ETA with the information above. Please close the case at this time. Thank you for using [REDACTED] [REDACTED] - [REDACTED]		[REDACTED]
Agent [REDACTED]	ETA is showing [REDACTED]. STAR will close the case. [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN	7	Model Year	Body	WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)	MDH	
Engine	ECX	ECX		
Transmission	DFY	DFY		
Emmission	5	S (NAS)		

GENERAL

STAR Case ID					Case Status	Closed
Application Group						
<div>Group</div>	- CYLINDER, CLUTCH MASTER, SLAVE					
Primary System	06 - CLUTCH	Sub System	03A - HYDRAULIC COMPONENTS	Area of Failure	NOISY	
Customer Complaint / Reason for contact	MIL ON					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
ACFrOgDhJVgaf8cm6CnJ8iXQEEZ7yanTcC6Y4hNUMHehAeQtgVrlgZmV7YWJ9tyd		
=.pdf		

CONTACT

Dealer		Reedman Toll Auto World	Phone	
Address	1700 E Lincoln Hwy			
		State	PA	ZIP
		County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	No	Contact Via Email
			No	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	100
Initial Concern	Customer State Vehicle Would shut off and not start after 5 min. Alert for transmission after stalling.				
Duplicated	Yes	Repairs Parts and Tests	Check TCM for Updates. TCM UP-TO-DATE. POSITION CONTROL ERROR Diagnostic Procedure States to replace transmission I want to know if I missed any steps or go ahead and Remove and replace transmission		
Information Sent	P0810-00				

Scan Tool Software Version		Last [REDACTED] Search	Vehicle Off [REDACTED] or Tow-in	No	RO Number	[REDACTED]
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RESOLUTION

Description ordered trans

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Good Morning [REDACTED]. I cleared DTC and test drove vehicle [REDACTED] did not return after vehicle was driven [REDACTED]. Checked Fluid, Fluid was in level but found little metal shards in fluid. Attached image. thanks		[REDACTED]
Agent States	[REDACTED], we need to check the trans fluid level and report it in the case. Your advising if the code is cleared it has reset on a test drive. If so, please attach a scan report of the code resetting as Engineering is going to ask. [REDACTED]		[REDACTED]
Agent States	[REDACTED], the debris is hard to see in a dark pan. Use a coffee filter and reattach another picture. [REDACTED]		[REDACTED]
Dealer States	Good Morning I just attached the new image. A white piece of paper was the closest I could have gotten. I also zoom in on the previous image so you can see where the metal shards are at. Feel like you can see it better with a dark background. Thanks [REDACTED]		[REDACTED]
Agent States	Thanks, [REDACTED] for this code [REDACTED] we'll replace the trans. Please provide a part number of the trans so we can order one for this vehicle. [REDACTED]		[REDACTED]
Dealer States	Transmission Part number. [REDACTED]		[REDACTED]
Agent States	[REDACTED], the trans was ordered Part Number [REDACTED] order number [REDACTED]**. [REDACTED] Please close this case pending the parts replacement. Thanks, [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		SAHARA 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
	8CE - CENTER, POWER DISTRIBUTION (PDC)		
Primary System	ELECTRICAL	System	SYSTEMS
Customer Complaint / Reason for contact	DIAGNOSTIC PROCEDURE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
ECU Details Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer					
Address	21900	Cir			
City		State		ZIP	2
		County			
Technician TID/SID					
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	29
Initial Concern	Customer states "vehicle shut off while driving". Customer stated that the last time that this happened they hit the car in front of them.				
Duplicated	No	Repairs Parts and Tests	No Trouble Codes stored during any visit.		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	10700

RESOLUTION

Description	Vehicle returned to customer
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	██████████	██	████	PAID
████	████	██████████	██	████	PAID
PREPNV	████	██████████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent █████	Hello █████, sorry for the delay. █████ shows this vehicle had █████ stored when scanned the last █████. Do you have a scan report from when the vehicle was initially scanned when arriving to dealer? -████		████
Dealer █████	The scan report attached was taken immediately after starting diagnostics (vehicle had sat on lot while I've been out sick). On my end the previous █████ reports all show no DTC's on arrival; and none on the █████ sheet for this visit either.		████
Agent █████	████, let's go through all PDC connections/connectors/fuses/fuse arrays as well as all grounds where they mount to chassis. -████		████
Agent █████	████, any updates? -████		████
Dealer █████	████: sorry for the delay (I have been out sick the █████). I have inspected all power/ground connections at the PDC and visible ground points with no noticeable issues. Customer has stated that the vehicle will be bought back but I have no other proof of this.		████
Agent █████	████, thank you. can you. Can you inspect the █████ and █████ connector as shown in the █████ as well as disconnecting and inspecting the PCM connectors as there is reports of █████ of C1 pushed out. Let us know what you find please. Thanks, █████		████
Dealer █████	I have not had a chance to get this vehicle back into the shop yet. I will update the case with findings once I can check the connections mentioned.		████
Agent █████	████, no worries. Thank you for the update. -████		████
Agent █████	Hello █████, any updates? -████		████
Agent █████	Hello █████, just keeping the case open. -████		████
Dealer █████	Sorry for the delayed response; The connectors had no visible issues. The customer picked up the vehicle I will close the case.		████
Agent █████	████, thank you for the update. The case can be reopened in the next 15 days if the vehicle returns for this issue. -████		████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emmission	50 STATE EMISSIONS (NAS)							

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
<div></div> Group	MODULE, POWERTRAIN CONTROL (ANY)					
Primary System	<div>PERFORMANCE</div>	Sub System	<div>- ELECTRONIC CONTROL MODULES</div>	Area of Failure	CHECK ENGINE/SERVICE ENGINE SOON	
Customer Complaint / Reason for contact	DIE OUT / STALLS					
Created Date	<div></div>	Created By		Updated Date	<div></div>	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer				Phone	
Address					
City		State	MT	ZIP	
		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	2	Days In Shop	00
Initial Concern	CUSTOMER STATES VEHICLE WILL RANDOMLY STALL WHILE DRIVING.				
Duplicated	Yes	Repairs and Tests	RECALL [REDACTED] LOSS OF MOTIVE POWER RECALL HAS BEEN PERFORMED AND VEHICLE HAS STALLED [REDACTED] PERFORMED PCM UPDATE AND ISSUE STILL PRESENT. THERE ARE NEVER ANY TROUBLE CODES.		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last [REDACTED] Search		Vehicle Off Road or Tow-in	No RO Number [REDACTED]

RESOLUTION

Description	Circuits PCM to overlaid recommended- tech at school
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WARRANTY CLAIMS

CLAIM#	CREATED DATE		MILLAGE	DATE RECIEVED	STATUS
					PAID
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/	Detail	Modified By	Last Modified Date
	put the vehicle on the hoist and with the engine running, use a wrench and tap on the crankshaft position sensor, and pull and twist the harness going to the sensor in an effort to reproduce the customer concern,		
Dealer	THANK YOU, PERFORMED THAT TEST TUGGED AND PULLED ON CKP CONNECTOR AND TAPPED ON SENSOR ITSELF AND VERIFIED VEHICLE DID NOT STALL AND THERE ARE STILL NO CODES.		
	when the vehicle stalls, does it stall like the key has been shut off or does it stall like a manual transmission vehicle with the clutch not being pushed in fast enough? Lets also see if we can get a recording of the event, use the JL 2.0L CAM FAULT AS THE TEMPLATE TO MAKE THE RECORDINGS. CHESTER.		
Dealer	HAVE NOT BEEN ABLE TOO DUPLICATE... WILL GET MORE INFO AND GET RECORDINGS WHILE DRIVING AND UPDATE		
	, this is now as out of office, have you been monitoring the fuel pressure sensor that it maintains? Next we have had issues at times with the fuel quantity solenoid circuits connector at the pump or even high resistance, then the 27 and 26, see if there is push out, then test these circuits well, let us know, thanks		
Dealer	I AM NOT HAVING ANY LUCK FIDNING THE TEMPLATE YOU ARE DESCRIBING. DO IS JUST SEARCH FOR IT IN FLIGHT RECORDING VIEWER? I AM NOT SEEING IT..		
Dealer	WILL CHECK CONNECTORS AND CIRCUITS AND UPDATE..		
	, if you can't duplicate the concern the flight recording will not help, test these things as I laid out to you and let me know if the FPS readings ever go low or if the connector or circuits wiggled changes readings for fuel in , thanks		
Dealer	SEPERATED AND TESTED INVOLVED CONNECTORS, INSPECTED FOR PUSHED OUT OR DAMAGED PINS FOUND NO ISSUES IN WIRING, TUGGED AND PULLED ON AND CONNECTORS WHILE RUNNING VEHICLE, FUEL PRESSURE LOW SIDE MAINTAINS AND RAIL PRESSURE MAINTAINS AROUND AT IDLE. NOTHING DROPPED OUT WITH PULLING AND TUGGING ON WIRES. ALSO ATTACHED A VIDEO OF VEHICLE STALLING IN TRAFFIC WHEN CUSTOMER HAD THE COMPLAINT HAPPEN IF THAT WILL HELP AT ALL. THANK YOU.		
	, if you can't see the video above in attachments, I can't either, please resend and check, thanks		
Dealer	I RE-ATTACHED THE VIDEO AND SAVED IT, IT SHOULD BE AVAILABLE TOO VIEW NOW.		
	called , we discussed exh. cam sensor signal, compare tank pump pressure to FPS with A at tank, I said I will reach out to support to discuss and get back, thanks ext.		
	, at this time the test to compare the tank pump pressure with decay tool and what the fuel pressure sensor is reading- do they compare, then a volume test with to see how many ML's you get in s is the minimum spec. In that time- we normally see about s in that time, PHEV said that techs flash 2 or ahead in and things glitch out. Its not a hardware issue, replacing module(s) wont fix anything. Maybe have		

Dealer/Agent	Detail	Modified By	Last Modified Date
	the technician reflash the HCP & the modules to ensure everything went through successfully. Let us know results, thanks [REDACTED]		
Dealer States	FUEL PRESSURE SENSOR READING AND MANUAL GAUGE ARE EQUIVELANT AT [REDACTED] ON LOW PRESSURE SIDE. ON THE VOLUME TEST WE SAW [REDACTED]. REFLASHED MODULE RELATED TOO THE LOSS OF MOTIVE POWER RECALL AND VERIFIED STILL NO ISSUES. DEALERSHIP HAS STILL NOT BEEN ABLE TOO DUPLICATE.		[REDACTED]
[REDACTED]	[REDACTED] called [REDACTED], he said he has been at training, and sales has the keys and cooperating with the customer, we gave our recommendation to dedicate the circuits PCM to HPFP solenoid, keep us posted, close if waiting, then call me and I will re-open the case, thanks [REDACTED]		[REDACTED]
[REDACTED]	[REDACTED] called [REDACTED], he said [REDACTED] is at school, Star will close the case, you can call me at [REDACTED] and I will reopen the case or you have [REDACTED] to re-open it if needed, thanks [REDACTED]		[REDACTED]
Agent States	[REDACTED], thanks for the low side verification of fuel pressure, I am back to like cases to overlay the [REDACTED] and [REDACTED] 8 circuits PCM to quantity solenoid with a new connector at the quantity solenoid, place these in conduit and make professionally pleasing is recommended, This will make this vehicle dependable as we have seen quite a few just like this, let us know, thanks [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
	20B - SOLENOID, (ANY)		
Primary System	TRANSAXLE - AUTO	System AUTOMATIC	Area of Failure BINDS, STICKS, OR SEIZED
Customer Complaint / Reason for contact	MIL ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer		Drivers Village, Inc.	Phone	
Address	5885 E Circle Dr			
		State	ZIP	
Dealer		County		
Technician		Technician Email		
Training Level	CORE	Contact Via SMS	No	Contact Via Email Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	
Initial Concern	lights on dash vehicle shut down red wrench appeared code				
Duplicated	Yes	Repairs Parts and Tests	Followed diagnostic flowchart No tcm updates No other codes Fluid level checked and ok, condition appears ok at fill hole		
	p0810- 00			DTC4	
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Unable to duplicate concern. Case is inactive.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	extra sheet wrong trans selected. [REDACTED] correct trans		[REDACTED]
Agent States	[REDACTED], are you able to duplicate the code/concern? This code usually sets with another clutch code !The [REDACTED]0 is pretty much a generic clutch codes the TCM up to date with the latest flash?		[REDACTED]
Dealer States	I have not duplicated it yet the car has been towed in customer had multiple events where safety was a concern in traffic		[REDACTED]
Agent States	[REDACTED], please update the case if you still need assistance or close the case if the vehicle is no longer at the dealership.		[REDACTED]
Agent States	[REDACTED], tried calling the dealer for an update on this one. Was unable to reach the Service Advisor. Since this case is inactive I am going to close this case. If you need anything you can reopen the case within the [REDACTED] or open a new case [REDACTED] this one. Thanks [REDACTED]		[REDACTED]
Agent States	[REDACTED], can you try driving the vehicle to see if the code resets or if we have any shifting/engagement issues?		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission	50 STATE EMISSIONS (NAS)							

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
		POWER DISTRIBUTION (PDC)	
Primary System		- POWER DISTRIBUTION	Area of Failure
	ELECTRICAL	System	SYSTEMS
Customer Complaint / Reason for contact	CALIBRATION		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
ECU Details Report.pdf		
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

			Dodge Ram	Phone	
Address	3480 Highway K				
		State			
Zone	51	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	22
Initial Concern	after zb7 recall vehicle died while driving				
Duplicated	Yes	Repairs Parts and Tests	checked to make sure modules were up to date no code		
DTC1		DTC2		DTC4	
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Unable to duplicate concern.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	██████████████████	██████	██████	PAID
PREPNV	██████	██████████████████	0	██████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent ██████	Inbound call from ██████. After the recall was performed, the vehicle died with the customer. The vehicle was able to be driven in the shop. ██████ needs further assistance from the Hybrid group. I am transferring ██████ to them for further assistance.		██████
Agent ██████	██████ called in. Hybrid team was not available and ██████ in a meeting. I advised the technician that we will have someone call back when they are available. Tech can be reached at ██████		██████
Agent ██████	Sorry for the delay ██████, I'm having some system issues ██████. Was the vehicle stalling out before the recall was completed? ██████		██████
Dealer ██████	no it was not		██████
Agent ██████	Thanks ██████, could you explain a bit more about when it is cutting out? Is the whole vehicle dieing? just the EV motor? ICE engine? Is it during a stop start event? ██████		██████
Dealer ██████	customer states the vehicle stalled and had to put back into park and restart vehicle will have someone drive it to see if it happens and what happens		██████
Agent ██████	Thank you ██████, please confirm the concern and let me know ██████		██████
Dealer ██████	after i sent the last message the service manager said that the customer said it was happening before and customer was hoping the recall would fix the issue but it didnt and also the vehicle was driven ██████ wtih a total of ██████ put on it and nothing abnormal happened		██████
Agent ██████	Thank you ██████, we can't see anything abnormal in the history at this time. Unless you can duplicate the issue we are kid of stuck. ██████		██████
Dealer ██████	we have driven the vehicle ██████ so far still no issue customer is leaving vehicle while out of town next week will drive through out the week		██████
Agent ██████	Sounds good ██████. Keep me updated. ██████		██████
Dealer ██████	drove ██████ and still no issues		██████
Agent ██████	Sounds like we are in good shape ██████ ██████		██████
Dealer ██████	customer took the vehicle but isnt satasified so we will see if it comes back		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission	50 STATE EMISSIONS (NAS)							

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
	20J - VALVE BODY		
Primary System	- TRANSAXLE - AUTO	System	AUTOMATIC
		Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	MIL ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer		Phone	
Address			
	State	ZIP	
Dealer	County		
Technician TID/SID	Technician Email		
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	In Shop	
Initial Concern	vehicle shut down while driving				
Duplicated	Yes	Repairs Parts and Tests	vehicle scan fluid check		
Information Sent					
Scan Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description	Engine failure
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
			3		PAID
PREPNV			0		SUSPENDED

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	█████ please confirm if we clear the codes and duplicate the concern does the come right back? █████		█████
Dealer States	█████, yes, If dtc ic cleared it will return as soon as the vehicle is started. Thanks █████		█████
Agent States	█████ thank you. I will send this along for transmission approval. █████		█████
Agent States	█████ is there any record of overheating concern or engine concerns? Can we contact the customer and find out if the concern happened after going offroad? Does the vehicle show signs of offroad use? █████		█████
Dealer	█████, Contacted current owner. Current owner is █████ owner of vehicle. current owner states no overheating issues. Have not taken vehicle off road, but vehicle was delivered with a slim coating of mud underneath. Mud may be visible in serial# pic. I had to wipe away a thin coat of mud to get picture. Selling dealer is from █████ I am in NJ. Thanks █████		█████
Agent States	█████ please confirm that the engine will start and run with no issues. █████		█████
Agent States	█████ I will send this along. █████		█████
Dealer States	█████. When star case was started I was able to get █████ to ready mode after █████. I double checked this this morning and engine will not start and "ready" will not display on the dash. Also "service charging system" is displayed on the cluster. So no at this time engine does not start and no ready message. █████		█████
Agent States	█████ we need to disconnect the transmission from the engine and verify we are able to turn the engine over by hand. Please do that and let me know what you find. █████		█████
Dealer States	█████. I wish to fully understand your request. You want me to remove the transmission. With transmission still in the █████ the engine cannot be turned by hand. Should I remove lower engine oil pan for inspection. █████		█████
Agent States	█████ separate the engine from the transmission and verify if the engine will turn over by hand. We have seen on other cases like this one where the transmission is ordered but come to find out the engine is actually the one locked up. If the engine spins freely then I will get approval for the transmission. █████		█████
Dealer States	█████ you were correct. I have attached a picture of the contents of the engine oil pan. Piston █████ has failed. My question now is was the transmission damaged when engine failed. █████		█████
Agent States	█████ that will do it. We will need to replace the engine and reassess the concern after. █████		█████
Dealer States	█████ thanks for the help. we can close the case. █████		█████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)	401	MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
	- ASSEMBLY, GEARBOX					
Primary System	ELECTRICAL	System	- ELECTRIC VEHICLE DRIVE UNIT	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	INTERMITTENT					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration		
Vehicle		
Orig 1.pdf		
Orig		
Orig 3.pdf		
Orig 4.pdf		

CONTACT

Dealer		St. Charles		Phone	
Address	1611 E Main St				
City	St Charles	State	IL	ZIP	
Dealer Zone	51	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	7
Initial Concern	The car dies out while driving. Service transmission warning comes on in the cluster				
Duplicated	No		Repairs Parts and Tests	Check for codes, check fluid, check for updates, test drive	
DTC1	P0810-00	DTC2	DTC3		DTC4
Information Sent					
Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description	waiting on transmission
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	Hello. Are you able to duplicate the issue? The report doesn't show any s? Can you provide any more information about the issue? There is nothing here to go off of.		
Dealer	I can not duplicate it It has happened to customer. It did have a code . I tried to clear the code and retest drive it. I printed out the original VSR. I can scan it and send it to you if needed.		
Agent	Ok thanks. Please attach the original scan. Does the vehicle really only have on it? Has the customer been charging the vehicle mostly every day?		
Dealer	I added copies of the original scan. Yes vehicle has a little and I'm not sure about the charge schedule. I can ask if that is important.		
Agent	please do. If the vehicle isn't being charged then it can exhibit irregular behavior. Also let me know what you find for the diag regardless of the not returning yet.		
Dealer	The customer replied that he charges it nightly. As far as what I found with the trouble code, I checked the fluid, and it was good. The next step asks for any updates to the TCM. Which there is not. Next, the flow chart directed me to clear the code and retest the drive to see if it returns. Which it has not. I was just wondering if this is a known problem and if the was a solution to the code.		
Agent	Thanks for the update. Have you looked at SOL: and ? Let me know if either of those yield any results.		
Dealer	I looked at those with no results. I did see though in test B, the is to drive it and shift and including coasting 5-4. That speed is when the customer says it happens. When coasting at .		
Agent	Ok so the hasn't reset after doing that step?		
Dealer	That is correct. The has NOT reset.		
Agent	ok thanks. Let me look into this one a bit more and see what else we can do.		
Dealer	Ok. Thanks for your help.		
Agent	you are welcome		
Agent	Was the transmission fluid level or engine oil low at all?		
Dealer	No. I checked the trans fluid as part of the initial diagnosis and I just checked the engine oil. Neither is low.		
Agent	ok thanks		
Agent	A fast track request was put in for the part #: . Per the information you provided: STAR has placed an order for the Transmission. Order: *. Please follow all instructions sent with the shipment and inform your warranty administrator of this order, if necessary. Let me know the ETA please and return the original part.		
Dealer	My parts dept is telling me that the trans is on back order. So possibly a few weeks till we get it.		
Agent	ok thanks. Please close the case until then.		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		SAHARA 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	- MODULE, (ANY)					
Primary System	8 - ELECTRICAL	System	- ELECTRONIC CONTROL MODULES		Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	ON					
Created Date		Created By			Updated Date	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Scan Report.pdf		

CONTACT

Dealer				Phone	
Address	40111 Van Dyke Avenue				
City		State	MI	ZIP	
Dealer		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop			
Initial Concern	CAR DIED WHILE DRIVING AND WOULD NOT START						
Duplicated	Yes		Repairs Parts and Tests	AFTER PIM REPLACEMENT TRANS NOT SHIFTING CORRECTLY			
DTC1	P1444-00		P061B-00	DTC3		DTC4	P0C08-00
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Ordered Transmission
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	AGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	█████ called in for assistance with this Vehicle. I was not able to reach anyone in Hybrid. I will email the case over with a note to call █████ at the number on the case. █████		█████
Agent States	STAR called █████ as requested. We discussed since the PIM was replaced, we need to perform the diag for the code that we have, can be found here: █████ - Based Diagnostics / MODULE, Hybrid Control Processor (HCP) / Diagnosis and Testing █████ DRIVE MOTOR B CURRENT HIGH █████ review and will update the case. █████		█████
Dealer States	I CHECKED THE RESISTANCE AT THE TERMINALS ON THE TRANS. W-U .2 W-V OPEN AND C-V OPEN		█████
Agent States	█████ I will send this along for approval. █████		█████
Agent States	█████ please confirm how you performed the measurement and were finding OL. Where were you placing your leads? MY MC is inquiring since the codes were stored on the VSR. █████		█████
Agent States	Can we determine or see if the noise in the transmission was the motor in the trans or the trans IEP pump? █████		█████
Dealer States	I FEEL THAT THE NOISE WAS COMING FROM THE TRANS. I HAD THE LEADS FOR THE OHM METER ON THE OUTSIDE OF THE TERMINAL ENDS COMING OUT OF THE BOTTOM OGG THE TRANS.		█████
Agent States	█████ on the above readings did you mean U-V is open not C-V? Then confirm if we clear the codes do they come right back active? Can we grab a VSR with them showing active? █████		█████
Agent States	█████ I will send that along. █████		█████
Agent States	█████ thank you. I will send that along. █████		█████
Dealer States	IT IS THE CENTER █████ THAT SHOWS OPEN TO BOTH OUTSIDE TERMINALS. ALSO THE FAULT CODE █████ AFTER WE CLEAR THE FAULT CODE AND RESTART THE CAR THE FAULT CODE WILL GO ACTIVE FOR A █████ AND AND GO RIGHT TO STORED CAN NOT GET IT TO STAY ACTIVE FOR LONG ENOUGH TO GET A SCAN REPORT		█████
Agent States	█████ I heard back. I have placed the order for the transmission Part #: █████ Order #: █████**, Your parts can track the ETA using the above information. Feel free to close the case at this time. █████		█████
Agent States	ETA is showing █████. STAR will close the case at this time. █████		█████

CHERWELL REPORT

VEHICLE

VIN	3	Model Year		Body	4-
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	- CONNECTOR		
Primary System	ELECTRICAL	System	- WIRING HARNESS
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
Updated Date		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (1).pdf		
Configuration		
Configuration		
Vehicle Scan Report (1).pdf		

CONTACT

Dealer		Phone	
Address			
	State		
Dealer Zone	35	County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	while driving vehicle in electric mode turtle comes on the dash and vehicle will shut down and not move				
Duplicated	Yes	Repairs Parts and Tests	die eletric grease in main connector for bpcm per last case		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	tech is unable to duplicate the concern at this time
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WARRANTY CLAIMS

#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
			907		PAID
					PAID
					PAID
					REJECTED
					SUSPENDED
			907		PAID
					PAID
PREPNV			0		PAID

CONVERSATION(S)

Dealer/Agent	Detail	Modified By	Last Modified Date
	Hello. Please attach a new vehicle scan report. The reports attached will not open for some reason. Ensure they are in pdf format		
Dealer States	uploaded new reports scan reports so no codes bc the car cleared them out and is now driveable but when the turtle light pops it shuts down completely		
	Ok you need to get the issue to return then attach a scan report showing the s in question.		
Dealer States	These are a list of the codes when it happened. u0074, u0073-00, u0002-00, u0293-00,b273c-00,u1885-00,u1486-00,p0513-00,u0073-00, c225-00,c2227-00,p1abc-00. The vehicle seems to act up randomly, after a full charge. Happened on a 1 mile road test and max regenerative was on. sitting at a stop light all the lights came on and would not move. hood open cannot charge message came up on instrument cluster .		
	Ok. I still need the report that shows the s before I can send it for approval. This should always be saved prior to clearing the s.		
Dealer States	i just attached the scan report for the last time the vehicle was in. all the codes on this report return when the vehicle act up.		
	any update?		
	That report is old so isn't very helpful. From what it shows though there is a communication issue. I recommend inspecting and adding extra tension to the can c ept bus pins at the , and M if no issues are found. Also try tracing the circuits to ensure there are no rub throughs or pinched points on the ept bus circuits. Then see if any issue returns. If not please close the case and return the vehicle to the customer at that time.		
Dealer States	we have throughly looked everything over and dont see any rubbed through wires or loose connection. to me it seems like its software issue or a processing issue, because with out even touching anything letting the vehicle go to sleep the codes with go stored and the vehicle will be totally fine		
	Ok well again until we can duplicate the concern and get a fresh report there is nothing further we can do. We will not be able to verify any repair if we can't duplicate it. It is usually a pin that seems ok but just isn't quite tight enough to make the modules happy, hence my previous recommendation to add extra tension to the pins. Please close the case until we can duplicate the concern.		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR RUBICON 4XE
Built Date		Mileage (Miles)	9	MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission		EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
		- BEARINGS, (ANY)	
Primary System	AUTO	System	AUTOMATIC
		of	Failure
Customer Complaint / Reason for contact	DIE OUT / STALLS		BENT
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded

CONTACT

Dealer		Dick Hannah Chrysler	Dodge Ra	Phone	
Address	3517 NE Auto Mall Dr				
		State			
Dealer Zone	70	County			
Technician		Technician Email			
Training Level	CORE	Contact Via SMS	No	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	13
Initial Concern	Vehicle died and will not start again				
Duplicated	Yes	Repairs Parts and Tests	Pulled codes. Can not properly check transmission fluid because vehicle will not start. Fluid drained out of the fill plug when checked with engine off and at		
		HCP	DTC3	DTC4	
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Engine ETA is
-------------	---------------

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████	████	████	PAID
████	████	████████████████	████	████	PAID
████	████	████████████████	9	████	PAID
████	████	████████████████	9	████	REJECTED
████	████	████████████████	9	████	SUSPENDED
PREPNV	████	████████████████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	████, if you clear the codes will the engine start? In the █████ Datalist what is the "operational status of the K0 clutch" showing?		████
Dealer States	Before clearing codes the vehicle would start/enter ready mode than stall. Cleared code and vehicle entered "Ready" Mode with the engine off. K0 clutch shows "Disengaged." Opened hood to force engine to start. The vehicle made █████ to start the engine.		████
Dealer States	Any update?		████
Agent States	████, sorry for the delay for some reason this case wasn't in my que. Can you make sure the engine isn't locked up? If the engine isn't locked up I will review the case internally to see if they want any further diag or if they just want to replace the transmission.		████
Dealer States	Engine would not turn over by hand using a █████ breaker bar on the crank pulley. Oil is clean and level on the █████		████
Agent States	████, Did you check with the transmission in neutral? Was just thinking if the KO clutch is stuck closed we may not be able to turn the engine over.		████
Dealer States	Set parking brake, pulled manual park release, removed tension from the larger drive belt, attempted to rotate engine by hand. The engine did not turn over at all.		████
Agent States	████, well that isn't good. I'm going to get the case over to an Engine/Drive agent for further assistance with the engine concern.		████
Dealer States	thank you much		████
Agent States	Called █████, reviewed that engine jerks but crank does not turn, unable to rotate with braker bar. vehicle driven into shop in electric mode Advised █████ to replace engine for seized crank. lose case once engine is ordered		████
Dealer States	I forgot to ask on the phone. Are there any different/extra parts need with the engine since the vehicle is a 4xE?		████
Agent States	No problem. There shouldn't be any extra parts you need. Actually given the miles on this vehicle I recommend the complete motor. And there shouldn't be any extra parts so that should have everything you need. █████		████
Dealer States	Thank you. Engine ETA is █████		████
Agent States	Thanks for the information. If you need anything else let me know. Otherwise you can go ahead and close the case from here and reopen if necessary. █████		████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body			4	
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission	50 STATE EMISSIONS (NAS)							

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
	POWER INVERTER (PIM)		
Primary System	- ELECTRIC VEHICLE ELECTRICAL System CONTROL SYSTEM		Area of Failure CHECK ENGINE/SERVICE ENGINE SOON
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer		Phone	
Address			
	State	ZIP	
Dealer	County		
Technician	Technician Email		
Training Level	CORE	Contact Via SMS	No
		Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	14
Initial Concern	Customer heard loud noise, charging system failure light came on, veh. died + will not start.				
Duplicated	Yes	Repairs Parts and Tests	Perform initial checks of connectors + fuses, update all modules.		
DTC1		DTC2		DTC3	
				DTC4	
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	PIM ordered.
-------------	--------------

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	■■■■, is the ■■■■ always active or does it go stored? Can you follow the ■■■■ diag and update the case with the results and resolver resistance measurements?		■■■■
Dealer States	After updating the modules and clearing codes, the ■■■■ DTC did not return but the ■■■■ DTC did.		■■■■
Dealer States	I am currently performing the ■■■■ 5 test.		■■■■
Agent States	■■■■, thanks for the update. Let us know what you find when you can.		■■■■
Dealer States	Did my results go through?		■■■■
Dealer States	Resolver B sin hi - resolver B sin low : ■■■■ Resolver B cos hi - resolver B cos low : ■■■■ Resolver B exc hi- resolver B exc low: ■■■■ Values seem to be ok.		■■■■
Agent States	■■■■, sorry for the delay we are really busy and I'm a little behind. I have requested the case be reviewed internally for the ■■■■ replacement. I will let you know what I hear back. Thanks ■■■■		■■■■
Agent States	■■■■, the case was reviewed and the ■■■■ replacement was approved. I have ordered the ■■■■ PN ■■■■. The order number is ■■■■**. Your parts department can track the order for you. Once you get an ETA please close the case. The case can be reopened within the ■■■■ or a new case can be opened. Thanks ■■■■		■■■■
Dealer States	Ok.		■■■■
Agent States	■■■■, tracking shows you got the ■■■■ on ■■■■. Since you have the part needed to repair the vehicle I am going to close this case. If you need anything you can reopen the case within the ■■■■ or open a new case and refer to this one. Thanks ■■■■		■■■■

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
<div>Group</div>	- MODULE, POWER INVERTER (PIM)					
Primary System	- ELECTRICAL	<div>System</div>	- ELECTRIC VEHICLE CONTROL SYSTEM		Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	ON					
Created Date		Created By			Updated Date	<div>Updated By</div>

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer		Ig Burton		Phone	
Address	244 E Cleveland Ave				
		State	DE	ZIP	
Dealer		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	4		
Initial Concern	VEHICLE SHUTS DOWN WHILE DRIVING ENGINE LIGHT ON						
Duplicated	Yes	Repairs Parts and Tests	SCANNED VEHICLE AND FOUND [REDACTED] AND P1AED-00 SET PARTS STATED THAT WE NEEDED TO CONTACT STAR CENTER TO RELEASE PART				
[REDACTED]	P1AED-00	DTC2	P1AEC-00	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Information Sent							
Scan Tool Software Version		Last [REDACTED] Search		Vehicle Off Road or Tow-in	Yes	RO Number	[REDACTED]

RESOLUTION

Description	waiting on pim
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████████	████	████	PAID
████	████	████████████████████	████	████	PAID
████	████	████████████████████	████	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	████ so the codes are showing stored on the VSR. If we clear the codes, what do we have to do to get the codes to come back active? Can we get a copy of the VSR with the codes showing active? █████		████
Dealer States	VEHICLE WAS TOWED IN SHUT OFF ON CUSTOMER ON THE FREEWAY WE WOULD HAVE TO SEND SOMEONE OUT FOR HOWEVER LONG JUST TO GET STRANDED AND HAVE TO TOW BACK I DROVE AROUND PARKING LOT BUT CAN NOT GET TO GO ACTIVE IS THIS THE ONLY OPTION ?		████
Agent States	████, please verify the connections to the PIM if you have not done so already. if they check out with █████. I will place the order for the PIM. █████		████
Agent States	████, I just needed to confirm how the concern happened. I will send for review. I will update when I hear back. █████		████
Dealer States	████, GOOD MORNING I DID VERIFY GOOD CONNECTION AT THE PIM CONNECTORS ARE FULLY SEATED THANK YOU FOR YOUR HELP		████
Agent States	████, thank you. I have placed the order for the PIM Part #: █████ Order #: █████**. Your Parts can track the ETA using the above information. █████		████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group			
Primary System	ENGINE	Sub System	Area of Failure
Customer Complaint / Reason for contact			
Created Date		Created By	Updated Date
			Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Report.pdf		
Gas Engine Diagnostic Sheet		
Repair Replace WorkSheet		

CONTACT

Dealer		Dodge	By	Phone	
Address	815 E Camp Wisdom Rd				
	State	TX			
	County				
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	8
Initial Concern	CHECK ENGINE LIGHT CAME ON, MOTOR STARTED CLATTERING, THEN DIES. MOTOR SEVERLY OVER HEATED. AND IS NOW SIEZED				
Duplicated	Yes	Repairs Parts and Tests	RECALL HAS BEEN PERFORMED AT OTHER DEALER. AND WE FOUND RECALL LOCATION SOURCE OF A COOLANT LEAK.		
Information Sent					
Scan Tool Software Version		Last TechConnect		Vehicle Off Road or Tow-	Yes
				RO Number	

		Search		in			
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RESOLUTION

Description

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
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CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group	191 - A/C &		
Group	- BEARING(S), (ANY)		
Primary System	- ENGINE	- ENGINE System	Area of Failure BLOCK
Customer Complaint / Reason for contact	ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		
Gas Engine Diagnostic Sheet		
Repair Replace WorkSheet		

CONTACT

Dealer		Freedom		Dodge		Ram By	Phone	
Address	815 E Camp Wisdom Rd							
		State		ZIP				
		County						
Technician TID/SID		Technician Email						
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes			

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop				
Initial Concern	CEL ON AND ENGINE MADE NOISE, THEN DIED. MOTOR IS SIEZED DUE TO SEVER OVER HEAT CONDITION FOUND COOLANT LEAKING FROM THE LOOSE THERMOSTAT FASTENRES. RELATED TO RECALL RECALL WAS PREVIOUSLY PERFORMED AT OTHER DEALER FOUND COOLANT LEAK CAUSING SEVERE OVER HEAT CONDITION.							
Duplicated	Yes			Repairs Parts and Tests	FOUND COOLANT LEAK CAUSING SEVERE OVER HEAT CONDITION.			
Information Sent								
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No	RO Number		

RESOLUTION

Description	No response from the technician and called and left VM. This case is being closed due to inactivity. If this vehicle requires additional assistance, it can be reopened (if [REDACTED]) at a later date or you can submit a new case if more help is needed, and this one can and will be referenced. Thank you for using [REDACTED]
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	No response from the technician and called and left VM. This case is being closed due to inactivity. If this vehicle requires additional assistance, it can be reopened (if [REDACTED]) at a later date or you can submit a new case if more help is needed, and this one can and will be referenced. Thank you for using [REDACTED]		[REDACTED]
Agent States	Called for an update VM. Need an update on your case it is still open and if any questions let me know or I can call. Also, if the car is gone or you're waiting on parts, let us know. Or the case could be closed if we don't get daily updates. If it does close, you can just reopen the case and let us know. Thanks, [REDACTED]		[REDACTED]
Agent States	How are you doing with this case it is still open. And if any questions let me know, and please give me a progress update Or I can call if needed. Need daily updates or the case can close. If the case does close just reopen it and let us know. Thanks, [REDACTED]		[REDACTED]
Agent States	[REDACTED], I understand found the loose housing causing a coolant leak and has seized the engine and needs to replace the engine. Advised Star does not authorize long or short-block engine replacements, those decisions are made at the dealership level or by your service manager using the [REDACTED]. Attach the pictures to the case. Please review the [REDACTED] Service Center's latest published Matrix for possible pre-Auth requirements based on your dealer's current Smart Warranty level. The matrix is located on DealerCONNECT> Service Tab>Warranty Administration> [REDACTED] Pre-Authorization Quick Reference Guide - CLICK HERE . Get approval from your service manager to order the needed engine or parts and reply and let me know or close the case if done. Thanks, [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		4	
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emission	50 STATE EMISSIONS (NAS)						

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	- ASSEMBLY, GEARBOX					
Primary System	8 - ELECTRICAL	System	- ELECTRIC VEHICLE DRIVE UNIT	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	MIL ON					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		
ECU Details Report.pdf		

CONTACT

Dealer				Phone	
Address					
		State		ZIP	
Dealer		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	1		
Initial Concern	Customer was driving car and it shut off. Charging warning light came on.						
Duplicated	Yes	Repairs Parts and Tests	I checked the transmission fluid level and it was full. Checked the transmission connectors and they were good. Checked harness and grounds and they were good. Cleared codes and road tested car for [REDACTED] and fault did not return. Diagnostic test states to replace the transmission. This transmission is an 8P75PH which is not listed in the transmission diagnostic form that is required to be filled out.				
DTC1	[REDACTED]	DTC2	[REDACTED]	DTC3	[REDACTED]	DTC4	[REDACTED]
Information Sent							
Scan Tool Software Version		Last [REDACTED] Search	Vehicle Off Road or Tow-in	No	[REDACTED]		

RESOLUTION

Description	Ordered transmission
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Please confirm your dealer code is correct before I order the transmission. -		
Agent States	I am reviewing this with our support team. I will update shortly.		
Dealer States	my dealer code is . Thanks		
Agent States	The transmission () has been ordered. Order **. The ETA should be available or . Please close the case if no additional assistance is needed.		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		UNLIMITED RUBICON 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group		- COOLANT	
Primary System		- COOLING	Sub System - ENGINE
Customer Complaint / Reason for contact	COOLANT LEVEL HIGH OR LOW		
Area of Failure	LEAKS		
Created Date		Created By	
Updated Date		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded

CONTACT

Dealer		Dodge Ram	Phone	
Address	2173 S Woodland Blvd			
City		State	FL	ZIP
		County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	engine started to overheat and saw pink fluid under vehicle. / Inspected and found water outlet screws loose.(Recall already performed) Added more lock tight to screws and topped off coolant. and while filling (with engine running) engine started to run rough then knock and then stalled. found fresh coolant pouring out of muffler drain hole at a constant stream until cooling system was empty again.				
Duplicated	Yes	Repairs Parts and Tests	Inspected and found water outlet screws loose.(Recall already performed) Added more lock tight to screws and topped off coolant. and while filling (with engine running) engine started to run rough then knock and then stalled. found fresh coolant pouring out of muffler drain hole at a constant stream until cooling system was empty again.		
	P0E80				

Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No RO Number

RESOLUTION

Description Replacing engine water outlet leaking and overheated coolant coming out exhaust and in cylinders.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
					PAID
					PAID
					PAID
					PAID
					PAID
					REJECTED
					SUSPENDED
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	How are you doing with this case it is still open. And if any questions let me know, and please give me a progress update Or I can call if needed. Need daily updates or the case can close. If the case does close just reopen it and let us know. Thanks,		
Agent	, I understand have a coolant leak and overheating and fixed the coolant leak, and now coolant in the cylinders and coming out of the exhaust system. Advised Have there been any other previous repairs on this vehicle not mentioned? And I would remove the head and see if we have any scored cylinder walls or if the head and block are warped to see if this can be repaired or needs replaced. Get me some pictures and let me know thanks,		
Dealer	The only previous repair that was done in any relation to this concern was the coolant outlet bolt recall which was done. I removed the spark plugs and bore scoped the cylinders and found coolant in all cylinders. No issues seen on the valves or cylinder walls yet. I'm attempting to do a compression test now but since there is no conventional starter I'm having trouble getting the engine to turn over when I need it to.		
Agent	get me pictures showing the coolant in the cylinders and attach it to the case. thanks		
Dealer	I see no issues on the cylinder walls but when I was filling the cooling system after repairing the leak the engine more or less hydro locked itself on coolant and started to knock right before it shut off so I have a strong suspicion that there is some lower end damage as well as the obvious warped head.		
Agent	'This ticket is being closed as the repair path has been determined, and the dealer is currently seeking authorization, or waiting on parts. If additional assistance is required after repairs are complete, you may open another case with reference to this case. Or you can reopen this case within . Thank you star center		
Agent	thanks for the pictures and with the engine knocking and coolant in the cylinder and coming out exhaust suggest engine replacement and Star does not authorize long or short-block engine replacements, those decisions are made at		

Dealer/Agent	Detail	Modified By	Last Modified Date
	<p>the dealership level or by your service manager using the 70% rule. Please review the [REDACTED]'s latest published Matrix for possible pre-Auth requirements based on your dealer's current Smart Warranty level. The matrix is located on DealerCONNECT> Service Tab>Warranty Administration> Powertrain Pre-Authorization Quick Reference Guide - CLICK HERE. Get approval from your service manager to order the needed engine or parts and reply and let me know or close the case if done. Thanks, [REDACTED]</p>		

CHERWELL REPORT

VEHICLE

VIN	6	Model Year		Body	4-
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID				Case Status	Closed
Application Group					
Component Group	- GENERATOR				
Primary System	- ELECTRICAL	Sub System	ZE - CHARGING SYSTEM	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	MIL ON				
Created Date		Created By		Updated Date	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
VSR		
Configuration Report		

CONTACT

Dealer		Jeep Chrysler Dodge,	Phone	
Address	283 N Franklin St			
City		State	ZIP	
Dealer Zone	32	County		
Technician		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	2		
Initial Concern	engine light is on, vehicle stalls, turtle light on on dash, engine on all the time, vehicle jerks on acceleration						
Duplicated	Yes	Repairs Parts and Tests	no repairs done yet but TSB NUMBER: [REDACTED] relates exactly to this concern with same dtc's and symptoms (but only calls out DT body styles)				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last Search [REDACTED]		Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]

RESOLUTION

Description	Waiting for MGU and harness
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Inbound call from ██████ stated there is a TSB for these DTCs for the DT. I advised that the DT TSB cannot be used, as the system do not cross over. I recommended clearing the DTCs, duplicating the concern and then performing the diagnostics for ██████ of the active DTCs that return. ██████		██████
Dealer States	ok i found the problem with this vehicle there is coolant coming through the MGU ██████ connector and caused the connector to develop corrosion and started shorting the system. the MGU & connector needs to be replaced to fix this problem		██████
Agent States	██████, Let's continue with replacement as necessary. These parts are not restricted and need to be ordered by your Parts Department. Let me know the ETA when you get them ordered. ██████		██████
Dealer States	MGU is 1 week out and harness will be here ██████		██████
Agent States	Thank you, ██████. I am closing the case while we wait on parts. This case can be reopened within ██████ if needed ██████		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	5 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	8AG - MODULE, (ANY)		
Primary System	- ELECTRICAL	System	- ELECTRONIC CONTROL MODULES
Area of Failure	NON-APPLICABLE		
Customer Complaint / Reason for contact	ON		
Created Date		Created By	
Updated Date	06/23/	Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Custom .pdf		
Vehicle		
Event .pdf		
Vehicle Scan (1).pdf		
ECU Details .pdf		
Freeze Frame .pdf		
Configuration .pdf		

CONTACT

Dealer		Autonation		Ram	Phone	
Address						
		State	CO	ZIP		
		County				
Technician TID/SID		Technician Email				
Training Level	CORE	Contact Via SMS	No	Contact Via Email	Yes	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	00	
Initial Concern	CEL on and no crank to start					
Duplicated	Yes		Repairs Parts and Tests	Performed steps in P0AA1-00 trouble tree, r+r all connectors on lower side of vehicle, check for bent pins, corrosion, arcing, none found.		
	P0AA1-00	DTC2	DTC3		DTC4	
Information Sent						
Scan Tool Software Version		Last TechConnect	Vehicle Off Road or Tow-	No	RO Number	

Search

in

RESOLUTION

Description

Ordered

Current ETA:

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi did this come off the transit truck like this? Can we get the Loss of Isolation test results please? Thank you		
Dealer States	My apologies. It is a stock unit, it has on it, the salesman moved it and it died in a parking spot. So it went through PDT already. Loss of isolation is good at 2.3Mohms. Thanks!		
Agent States	No worries we submitted this for review and will let you asap. Thank you		
Dealer States	Thanks very much!		
Agent States	No problem		
Agent States	Hi , we ordered the #: Order#: * and # us know if there are any issues or delay. Thank you		
Dealer States	Thank you!		
Agent States	Current ETA: We will close the case since we are waiting on parts. Please feel free to reopen if you need further assistance after replacing the and it?s within or create new case if it?s after after . Thank you		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- DRIVEABILITY		
	TRANSMISSION HYDRAULIC POWER		
Primary System	- VEHICLE PERFORMANCE	Sub System	- AUTOMATIC TRANSMISSION
Customer Complaint / Reason for contact	ON		
Created Date		Created By	
		Updated Date	06
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Scan Report.pdf		
Scan Report.pdf		

CONTACT

Dealer		Phone	
Address	7601 Blvd		
City		State	ZIP
Dealer Zone	51	County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	24
Initial Concern	customer states was driving and completely shut down no lights . had shut down for . got the vehicle restarted and drove to the dealer .now check engine light on				
Duplicated	No	Repairs Parts and Tests	none codes for and but stored i drove vehicle for a long time and i could not duplicate problem earsed codes drove again still nothing runing normal recall zb7 was alredy perform for problem like this		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version	up to date	Last	Off	No	RO Number

RESOLUTION

Description Vehicle shut off and lost power while driving. Tech not responding, case closing due to inactivity. Case closed.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████	██	████	PAID
████	████	████████████████	██	████	PAID
████	████	████████████████	1	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	please call me to explain better █████		████
Agent States	Thank you █████, please continue to attempt to verify the concern. Without verifying the condition this is as far as we can proceed. If we can?t verify the condition, it?s possible to perform unnecessary repairs. These repairs can result in costly charge backs to your dealership or the customer. █████.		████
Agent States	████, I am transferring this case to the Driveability group. Someone will update shortly. █████		████
Dealer States	will do and i will inform the customer		████
Agent States	████, please provide an update. If the vehicle is repaired, please note what fixed the vehicle and close the case. If the vehicle is not repaired, please provide an update within the next 48 █████. We will close the case. You can reopen this case if it is closed and further repair guidance is needed. Thank you, █████.		████
Agent States	████, do you have an update on this vehicle? Please, let me know where we are at with the repair. Thank you, █████.		████
Agent States	Thank you for the update █████ us know if there is any update on this case. Thank you, █████		████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application	191 - A/C &		
Component	- TUBE / HOSE, (ANY)		
Primary System	- COOLING	Sub System	09 - LEAKS
Customer Complaint / Reason for contact	LEAKS		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report		
Vehicle Scan Report		

CONTACT

Dealer		Phone	
Address			
City		State	
		County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	7
Initial Concern	START OVERHEATING, THEN THE SHUT OFF AND NOW START BUT JUST FOR AND THEN SHUT OFF, THE MAKE KNOCKING NOISE. CAME WITH NO COOLANT AND SMELL BURNT OIL. NOISE AT LOWER END OF CHECK COOLANT LEAK, FOUND COOLANT LEAKIN FROM COOLANT INLET TUBE , BOLTS ARE LOSE. FOUND RECALL OPEN FOR THIS PROBLEM.				
Duplicated	Yes	Repairs Parts and Tests	CHECK COOLANT LEAK, FOUND COOLANT LEAKIN FROM COOLANT INLET TUBE , BOLTS ARE LOSE. FOUND RECALL OPEN FOR THIS PROBLEM.		
DTC1	P2884-00	DTC2	DTC3	DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description Replacing engine cylinder scored

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████████	████	████	PAID
PREPNV	████	████████████████████	████	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	████, I understand this overheated and does not run long and make noise. No coolant was found in the engine and burnt smell. And coolant leaks from inlet tube bolts from being loose and recall has not been done. Advised we need to determine if repair or replacement and I would pull the spark plugs and see if you have any cylinder scoring and if found get a picture and let me know if you're requesting an engine or not thanks, █████		████
Dealer States	REMOVE SPARK PLUGS COILS, SPIN CRANKSHAFT AND SEE COOLANT CAME OUT FROM COIL TUBES, CHECK █████ AND TAKE PICTURE. SAW OVERHEARING MARKS ON █████		████
Agent States	████, are you saying the cylinders are scored and need the engine replaced? Let me know thanks █████		████
Dealer States	YES, THE CYLINDER ARE SCORED , FOUND COOLANT MIX WITH OIL, █████ REPLACEMENT ITS NEEDED.		████
Agent States	Ok █████ thanks for the pictures and engine overheated and the cylinders are scored and need engine replacement and Star does not authorize long or short-block engine replacements, those decisions are made at the dealership level or by your service manager using the 70% rule. Please review the █████ Service Center's latest published Matrix for possible pre-Auth requirements based on your dealer's current Smart Warranty level. The matrix is located on DealerCONNECT> Service Tab>Warranty Administration> █████ Pre-Authorization Quick Reference Guide - CLICK HERE . Get approval from your service manager to order the needed engine or parts and reply and let me know or close the case if done. Thanks, █████		████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body			4-	
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission		EMISSIONS (NAS)						

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
	- MODULE, POWERTRAIN CONTROL (ANY)					
Primary System	- VEHICLE PERFORMANCE	Sub System	- ELECTRONIC CONTROL MODULES	Area of Failure	DRIVEABILITY	
Customer Complaint / Reason for contact	DIE OUT / STALLS					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf	S	
Configuration Report.pdf		

CONTACT

Dealer			Phone	
Address				
		State	AZ	ZIP
Dealer		County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	No	Contact Via Email
			No	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	5		
Initial Concern	WHILE DRIVING ON THE FREEWAY IN GAS MODE THE VEHICLE SHUT DOWN [REDACTED] LOGO ON CLUSTER (LIKE ON START UP) WAS ABLE TO RESTART AFTER PULLING OFF SIDE OF THE ROAD NO DTCS NO SOFTWARE UPDATES I AM ROAD TESTING [REDACTED]						
Duplicated	Yes	Repairs Parts and Tests	USED [REDACTED] NO DTCS NO SOFTWARE UPDATES ROAD TESTED [REDACTED] CREATED STAR CASE				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last Search	[REDACTED]	Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]

RESOLUTION

Description	Tech has been unable to verify the customer concern, requested closure. I am closing this ticker,
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████	████████	████	PAID
PREPNV	████	████████████████	████████	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Shawn called STAR, the tech has been unable to verify the customers concern, on codes present. I suggested road testing the vehicle until failure, keep us posted, █████		████
Dealer States	customer states this only happened 1 time wanted to bring in to get looked at. I road tested █████ and created star case will release vehicle and close case thank you		████
Dealer States	WILL ROAD TEST UNTIL CONCERN OCCURS		████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	5	EMISSIONS (NAS)			

GENERAL

STAR Case ID		Case Status	Closed
Application Group	732 - HYBRID		
	8CW - MODULE, ONBOARD CHARGING ()		
Primary System	ELECTRICAL	System	BATTERY SYSTEM
Customer Complaint / Reason for contact	BATTERY GOES DEAD	Area of Failure	CALIBRATION
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
1C4JJXP60NW153728 Vehicle Scan Report.pdf		

CONTACT

Dealer		Dodge	Ram	Phone	
Address					
		State		ZIP	
Dealer Zone	66	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	No	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	Customer states check engine light on and vehicle shuts off while driving.				
Duplicated	Yes	Repairs and Tests	Customer came in with mil on and states that the vehicle shuts off. I have test driven the vehicle a and am unable to duplicate concern. The vehicle has a code stored in the HCP. According to the VSR it has had . I will provide a VSR and a Configuration report. My question is should I continue with the master wake up isolation test or is there another procedure I should do? I was a hesitant to do the master isolation wake up test if the code wasn't active because it might give false results.		
	P1E1D-00				
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

Description	Ordered PIM
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CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	REJECTED
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
PREPNV	[REDACTED]	[REDACTED]	0	[REDACTED]	PAID

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello [REDACTED], any updates?		[REDACTED]
Agent States	Hello [REDACTED], thanks for all the info! Lets go ahead with that procedure. Let me know your results.		[REDACTED]
Agent States	I am sending this case to our Hybrid/EV Support team. Please be patient and you will be contacted. Thank you. [REDACTED] [REDACTED]		[REDACTED]
Dealer States	No updates yet.		[REDACTED]
Agent States	Hello [REDACTED], any updates?		[REDACTED]
Agent States	How did the master wake up procedure go?		[REDACTED]
Dealer States	After performing wake up test, there was no short to ground or power on [REDACTED] circuit. With the IDCM and BPCM plugged in the resistance to ground on [REDACTED] 2 at HCP was [REDACTED]. and resistance to B+ was OL. Does this condemn the HCP?		[REDACTED]
Agent States	That's correct [REDACTED]. Thank you! STAR has placed an order for the PIM. [REDACTED] Number: [REDACTED] Order #: [REDACTED]**. Please follow all instructions sent with the shipment and inform your warranty administrator of this order, if necessary. Your parts department can track the ETA with the information above. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review [REDACTED] C article [REDACTED] details related to part tracking, part order status, and claim processing requirements. Please close the case at this time. Thank you for using [REDACTED] ? [REDACTED]		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID					Case Status	Closed
Application Group						
Component Group	- MODULE, POWER INVERTER (PIM)					
Primary System	8 - ELECTRICAL	System	- ELECTRIC VEHICLE CONTROL SYSTEM	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	OVERHEATS					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report		
Configuration Report		

CONTACT

Dealer				Phone	
Address					
			State		ZIP
Dealer Zone	63		County		
Technician TID/SID			Technician Email		
Training Level	CORE		Contact Via SMS	Yes	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	overheated and stalled while driving / turn vehicle on cooling fan inop vehicle came in, tried to refill cooling system found reservoir split in half. replaced reservoir topped off and performed combustion chamber leak test. passed test. performed coolant flush due to it was mostly water. turn vehicle on noticed the ac was throwing hot air. looked at the cooling fan, it wasnt coming on. actuated fan, wouldnt come on. check for power and ground ok. i wasnt getting power from signal wire while actuating. checked for continuity and load tested circuit ok. im looking at a bad pim. no codes.				
Duplicated	Yes	Repairs Parts and Tests	vehicle came in, tried to refill cooling system found reservoir split in half. replaced reservoir topped off and performed combustion chamber leak test. passed test. performed coolant flush due to it was mostly water. turn vehicle on noticed the ac was throwing hot air. looked at the cooling fan, it wasnt coming on. actuated fan, wouldnt come on. check for power and ground ok. i wasnt getting power from signal wire while actuating. checked for continuity and load tested circuit ok. im looking at a bad pim. no codes.		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software	Last	Vehicle Off Road	No	RO Number	

RESOLUTION

Description Ordered PIM

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	████████████████	█	██████	PAID
██████	██████	████████████████	██	██████	PAID
██████	██████	████████████████	██	██████	PAID
██████	██████	████████████████	██	██████	PAID
760867	██████	████████████████	██	██████	PAID
760867	██████	████████████████	██	██████	PAID
██████	██████	████████████████	██	██████	PAID
██████	██████	████████████████	██	██████	REJECTED
██████	██████	████████████████	██	██████	PAID
PREPNV	██████	████████████████	0	██████	SUSPENDED

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent ██████	██████, please upload a fresh updated VSR with any codes showing. Be sure to plug everything back in and clear the codes then start the vehicle and save that VSR. We will continue once that has been uploaded. ██████		██████
Agent ██████	██████, I am going to transfer your ticket to our Hybrid group, possible PIM module, ██████		██████
Dealer ██████	sent, i had attached them when i started the case who knows what happened.		██████
Agent ██████	██████, on the VSR attached there are no codes. So please duplicate the concern and see if any codes are thrown. Then upload a fresh copy with the codes showing. ██████		██████
Dealer ██████	it hasnt had any codes the fan doesnt work.		██████
Agent ██████	██████, when we attempt to actuate the fan do we get an error or failure message? Upload a screenshot if we do. Also confirm which reservoir was split, was it the engine/high temp side or ██████ of the low temp ██████s? ██████		██████
Agent ██████	██████, sounds good. I am just surprised we do not have any codes. I have placed the order for the PIM Part #: ██████████ Order #: ██████*. Your parts can track the ██████ using the above information. Feel free to close the case at this time. - ██████		██████
Dealer ██████	ok when i actuated it stays actuating but i do not have voltage coming though the signal wire. i tried another ██████ that's working it had voltage i think at ██████ it had like ██████. the engine reservoir tank split in half.		██████
Agent ██████	██████ was showing ██████. ██████ closing the case at this time. ██████		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year	2000	Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	- MODULE, POWER INVERTER (PIM)					
Primary System	8 - ELECTRICAL	System	- ELECTRIC VEHICLE CONTROL SYSTEM	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	DIAGNOSTIC PROCEDURE					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan (3).pdf		
Vehicle Health (1).pdf		
Freeze		
Freeze		
Configuration (2).pdf		

CONTACT

Dealer			Phone	
Address				
City		State	KY	ZIP
Dealer Zone	42	County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	141
Initial Concern	check engine light on and vehicle died while driving				
Duplicated	Yes	Repairs Parts and Tests	repaired [REDACTED] of connector [REDACTED] and also had to replace harness because the vehicle was wrecked and ripped out the connector [REDACTED] and a big bulkhead connector in right rear wheel well		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version	Last [REDACTED] Search	Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]

RESOLUTION

Description PIM ordered ETA [REDACTED]

WARRANTY CLAIMS

CLAIM#	CREATED DATE	[REDACTED]	MILLAGE	DATE RECIEVED	STATUS
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	REJECTED
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	SUSPENDED
PREPNV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	we believe the PIM is shorted out from the wreck. we repaired [REDACTED] sides of connector [REDACTED] and also had to replace harness [REDACTED] because the vehicle was wrecked and ripped out the connector [REDACTED] and a big bulkhead connector in right rear wheel well. Service manager asked me to submit a case because we are unsure is a PIM would be covered on warranty in the case of a wreck like this and we had to make a case anyways to get a pim either way		[REDACTED]
[REDACTED]	Hello [REDACTED], thank you for the information. We do not determine or advise on warranty coverage at Star, we are here to assist with diagnosis. Have you performed all steps of the [REDACTED] [REDACTED] DTC diagnostics? If so, what were the results of [REDACTED]? [REDACTED]		[REDACTED]
Dealer States	yes i isolated all the listed modules with no change the dtc would return. There is no opens or resistance on the LIN bus and no continuity between ground and the lin circuit.		[REDACTED]
[REDACTED]	[REDACTED], thank you. We can order a PIM for this vehicle, but we cannot advise on if it is covered under warranty. If this is the result of a collision, it will not be covered, but you will have to verify with your warranty person, or the local business center. Just let us know if you need us to order the part. Thanks [REDACTED]		[REDACTED]
Dealer States	Can you please release the part so that we can order it?		[REDACTED]
[REDACTED]	[REDACTED], the current ETA is showing [REDACTED]. We are closing this case as part ordered, but you can reopen it within [REDACTED] if needed. Thanks, [REDACTED]		[REDACTED]
[REDACTED]	[REDACTED], the part is not released, we have to order restricted parts. Star has ordered the PIM for this vehicle [REDACTED]; order number [REDACTED]**. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review [REDACTED] C article [REDACTED] details related to part tracking, part order status, and claim processing requirements. Please let us know the ETA of the order when you find out. Thanks [REDACTED]		[REDACTED]
[REDACTED]	Case reopened for ordering new [REDACTED]. Incorrect one sent to dealer.		[REDACTED]
[REDACTED]	Hello [REDACTED], looks like they sent out the wrong part. Star has ordered the PIM for this vehicle: [REDACTED]; order number: [REDACTED]. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review [REDACTED] article [REDACTED] details related to part tracking, part order status, and claim processing requirements. Please let us know the ETA of the order when you find out. Thanks, [REDACTED]		[REDACTED]
[REDACTED]	[REDACTED], the current ETA is showing [REDACTED]. We are closing this case, but you can reopen it within [REDACTED] if needed. Thanks, [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID					Case Status	Closed			
Application Group	-								
	- BATTERY, HIGH-VOLTAGE								
Primary System	- ELECTRICAL	Sub System	- ELECTRIC VEHICLE BATTERY SYSTEM		Area of Failure	NON-APPLICABLE			
Customer Complaint / Reason for contact	ON								
Created Date		Created By				Updated Date		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		
Vehicle Scan Report (		

CONTACT

Dealer							Phone	
Address								
			State	IA	ZIP			
Dealer Zone	51		County					
Technician TID/SID			Technician Email					
Training Level	CORE		Contact Via SMS		Yes	Contact Via Email	Yes	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	15
Initial Concern	vehicle died while driving. towed into dealership				
Duplicated	Yes		Repairs Parts and Tests	zb7 loss of motive power recall performed.	
			p0607-00		DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Dealer Technical Training Concern
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	AGE	DATE RECIEVED	STATUS
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	████████	████████████████	████████	████████████████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	████ we need you to get a █████ tech work on this █████. █████		████████

CHERWELL REPORT

VEHICLE

VIN	1	Model Year	Body	WRANGLER 4DR HIGH ALTITUDE
Built Date		Mileage (Miles)	MDH	
Engine	ECX	ECX		
Transmission	DFY	DFY		
Emission	50 STATE EMISSIONS (NAS)			

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	- MODULE, (ANY)		
Primary System	8 - ELECTRICAL	System - ELECTRONIC CONTROL MODULES	Area of Failure CIRCUIT OPEN
Customer Complaint / Reason for contact	ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded

CONTACT

Dealer		Phone	
Address	1221 E Lancaster Ave		
	State		
Dealer	County		
Technician TID/SID	Technician Email		
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	7
Initial Concern	CUSTOMER STATES WHEN OPERATING IN HYBRID MODE AND COME TO A STOP ENGINE WILL SHUT DOWN AND SHIFTER WILL DEFAULT TO NEUTRAUL HAS HAPPENED TO CUSTOMER THEY RECIEVED A MESSAGE THROUGH THE APP TO HAVE VEHICLE SERVICED BUT ONLY FAULT IS FOR CHARGE INDICATOR				
Duplicated	Yes	Repairs Parts and Tests	NONE		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No

RESOLUTION

Description	Dealer unresponsive
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WARRANTY CLAIMS

CLAIM#	CREATED DATE			DATE RECIEVED	STATUS
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	, Let's address the and then reevaluate. If the diagnostics lead to charge port indicator module replacement, let's replace as necessary. Let me know the ETA when you get it ordered.		
Agent States	, Do you have an update?		
Agent States	, I am closing the case. This case can be reopened within 15 days if needed		

CHERWELL REPORT

VEHICLE

		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	8CI - BATTERY		
Primary System	8 - ELECTRICAL	- BATTERY SYSTEM	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	MIL ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer		Jeep Ra	Phone	
Address	2591 Rochester Rd			
	State		ZIP	
Dealer		County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	vehicle died while driving, multiple lights and warning messages came on dash, restarted after sitting and now check engine light is on				
Duplicated	Yes	Repairs Parts and Tests	has dtcs , , only causes for those dtcs are internal PIM issue, cannot find PIM in parts catalog		
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Ordered PIM
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	MILLAGE	DATE RECIEVED	STATUS
PREPNV				PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent [REDACTED]	[REDACTED] called STAR in regards to a [REDACTED]. Stated that the PIM isn't available in the parts catalogue/star parts. Recommended contacting Parts Specifying at 1-[REDACTED], but would also transfer case to Hybrid. [REDACTED]		[REDACTED]
Agent [REDACTED]	Hello [REDACTED], can you just confirm their are no software updates available for any modules?		[REDACTED]
Agent [REDACTED]	Are their any aftermarket parts on this vehicle? Is their a mopar lift kit?		[REDACTED]
Dealer [REDACTED]	no updates available. only aftermarket parts seen was side steps. my parts manager contacted parts specifying and got the part number but it says to contact star to order		[REDACTED]
Agent [REDACTED]	Thanks [REDACTED], could you just confirm that part number for the PIM?		[REDACTED]
Dealer [REDACTED]	parts specifying came up with part number [REDACTED]		[REDACTED]
Agent [REDACTED]	Thanks [REDACTED], are you able to get those DTCs to go active? If so could you attach a VSR showing them active please.		[REDACTED]
Dealer [REDACTED]	i have not driven the vehicle in fear of being stranded like the customer was. i can try. if i cannot get the dtcs to become active again what would be our next step? the customer is starting to get upset as the vehicle is brand new and they have only had it a [REDACTED].		[REDACTED]
Agent [REDACTED]	STAR has placed an order for the PIM. Part Number: [REDACTED] Order #: [REDACTED]**. Please follow all instructions sent with the shipment and inform your warranty administrator of this order, if necessary. Your parts department can track the ETA with the information above. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review WIC article [REDACTED] details related to part tracking, part order status, and claim processing requirements Please close the case at this time. Thank you for using [REDACTED] STAR. ? [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID					Case Status	Closed
Application Group	-					
	- ELECTROHYDRAULIC CONTROL					
Primary System	- TRANSAXLE - AUTO		- System AUTOMATIC		Area of Failure	INTERNAL DEFECT
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
wrangler config		
wrangler scan		

CONTACT

Dealer			Ram of A	Phone	
Address	1100 W Main St				
City		State	CA	ZIP	
Dealer Zone	71	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	Yes	Repair	1	Days In Shop	6
Initial Concern	customer states he was driving and the vehicle stopped all of a sudden and a light on the dash turn on (P) as the customer came to a complete stop vehicle shook and then turned off and it did not start again and the vehicle was stuck in park				
Duplicated	No	Repairs Parts and Tests	found tech relating to customer concern case number 613. followed inspections tech write up and found nothing at fault. inspected grounds and codes now are stored with the check engine light on. i read most techs have replaced the tcm		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	noticed the vehicle extremely low on gas, vehicle shut off and did customers concerns. it was sitting at mode and no gas.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	████████████████████	██████	██████	PAID
PREPNV	██████	████████████████████	██████	██████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	██████, we need to follow the diag. in Service Library for ██████ and the ██████ as we have checked the grounds. Does the come out of park now? Is the solenoid releasing? ken		██████
Dealer States	yes vehicle drives normally, and codes are stored. the vehicle has been out of park since I got it..		██████
Agent States	██████, what was the customer doing when this happened? Was this an emergency type of stop then went into park? As what is explained as the vehicle is operating normally now. Then concern may be a valve body concern. ken		██████
Dealer States	I followed the ██████ code and it led me to tcm replacement, relating to the tech 2 tech. no obstructions are noticed at the park release.		██████
Agent States	Ok, sounds good ██████s replace the TCM per your diag. ken		██████
Dealer States	noticed the vehicle extremely low on gas, vehicle shut off and did customers concerns. it was sitting at ██████ mode and no gas. any chance customer ran out of gas and caused those codes? vehicle has since filled with gas and driven ██████ with no issues.		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				4	
Built Date		Mileage (Miles)		MDH					
Engine	ECX	ECX							
Transmission	DFY	DFY							
Emission	50 STATE EMISSIONS (NAS)								

GENERAL

STAR Case ID				Case Status	Closed	
Application	731 - SET					
Component	- MODULE, (ANY)					
Primary System	- ELECTRICAL	Sub System	- ELECTRONIC CONTROL MODULES	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	INFORMATION					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded

CONTACT

Dealer			s Friendly		Phone	
Address						
			State	MI	ZIP	
Dealer			County			
Technician			Technician Email			
Training Level	CORE		Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	Days In Shop	
Initial Concern	*Outbound call for SET Team Project* Shuts down Check engine light			
Duplicated		Repairs Parts and Tests		
DTC1	DTC2	DTC3	DTC4	
Information Sent				
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description	Dealer tested and corrected Inline water intrusion GWA
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID

CLAIM#	CREATED DATE		MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	I called the dealership and left a message for asking for a call back at regarding the coolant pump DTC. I opened the star case in s name attached the diagnostic and will monitor the case.		
Agent States	I called and spoke with technician who stated he found corrosion in the connector and has repaired it with a connector repair and a harness. I asked if he could send us a picture of the connector to and also what his time is for warranty notes. stated he will get the information and he will drive the vehicle again to confirm resolution.		
Agent States	I called and left a message for asking for an update regarding warranty notes that may be needed for technician		
Agent States	Dealer tested and correct Inline connection concern per GWA: Cause : WATER INTRUSION IN CONNECTOR Corrective Action : FOUND RED TURTLE ON DASH AND VEHICLE WILL NOT ACCELERATE FOUND MULTIPLE DTC F OR LOST COM STAR CASE . INSTRUCTED TO INSPECT CONNECTOR IN L EFT FRONT WHEEL WELL FOUND WATER INTRUSION IN CONNECTOR NOT REPAIRABLE REPLAC E ENGINE SIDE OF HARNESS WITH CONNECTOR REPAIR KIT HEADLAMP TO DASH SIDE DOE S NOT HAVE A REPAIR KIT REMOVED AND REPLACED HEADLAMP TO DASH HARNESS AND SUM MIT PICTURES TO STAR FOR ENGINEERING REVISION TEST DROVE VEHICLE ABOUT VEHICLE OPERATING AS DESIGNED		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID				Case Status	Closed	
Application Group	-					
	- GROMMET					
Primary System	- WIRING ELECTRICAL System HARNESS			Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	MIL ON					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report		
Vehicle Scan Report wr.pdf		

CONTACT

Dealer					Phone	
Address	1790 Maplelawn Dr					
City		State		ZIP		
Dealer Zone		County				
Technician TID/SID		Technician Email				
Training Level	CORE	Contact Via SMS		Contact Via Email	No	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	5	Days In Shop			
Initial Concern	This vehicle was a dealer trade. On the way to the shop the [REDACTED] died at a gas station. Once we got the vehicle here, we noticed water in several connectors the main connector that's holding water is the abs connector which was throwing several different dtc's. We repaired the the ancillary connectors and then replaced the abs connector. We noticed the fender liner had a significant gap vs other like models which was allowing the tires to kick up water into the abs connector. We replaced the liner and then built a shield for the abs connector to block any potential water intrusion as well as used dielectric silicone in the connector. We shipped the vehicle to the customer and everything was fine until the most recent big rainfall. The customer brought the [REDACTED] back and sure enough, there is water in the abs connector. I can not figure out how water is getting into the connector. This is the [REDACTED] for the same issue in a [REDACTED] span. Please advise. For detailed questions please call me at [REDACTED]						
Duplicated	Yes		Repairs Parts and Tests	replaced abs connector, several repairs on ancillary connectors, fender liner replacement, shield built from old liner to block abs module, dielectric silicone in connector			
				u140b	DTC4	c050f00	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]

RESOLUTION

Description Connector on order

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	████████████████	█	██████	PAID
██████	██████	████████████████	█	██████	REJECTED
██████	██████	████████████████	█	██████	SUSPENDED
██████	██████	████████████████	█	██████	PAID
██████	██████	████████████████	█	██████	REJECTED
██████	██████	████████████████	█	██████	PAID
██████	██████	████████████████	377	██████	PAID
██████	██████	████████████████	377	██████	REJECTED
██████	██████	████████████████	377	██████	SUSPENDED
██████	██████	████████████████	383	██████	PAID
██████	██████	████████████████	383	██████	SUSPENDED
██████	██████	████████████████	█	██████	PAID
██████	██████	████████████████	█	██████	REJECTED
██████	██████	████████████████	█	██████	SUSPENDED
PREPNV	██████	████████████████	█	██████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
██████	██████ I am transferring this case to the correct group. Someone will update shortly. ██████		██████
██████	Good morning, ██████. Thank you for the reports and repair details. Does this vehicle have any aftermarket accessories that are mounted on the hood at all? Do we know if the water is getting in while driving or just while it sits out in the rain? Did you verify if the module connector has a seal in it and it is not twisted or torn? You will need to use a hose to soak the vehicle down, and see if you can locate where the water is coming from. Let me know on the questions and if you are able to see any possible entry point with the water bath. Thank you. ██████		██████
Dealer States	it may be getting in through the abs module itself. There's nothing on the hood that looks like it would allow for water to get to the connector. The condition happens when driving through water. the connector does have a seal and it's not twisted or torn. I've spent ██████ and I have had multiple people look at it as well and the only place where water can get in is from the gap between the fender liner and the frame on the driver side.		██████
██████	Ok thank you ██████. I am sorry you keep getting bounced around different groups. From what we have seen there may be an issue with the weather-pack seals getting folded over, and as you have confirmed the seal is in good shape so we can rule that out and leaves us just with replacing the module and connector again if necessary. Understanding this is easier said than done, but suggest to the customer to avoid driving through large puddles or standing water and hopefully we can avoid future failures.		██████
██████	Outbound call to dealer @ ██████. Spoke with ██████. Dlr is still waiting for connector to replace on vehicle. Advised dlr that with part on order we will go ahead and close the case at this time. If once they are received and the parts do not resolve the vehicle concern, we can always reopen the case for ██████. If 15		██████

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
	days pass since closing the case and the concern is still present, create a new case and reference the original. [REDACTED] for using [REDACTED] STAR - [REDACTED]		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		4	
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emission	50 STATE EMISSIONS (NAS)						

GENERAL

STAR Case ID				Case Status	Closed
Application Group					
Component Group	- ONBOARD CHARGING ()				
Primary System	- ELECTRICAL	- ELECTRIC VEHICLE	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	INOPERATIVE				
Created Date		Created By		Updated Date	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
ECU Details Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer		Phone	
Address	11101 Nursery Fields Drive		
City		State	ZIP
		County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	7		
Initial Concern	CHECK ENGINE LIGHT ON AND VEHICLE SHUT OFF. VEHICEL NOT CHARGING.						
Duplicated	Yes	Repairs Parts and Tests	UPDATED HCP AND ATTEMPTED TO CHARGE				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Ordered IDCM
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	██████ please confirm your dealer code. Then clear the codes and attempt to charge with a Level 1 wall plug charger. If the codes return, we are looking at the IDCM. Please let me know what happens ██████		██████
Agent States	STAR has placed the order for the IDCM Part #: ██████ Order #: ██████**. Your Parts Department can also track the ETA using the Part # and Order # above. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review ██████ article ██████ for details related to part tracking, part order status, and claim processing requirements. Feel free to close the case at this time. ██████		██████
Dealer States	CLEARED CODES MULTIPLE TIMES AND ATTEMPTED TO CHARGE WITH LEVEL ██████ AND CODES RETURNED EVERY TIME. DEALER ██████		██████
Agent States	ETA showing Backordered. STAR will close the case at this time. ██████		██████

CHERWELL REPORT

VEHICLE

VIN	2	Model Year		Body			HIGH ALTITUDE
Built Date		Mileage (Miles)	6	MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emission	5	EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group	HYBRID		
	POWER INVERTER (PIM)		
Primary System	ELECTRICAL	System	CONTROL SYSTEM
Customer Complaint / Reason for contact	MIL ON	Area of Failure	INTERNAL DEFECT
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer		Dodge Ram	Phone	
Address	170 Route 22			
		ZIP		
Dealer Zone	32	County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	2
Initial Concern	Customer states vehicle has check engine light and vehicle stalled on PDI Test drive				
Duplicated	Yes	Repairs Parts and Tests	None		
	P061B-00	DTC2	P1444-00	DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-In	No

RESOLUTION

Description	Ordered PIM
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	█████. Does █████ return after being cleared? █████		█████
Dealer States	█████ DTC does return.		█████
Agent States	█████. I am reviewing this with our support team. I will update shortly. █████		█████
Agent States	█████. Let's replace the █████. Please confirm your dealer code is correct so I can place the order. █████		█████
Dealer States	Dealer code is █████		█████
Agent States	█████. The █████ (█████) has been ordered. Order █████*. The ETA should be available █████ or █████. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review █████C article █████ details related to part tracking, part order status, and claim processing requirements. Please close the case if no additional assistance is needed █████		█████
Agent States	█████. The ETA is █████. I am closing the case. This case can be reopened within 15 days if needed █████		█████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	- MODULE, POWER INVERTER (PIM)					
Primary System	- ELECTRICAL	Sub System	- ELECTRIC VEHICLE CONTROL SYSTEM		Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date		Created By			Updated Date	<div></div> Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Vehicle Scan Report		

CONTACT

Dealer		Phone	
Address			
	State	ZIP	
Dealer Zone	32	County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	8		
Initial Concern	car died while driving and would not turn back on						
Duplicated	Yes		Repairs Parts and Tests		scanned for codes and found codes for hcp		
	p0bf2-00						
Information Sent							
Scan Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	661617	

RESOLUTION

Description	PIM ordered
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
	██████, thank you for the repair information and reports. My name is (██████) in the ██████ group and will be assisting you. At times the training skill levels are not populating correctly into our Cherwell system. We are required to confirm training levels and therefore need you to confirm your current Training Level is for Electrical before recommendations can be made. Also, can you please verify your dealer code? ██████		██████
Dealer States	dealer code ██████ electrical		██████
	██████, thank you for the update. Has the diagnosis for DTC (██████) been performed? ██████		██████
Dealer States	yes but at the end of the diagnosis it says to replace the pim module would we start their then if not fixed will we need a transmission ?		██████
	██████, thank you for the update. Based on the information you have provided. STAR has placed an order for the PIM. Part Number: (██████) Order #: (██████*). Please follow all instructions sent with the shipment and inform your warranty administrator of this order, if necessary. Your parts department can track the ETA with the information above. Also, please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review WIC article ██████ details related to part tracking, part order status, and claim processing requirements. Thank you for using ██████ STAR. ██████		██████
	██████, do you have an ETA for the PIM? ██████		██████
	██████, I show an estimated ETA for the PIM to be (██████). With that being known, we are closing this case as part ordered. Once part is replaced and retested, if you need further assistance, just reopen this case or open a new case (if ██████) and reference this one and we can continue. Thanks, ██████		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR RUBICON 4XE
Built Date		Mileage (Mile)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50	EMISSIONS (NAS)				

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	- BLOCK, FUSE					
Primary System	- POWER DISTRIBUTION			Area of Failure	NON-APPLICABLE	
	ELECTRICAL	System	SYSTEMS			
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer		Phone	
Address			
	State	ZIP	
	County		
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	
Initial Concern	car shut off on customer. was towed in has & . test tells you to replace pim. went to order pim and parts told me to contact star to order.				
Duplicated	No	Repairs Parts and Tests	car shut off on customer. was towed in has & . test tells you to replace pim. went to order pim and parts told me to contact star to order.		
		DTC2	p061b-	DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Tow-in	No
				RO Number	

RESOLUTION

Description	Closing case due to lack of response
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WARRANTY CLAIMS

CLAIM#	CREATED DATE		MILLAGE	DATE RECIEVED	STATUS
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	. Have you cleared the code and does it return when the codes come back add a fresh VSR and add it to a case.		
Dealer	cleared codes drove it no condition. dont want to give it back to customer for it to leave them stranded again.		
Agent	. We need to get the code to come back to prove to the plant that there is a concern or they will not approve a part.		
Agent	. Any updates on the case .		
Agent	When you get back to working on the vehicle, please update the case with current repair progress and inspection findings for further assistance. If you are waiting for parts, repair authorization, unable to get back to this vehicle due to shop overload, the vehicle is no longer at the dealer or has been repaired then please close this case out on your end for now. Thank you for using Center-Regards		
Agent	. Any updates on the case .		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group		- REPAIR	
Primary System	8 - ELECTRICAL	- WIRING System HARNESS	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	MIL ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (2).pdf		
Configuration Report (2).pdf		

CONTACT

Dealer		Ram	Phone	
Address	1127 Central Avenue			
	State	MI	ZIP	
Dealer		County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	0
Initial Concern	vehicle stalls				
Duplicated	Yes	Repairs Parts and Tests	ta have work on it , start case previously opened and worked with engineering		
	DTC2	DTC3		DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-In	No	RO Number

RESOLUTION

Description	Closure requested
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
			3		PAID
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	██████████	█	████	REJECTED
████	████	██████████	█	████	SUSPENDED
████	████	██████████	██	████	PAID
████	████	██████████	██	████	REJECTED
PREPNV	████	██████████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	refer to previously star case █████		████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	8CW - MODULE, ONBOARD CHARGING ()					
Primary System	- ELECTRICAL	- ELECTRIC VEHICLE BATTERY SYSTEM	System	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	ON					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
ECU Details Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer				Ph	
Address					
		State		ZIP	
		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	
Initial Concern	vehicle shut off while driving, message on cluster to shift to park, vehicle would not charge using provide level 1 charger, regeneration braking harder than normal.				
Duplicated	Yes	Repairs Parts and Tests	used a known good level charger		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Ordered Charge Port harness
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	AGE	DATE RECIEVED	STATUS
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	██████████████	████	██████	REJECTED
PREPNV	██████	██████████████	0	██████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer ██████	after checking charging system vehicle would not come out of park and could not duplicate the braking system concern, engine starts but wont come out of park		██████
Agent ██████	██████, if we clear the codes do they come right back active? Is the VSR an accurate VSR when the vehicle will not leave park? If the ██████ code returns, please follow the diag checks found here: ██████ - ██████ Diagnostics / MODULE ██████ (██████) / Diagnosis and Testing ██████ - PROXIMITY DETECTION CIRCUIT PERFORMANCE ██████		██████
Dealer ██████	when clearing codes and attempting to charge dtc comes back and still wont come out of park		██████
Agent ██████	██████, thank you for confirming. Let's perform the diag checks for the code. Let's me know what you find on each step. ██████		██████
Agent ██████	██████, any update on the diag? Where do we stand? ██████		██████
Dealer ██████	havent been able to push the vehicle back in the shop, should have an update ██████		██████
Agent ██████	██████, sounds good. I will wait for an update. ██████		██████
Agent ██████	██████, any update on this vehicle? ██████		██████
Dealer ██████	i have the vehicle in the shop, will update soon		██████
Agent ██████	Sounds good. I will wait for an update. ██████		██████
Dealer ██████	followed diag for ██████, used customer charger check output and port proximity, ██████ ok, checked h328 for voltage at charge port, only getting ██████, diag leads to replace charge port harness		██████
Dealer ██████	is this the correct part number for the charge port harness ██████		██████
Agent ██████	██████, for any part number question I will have to direct you to contact Parts Specifying. We see the same thing as your parts department. Let me know ETA of the harness once the order is placed. ██████		██████
Dealer ██████	eta is backorder no eta		██████
Agent ██████	██████, thank you. Feel free to close the case for now since the harness is ordered. ██████		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emmission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Primary System	09 - ENGINE	Sub System	Area of Failure
Customer Complaint / Reason for contact			
Created Date		Created By	Updated Date
			Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (1).pdf		
Configuration		
).jpeg		
image5 (1).jpeg		
Vehicle Scan		

CONTACT

Dealer		Cornhusker Auto Center Inc	Phone	
Address				
		State	NE	ZIP
Dealer Zone	74	County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email
			No	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	0
Initial Concern	customer states vehicle up and died and quit moving. engine light came on and some odd noises came from the jeep. the jeep was towed in due to the issues.				
Duplicated	Yes	Repairs Parts and Tests	removed oil filter and cut open and is full of metal,		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version	latest	Last TechConnect Search	Vehicle Off Road or Tow-in	Yes	RO Number

RESOLUTION

Description

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
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CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		UNLIMITED RUBICON 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group	ECS		
Component Group	- BLOCK, FUSE		
Primary System	- POWER DISTRIBUTION		Area of Failure
	ELECTRICAL	System	SYSTEMS
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

CONTACT

Dealer		Phone	
Address			
City		State	
ZIP			
Dealer Zone	71	County	
Technician		Technician Email	
Training Level	CORE	Contact Via SMS	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts		Days In Shop	0
Initial Concern	CRT - Repeat issue for shut off while driving. Vehicle came in for "shut off while driving on highway." found coolant leak and repaired it. Customer came to pick up and CEL came on upon putting vehicle in drive.				
Duplicated		Repairs Parts and Tests			
DTC1		DTC3		DTC4	
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description Closing case/electric coolant heater motor

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello, its early to call, please attach scan, configuration, ecu details and vehicle health reports for review. Will call dealer to speak about this vehicle.		
Agent States	Hi attempted to reach you at to speak about this vehicle however you are unavailable. Have left a voice message requesting a return call back to		
Agent States	called in, per conversation dealer has located an electric coolant heater motor locally and needs to pick up part. Advised tech A.J. is out until. Advised repairs should be complete and vehicle back in customer possession by		

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent [REDACTED]	Called dealer spoke with service department. Advised repairs are complete, vehicle is back with customer at this time. Closing case with this information. [REDACTED]		[REDACTED]
Agent [REDACTED]	Tech out until [REDACTED].		[REDACTED]
Agent [REDACTED]	Hello [REDACTED], updates on this case? Thanks, [REDACTED]		[REDACTED]
Agent [REDACTED]	Called dealer at [REDACTED] received voice mail. Have left a voice message requesting a return call back from service manager at [REDACTED]. [REDACTED]		[REDACTED]
Agent [REDACTED]	This Case has now gone ECS (Enhanced Customer Satisfaction) . My contact info is [REDACTED], email is [REDACTED], Agent with [REDACTED] Thank you		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
		- SOLENOID, (ANY)	
Primary System	TRANSAXLE - AUTO	System	AUTOMATIC
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		
Vehicle Scan Report updated.pdf		

CONTACT

Dealer		Phone	
Address			
	State	ZIP	
	County		
Technician TID/SID		Technician Email	bigcatcj
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	
Initial Concern	Check Engine Light. Stalling out				
Duplicated	Yes	Repairs Parts and Tests	Checked fluid level. TCM for update.		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	transmission is on order
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
	if you clear the codes and operate the vehicle do any codes or concerns return? Usually when its a K0 clutch issue the code/concern is always present. In the datalist clutch adaptives is the K0 clutch fill and fast fill count above 5?		
Dealer	fill and fast fill count are at 3. I cleared the and the code did not come back I am going to drive the vehicle to see if there is an active condition.		
Dealer	Please see updated scan report. I drove the vehicle and vehicle stalled out and service transmission came of on . returned.		
	, sorry I didn't see you had updated the case for some reason. I am requesting approval to replace the transmission. I will update the case with the order info once I get approval. Thanks		
	, the transmission replacement was approved. I have ordered the transmission assembly PN . The order number is **. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review C article details related to part tracking, part order status, and claim processing requirements. I didn't order any other parts you may need for the replacement. Your parts department can track the order for you. Since we have the part ordered please close the case when you get an ETA.		
	, the current ETA is . Since we have the part ordered to repair the vehicle I am going to close the case for now. If you need anything the case can be reopened within the or a new case can be opened. Thanks		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
	- MODULE, POWER INVERTER (PIM)		
Primary System	ELECTRICAL	System	CONTROL SYSTEM
		Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report HIGH VOLTAGE.pdf		
Configuration Report HIGH VOL.pdf		
ECU Details ReportHYBRID COPY.pdf		

CONTACT

Dealer		Phone	
Address			
	State	ZIP	
Dealer Zone	71	County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	After replace long block vehicle starts runs for a few seconds and then stalls and will not restart also hybrid side is not working				
Duplicated	Yes	Repairs Parts and Tests	Replace long block engine siezed		
	DTC2		DTC4		
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Ordered PIM
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID

#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					REJECTED
					SUSPENDED
					PAID
					REJECTED
					SUSPENDED
SCOTT					PAID

CONVERSATION(S)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	please upload a copy of the ECU Details Report. Then confirm if we clear the codes, do the Cell code and the HCP Resolver code returns? please perform the diag for the code found here: -Based Diagnostics / MODULE, Hybrid Control Processor (HCP) / Diagnosis and Testing RESOLVER SIGNAL / MCPA RATIONALITY. Let me know what you find.		
Dealer States	Hi Here are the readings for the Test resistance between Resolver A sin Hi and Asin Lo is Resolver A Cos Hi and Resolver A Cos Lo is and Resolver A Excitation Hi and Resolver A Excitation Lo is and i sent the detailed report		
Agent States	, and please confirm the Cell code also returns when the codes are cleared.		
Dealer States	Hi The only code that comes back is the i perform the diagnostics for is that the Cell code		
Agent States	, please confirm your dealer code and I will place the order for the PIM. -		
Dealer States	Thank You Dealer Code is		
Agent States	, I have placed the order for the PIM Part #: Order #: . Your Parts Department can also track the ETA using the Part # and Order # above. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review C article details related to part tracking, part order status, and claim processing requirements. Feel free to close the case at this time.		
Agent States	ETA is showing STAR will close the case at this time.		

CHERWELL REPORT

VEHICLE

VIN		Model Year	2004	Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group	HYBRID		
	8AG - MODULE, (ANY)		
Primary System	- ELECTRICAL	System	- ELECTRONIC CONTROL MODULES
Customer Complaint / for contact	INTERMITTENT OPERATION		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle (4)		
Vehicle (2)		
Vehicle (3)		
Vehicle (1)		
Vehicle		

CONTACT

Dealer		Dodge	Phone	
Address				
City		State	MI	ZIP
Dealer Zone	42	County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	16
Initial Concern	VEHICLE DIED WHILE DRIVING AND LOST ALL ACCELERATION				
Duplicated	Yes	Repairs Parts and Tests	CAN C STAR CONNECTOR , AND AUTO SWAY BAR REPLACED		
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	We are closing the case due to not receiving a response.
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WARRANTY CLAIMS

#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
					PAID
					REJECTED
					SUSPENDED
PREPNV			0		PAID

CONVERSATION(S)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	thank you for the reports and the repair information. All codes are stored. You will need to duplicate this issue to be able to see what's happening and view data in order to find a direction to go in. The reports show a CAN C bus issue, suggest setting the scan tool to monitor for loss of comm and wiggle testing CAN C related star connectors, inline connectors, module connectors, and CAN C related harnesses inside the vehicle and throughout the engine compartment to try and duplicate the concern.		
Agent States	If duplicated, access the green CAN C star connectors, monitor the topology and disconnect the small connectors at a time to try and isolate which circuit/module is affecting the bus, do any allow communications to return to the other modules? Let me know.		
Dealer States	YES THATS UNDERSTOOD, TRIED AND ONLY GOT CONCERN TO HAPPEN BRIEFLY AND CAPTURED NEW SCAN REPORT, NOTED DTC SET ALSO FOR ABSO WITH AVAIL SOFTWARE UPDATE FOR MODULE POSS THIS IS CAUSE ?		
Dealer States	SENT NEW REPORT		
Agent States	thank you for the fresh report. It shows the entire CAN C bus is going down, suggest monitoring the CAN bus voltage at either star connector or any module, set your meter to MIN/MAX and try to duplicate the concern to see if we can determine if the bus is being shorted to power or ground. Suggest updating the ABSO and retesting.		
Agent States	have you duplicated the bus concern again? Were you able to determine if the bus is being shorted to power or ground? Please keep me posted.		
Agent States	Please provide an update. If the vehicle is repaired, please note what fixed the vehicle and close the case. If the vehicle is not repaired, please provide an update. Thank you,		
Agent States	Called , no answer. We are closing the case due to not receiving a response. If you are still in need of repair guidance, please reopen the case and we can continue. Thank You,		

CHERWELL REPORT

VEHICLE

VIN	6	Model Year		Body	WRANGLER 4DR HIGH ALTITUDE 4XE
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	- CONNECTOR		
Primary System	8 - ELECTRICAL	Sub System	- WIRING HARNESS
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer		Cdjr	Phone	
Address				
City		State	MA	ZIP
Dealer Zone		County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email
			No	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	8
Initial Concern	Vehicle died at a stop, would not restart				
Duplicated	No	Repairs Parts and Tests	Followed diagnostic procedure for DTCs, led to PIM replacement.		
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-In	No
				RO Number	

RESOLUTION

Description	Upcoming software updates
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	Hello [REDACTED], does the DTC clear out? If so, did it reset after? Are all modules up to date with software? Can you verify your dealer code for us? Thanks [REDACTED]		[REDACTED]
Dealer States	DTC is stored and does clear out, all modules are up to date. Dealer code is [REDACTED]		[REDACTED]
Agent States	[REDACTED], there is an update currently being developed for this issue. Please release the vehicle to the customer and inform them that engineering is working on the solution. Thanks, [REDACTED]		[REDACTED]
Agent States	[REDACTED]. We are closing this case, but you can reopen it within 15 days if needed. Thanks [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
<div>Group</div>	- MODULE, (ANY)					
Primary System	<div>- ELECTRICAL</div>	<div>System</div>	<div>- ELECTRONIC CONTROL MODULES</div>	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	MIL ON					
Created Date	<div></div>	Created By		Updated Date	<div>8</div>	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer				Dodge		Phone	
Address							
				State	PA		
Dealer				County			
Technician TID/SID				Technician Email			
Training Level	CORE			Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	8
Initial Concern	C/S while driving vehicle lost power and CEL on				
Duplicated	No	Repairs Parts and Tests	checked connections and wire harnesses checked for software updates. vehicle is up to date. Attached VSR and Config reports		
Information Sent					
Scan Tool Software Version		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Vehicle will be worked on at later time
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
	Inbound call from [REDACTED] and we discussed that the vehicle was being driven at m[h and the vehicle started to act up. We agreed to submit this for review and se where we are to go with this. We will let you know asap. Thank you		
Dealer [REDACTED]	customer also added when he first got the vehicle it shut completely off while driving on the highway. pulled over , turned off , let vehicle go to sleep , vehicle restarted no cel operated as designed. Also stated when gas engine came on is when error occurred		
	Hi [REDACTED] we have been advised that a future flash will be available in [REDACTED]. Does it only set in EV mode and in MAX-Regen? Can we duplicate and how do we get it to duplicate? Thank you		
Dealer [REDACTED]	Customer stated it was in hybrid mode and when the gas engine comes on is when it did it. I can road test further to see if I can duplicate it. So if a flash is coming out no repair at this time ?		
	Ok thanks yes lets try to figure out when this issue happens and yes this flash is not coming out until [REDACTED] and no repair at this time. But trying to figure out what causes it to happen we can tell the customer not to do what causes it to happen. Thank you		
Dealer [REDACTED]	Ok I guess close the case. thanks. talk to you next time		
	Does it not happen every time? Are we going to try to duplicate? Thank you		
Dealer [REDACTED]	does not happen every time. I can try to duplicate and keep driving. however if a flash is coming ? It's [REDACTED] demo.		
	Ok yeah there is a flash coming out but not until [REDACTED]. If they dont feel safe then we need to bring that up with engineering and let them know that we cant drive the vehicles until software is available. But if the vehicle is safe to drive then we can close this case and wait until the flash comes out. Let us know what you think and we can let engineering know. Thank you [REDACTED]		
Dealer [REDACTED]	lets do this , we'll continue to drive for a few days and see what happens. Maybe we can see exactly what happens		
	Ok thank you [REDACTED]		
	Hi [REDACTED] any updates? Thank you		
Dealer [REDACTED]	Hey [REDACTED], no updates on this. driven a [REDACTED] with no issue. this is on the back burner for the moment. So close it out. The manager that was driving this is no longer employed here . LOL. if anything happens I'll reopen the case. Thanks		
	Lol ok thank you [REDACTED]. We will close the case since case closure was requested. Please feel free to reopen or create new one if it is after [REDACTED] of [REDACTED] if you need further assistance. Thank you		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
	POWER INVERTER (PIM)		
Primary System	B - ELECTRICAL	System - ELECTRIC VEHICLE CONTROL SYSTEM	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report		
Configuration Report		
Vehicle Scan Report (1)		

CONTACT

Dealer		Phone	
Address	1220 E Jericho Tpke		
City		State	
		ZIP	
		County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	

CASE SUMMARY

Customer	No	Repair Attempts		In Shop	
Initial Concern	checked engine light came on, vehicle slipped into neutral while driving, all warning lights came on, vehicle lost power and stalled, charge malfunction warning came on and would not come out of park, after many attempts vehicle was able to move.				
Duplicated	No	Repairs Parts and Tests	has codes - Power Inverter Module - Incorrect Control Mode-, Internal Control Module Torque Calculation Performance, - Charge Status Indicator Module Internal-, the says to replace the PIM,		
	P1444-00	DTC2	P061B-00		DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description Ordered PIM

WARRANTY CLAIMS

CLAIM#	CREATED DATE		MILLAGE	DATE RECIEVED	STATUS
					PAID
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	please confirm your dealer code and I will place the order for the PIM.		
Dealer States			
Agent States	I have placed the order for the PIM Part #: Order #: **. Your Parts Department can also track the ETA using the Part # and Order # above. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review article for details related to part tracking, part order status, and claim processing requirements. Feel free to close the case at this time.		
Agent States	ETA is showing STAR will close the case at this time.		
Agent States	I see the case has been reopened, how can I assit you?		
Dealer States	I replaced the PIM , programmed it, did tje skis in the bcm, and now have active codes, - Drive Motor "B" Position Sensor Not Learned,P0D57-00 - Proximity Detection Circuit "A" Range/Performance, - SPI Comm Hardware Fault, - Secret Key Not Stored inP0D57-00 - Proximity Detection Circuit "A" Range/Performance, ECU,		
Dealer States	I figured it out, was a connector on the middle that wasn't fully secured , got in secured and codes went stored and was able to complete the motor learn		
Agent States	sounds good. Feel free to close the case.		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				4		
Built Date		Mileage (Miles)		MDH						
Engine	ECX	ECX								
Transmission	DFY	DFY								
Emission	50 STATE EMISSIONS (NAS)									

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	- SHIFTER, (ANY)		
Primary System	- TRANSAXLE - AUTO	- System AUTOMATIC	Area of Failure ADHESIVE BOND
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
ECU Details Report.pdf		
Vehicle Scan Report.pdf		
VSR with		

CONTACT

Dealer		Ram F	Phone	
Address				
Dealer		County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	c/s while at a stop light the jeep shut off & service transmission message come on as well as the throttle body light				
Duplicated	No	Repairs Parts and Tests	vehicle recently had the transmission replaced for a trans fluid leak coming from the case. vehicle went before it came back with the concern they have now. Clutch Position Control Error- stored. followed the diag flow chart for this code. there are no software updates available, verified the trans fluid level. next step is to remove transmission & perform appropriate repairs? i cleared the codes & we've driven this vehicle. code has not returned. customer does not want to take vehicle until we have figured out a cause. any insight on this?		
		DTC3			
Information Sent					
Scan Tool Software	Last	Vehicle Off Road	No	RO Number	

RESOLUTION

Description Transmission replaced

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████	██	████	PAID
████	████	████████████████	██	████	REJECTED
████	████	████████████████	██	████	SUSPENDED
████	████	████████████████		████	PAID
████	████	████████████████		████	REJECTED
PREPNV	████	████████████████		████	PAID
████	████	████████████████		████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello █████ do you have a scan report showing the DTC? If so, please attach it to the case. -████		████
Dealer States	unfortunately i didnt do that, i cleared the code & have been driving it since, waiting for the code to return.		████
Agent States	████, thank you for the update. Keep us posted please. -████		████
Dealer States	We returned the vehicle to the customer after we drove it █████. & sure enough the code came back before the customer drove it 1 mile. we now have a new RO number. █████. i have attached another VSR with the code set		████
Agent States	████, thank you for the new scan report. We are reviewing this case now. █████		████
Dealer States	any ideas? looking for an update to update the customer		████
Agent States	████, sorry for the delay. Star has ordered the transmission for this vehicle: █████; order number: █████*. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review ███C article █████ details related to part tracking, part order status, and claim processing requirements. Please let us know the ETA of the order when you find out. Thanks, █████		████
Agent States	████, you are welcome. It looks like the transmission is supposed to arrive █████. Are we all set to close this one out? Please let us know if you need anything else. Thanks, █████		████
Dealer States	thank you!!		████
Agent States	████, We are closing this case, but you can reopen it within █████ if needed. Thanks, █████		████

CHERWELL REPORT

VEHICLE

VIN		Model Year						
Built Date		Mileage (Miles)	7	MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission		EMISSIONS (NAS)						

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group		- CONNECTOR	
Primary System		- WIRING	
	ELECTRICAL	System	HARNESS
Area of Failure		NON-APPLICABLE	
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
Updated Date		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (1).pdf		
Configuration Report.pdf		

CONTACT

Dealer		Dodge	Ram of	Phone	
Address	3110 Automobile Blvd				
		State	MD		
Dealer Zone		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	When vehicle was being photographed for sale, vehicle stalled and would not Ready again.				
Duplicated	Yes	Repairs Parts and Tests	<p>We scanned for [REDACTED]s and found [REDACTED], [REDACTED], [REDACTED], and [REDACTED]. Cleared [REDACTED]s and rescanned for codes after a sleep and ignition cycle- [REDACTED]s [REDACTED] and [REDACTED]4 returned. Following repair procedure for [REDACTED], we powered down the vehicle and checked Motor B phase resistances- all measured at [REDACTED]. We checked connections at [REDACTED] or [REDACTED]- all connections are properly secured, next step in that procedure indicates to replace the [REDACTED]. We then followed repair procedure for [REDACTED]. We unplugged connector [REDACTED] and checked Resolver resistance values as specified. Excitation circuit measured [REDACTED], Cos circuit measured [REDACTED], and Sin circuit measured [REDACTED] values within tolerances indicated. We then verified connections at the [REDACTED] again, and rechecked vehicle- condition still present. This repair procedure also indicated to replace the [REDACTED] next.</p>		
Information Sent			3	4	

Scan Tool Software Version		Last [REDACTED] Search		Vehicle Off Road or Tow- in	No	RO Number	[REDACTED]
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RESOLUTION

Description Ordered PIM Delivered Date: [REDACTED]

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	VSR and Config report attached, details of case provided during case creation.		[REDACTED]
Agent States	Hi [REDACTED], we submitted this for review and will let you asap. Thank you		[REDACTED]
Agent States	We ordered the PIM Part# [REDACTED] Order#: [REDACTED]**. "Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review [REDACTED] C article [REDACTED] details related to part tracking, part order status, and claim processing requirements." Please let us know if there are any issues or delay. Thank you		[REDACTED]
Dealer States	Thank you for the quick response. I'll keep you posted on parts availability as i get information.		[REDACTED]
Agent States	Ok once we get ETA we can close the case. Thank you		[REDACTED]
Dealer States	Parts Dept says they are unable to get an ETA and the part is listed as Back Order with non showing locally.		[REDACTED]
Agent States	Should be there [REDACTED]. Thank you		[REDACTED]
Agent States	Delivered Date: [REDACTED] We will close the case since we are waiting on parts. Please feel free to reopen if you need further assistance after replacing the PIM and it?s within [REDACTED] or create new case if it?s [REDACTED] after [REDACTED]. Thank you		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group	SET		
	- , (ANY)		
Primary System	- TRANSAXLE - AUTO	- System AUTOMATIC	Area of Failure DAMAGED
Customer Complaint / Reason for contact	INFORMATION		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer		Autonation		Dodge		Ram	Phone	
Address								
City		State		SC	ZIP			
Dealer		County						
Technician		Technician Email						
Training Level	CORE	Contact Via SMS	No	Contact Via Email	Yes			

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	13
Initial Concern	*Outbound call for SET Team Project* K0 Clutch Position Error. when coming to a stop vehicle will stall out and has message saying service transmission				
Duplicated	Yes	Repairs Parts and Tests	checked fluid level and for updates		
DTC1	tcm	DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Tech states the vehicle is no longer with them. The customer picked up the vehicle
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello , we are reviewing this case now. We will update you shortly. Thanks,		
Agent States	I called the dealer and spoke with . Advised him to review the diagnostic instructions document attached to this case.		
Agent States	, can you please attach the vehicle Scan Report (VSR). 2. Collect the following K0 Clutch Adaptation data using : Select ?Adaptive Clutch Values? a. - Clutch- K0 - fast filling counter. b. - Clutch- K0 - filling time. c. - Clutch- K0 - filling counter. d. - Clutch- C0 - filling pressure. 3. Attempt to replicate the customer narrative. a. Is the concern repeatable. i. If NO, skip to 4. ii. If YES, Record details of maneuver (trans temp, driving scenario, grade, vehicle speed, gear, engine speed, accelerator pedal position) [Include any other appropriate verbal description] 4. Perform a Transmission Standstill Adaptation using the Routine: a. PHEV Quicklearn. 5. Again, collect the same K0 Clutch Adaptation data (from) using . Check that Clutch- K0 - fast filling counter and Clutch- K0 - filling counter are equal to (1). i. If No, Repeat 4. ii. If Yes, Go to 6. 6. Turn the vehicle OFF. Let the vehicle go to complete sleep. Then turn vehicle back ON (Intention: Key Cycle). 7. Shift vehicle into M-Mode (Manual Mode) on shifter. Combustion engine should come ON. Drive for . Come to a stop and shift back to Drive mode and wait until combustion engine turns OFF (Intention: To get K0 closed and open). 8. Repeat (2) more times. 9. Switch the vehicle into Electric Mode (EV -Mode). Shift into Drive and Keep brake ON. Wait in this configuration. (Intention: To get K0 adaptations in Drive). If the sets during this , then proceed using the current standard diagnostic. 10. Collect Clutch- K0 - fast filling counter and Clutch- K0 - filling counter using . If the counters are 3 or more then, confirm that Clutch- C0 - filling pressure [mbar] is . STOP here and return the repaired vehicle to the customer. ii. If the Clutch- C0 - filling pressure [mbar] is above 550 mbar, proceed using the current standard diagnostic. b. If the counter is lower than 3, repeat through . If counters are not increasing after 2 attempts, let me know. Thanks. .		
Dealer States	it does not have a quick learn producer. so the drive learn is taking for ever to get values to match		
Dealer States	ATTACHED PPT RESULTS		
Dealer States	do we have a update		
Dealer States	update		
Dealer States	update		
Agent States	I called the dealer and spoke with . Advised him that I was out of office. He said the vehicle is no longer with them. The customer picked up the vehicle. Thanks. .		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group	- HYBRID CORE GROUP					
	8DC - MODULE, POWER INVERTER (PIM)					
Primary System	B - ELECTRICAL	System	- ELECTRIC VEHICLE CONTROL SYSTEM	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer			Ram	Phone	
Address	6181 Steubenville Pike				
	State	PA	ZIP		
	County				
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	7
Initial Concern	vehicle died while driving coasted off shut down and was able to restart				
Duplicated	Yes	Repairs Parts and Tests	inspected connections at motor a verified all pins not bent and fitment is correct removed connection at power inverter module to check Resolver circuits found Motor a Sin within spec at [REDACTED] motor a Cos at [REDACTED] and motor a Exciter reading at [REDACTED] from pim connector at this time flow chart point to replacing power inverter module which is a restricted part		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version	Last [REDACTED] Search	Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]

RESOLUTION

Description	PIM ordered
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WARRANTY CLAIMS

CLAIM#	CREATED DATE		MILLAGE	DATE RECIEVED	STATUS
					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
	thank you for the repair information and reports. My name is () in the HYBRID group and will be assisting you. Based on the information you have provided PIM will need replacement. Can you please confirm that your dealer code is () to ensure if parts to be ordered arrive to your dealership correctly to avoid excessive down time?		
	STAR has placed an order for the PIM. Part Number: () Order #: (**). Please follow all instructions sent with the shipment and inform your warranty administrator of this order, if necessary. Your parts department can track the ETA with the information above. Also, please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review C article details related to part tracking, part order status, and claim processing requirements. Thank you for using STAR.		
Dealer States	yes that is correct dodge jeep in		
	I show an estimated ETA for the PIM to be (). With that being known, we are closing this case as part ordered. Once part is replaced and retested, if you need further assistance, just reopen this case or open a new case (if) and reference this one and we can continue. Thanks, S		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	- MODULE, (ANY)		
Primary System	- ELECTRICAL	- ELECTRONIC System CONTROL MODULES	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer		Phone	
Address			
	State	ZIP	
Dealer Zone	32	County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1		14
Initial Concern	shut off while at a traffic light and would not start back up				
Duplicated	Yes	Repairs Parts and Tests	Pulled codes and preformed test. Tells me to erase codes and if comes back to replace PIM.		
	DTC2	DTC3		DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description	PIM ordered ETA
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	AGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	██████, If you clear the codes does the ██████ return. When it returns add a new VSR. ██████		██████
Dealer States	Yes code ██████ comes right back after you clear it. You clear the codes and start it and it comes right on. The VSR i sent was after I cleared the light and it came back. Would you like a new VSR report?		██████
Agent States	STAR has ordered PIM P/N ██████; Order Number ██████; Order Successful. "Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review ██████ article ██████ details related to part tracking, part order status, and claim processing requirements." Case will be closing once ETA is given in next coming days, can you reopen the STAR case in the next 15 days if necessary. Thank you for using ██████. ? ██████		██████
Agent States	Closing case for part on order.		██████
Agent States	██████, ██████ is a software issue for the HCP and will be addressed by a future software release, likely replacing the PIM will not resolve anything.		██████
Agent States	██████, ██████ is a software issue for the HCP and will be addressed by a future software release, likely replacing the PIM will not resolve anything.		██████
Dealer States	Was looking to get eta on part		██████
Agent States	██████, your parts department can track this order. The current ETA is showing ██████. We are closing this case, but you can reopen it within 15 days if needed. Thanks, ██████		██████

CHERWELL REPORT

VEHICLE

VIN	7	Model Year		Body		RUBICON 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
	- , (ANY)		
Primary System	- TRANSAXLE - AUTO	System AUTOMATIC	Area of Failure ADHESIVE BOND
Customer Complaint / Reason for contact	CLUNK		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		
Vehicle Scan Report (		

CONTACT

Dealer		Phone	
Address	900 S Brand Blvd		
	State	ZIP	
Dealer Zone	71	County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	No
		Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	0	Days In Shop	20
Initial Concern	put vehicle in park				
Duplicated	Yes	Repairs Parts and Tests	scanned vehicle no bulletins , no flash updates, fluid level is within specs.		
		DTC3		DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Transmission on order
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	██████████	█	██████	PAID
PREPNV	██████	██████████	0	██████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent ██████	██████ sorry for the delay I didn't see that this case was assigned to me. if you clear the codes and road test do any codes reset? Are there any shift issues? I know the fluid level is ok but are there any leaks?		██████
Dealer ██████	erased the codes and road tested the vehicle ██████ no light check engine light shifting as designed, going to road test the vehicle another ██████ y .		██████
Agent ██████	██████ let us know the results. The Scan report environmental data does show Frequency Counter 3. So we will likely have to replace the trans either way but would be nice to know if it does reset or if there are any shift issues. Let me know the results and i'll review the case internally for approval to replace the transmission.		██████
Dealer ██████	no issues were present, shifting was fine, what should i do order a transmission or give the vehicle back to the customer. ?		██████
Dealer ██████	vehicle stalled when going to gas station, hard time restarting..		██████
Agent ██████	██████ did the code reset? It sounds like we need to replace the transmission but I need to review it internally first. Let me know if any codes reset and I'll send a request for approval. Thanks ██████		██████
Dealer ██████	██████ returned, and supplied new vehicle scan report with it.		██████
Dealer ██████	any update?		██████
Agent ██████	██████ sorry for the delay. There isn't a new scan report attached. Can you try attaching it again? I can get the trans ordered once I get the scan report. Thanks ██████		██████
Dealer ██████	ok i sent it again,		██████
Agent ██████	██████ thanks for the update. I have ordered the transmission assembly PN ██████. The order number is ██████. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review ██████C article ██████ details related to part tracking, part order status, and claim processing requirements. I didn't order any other parts you may need for the replacement. Your parts department can track the order for you. Since we have the part ordered please close the case when you get an ETA ██████		██████
Agent ██████	██████ the current ETA is ██████. Since we have the part ordered to repair the vehicle I am going to close the case for now. If you need anything the case can be reopened within the ██████ or a new case can be opened. Thanks ██████		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group	SET		
Component Group	- SOLENOID, (ANY)		
Primary System	TRANSAXLE - AUTO	System	AUTOMATIC
		Area of Failure	ADHESIVE BOND
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	01/01/2014
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Pre-Write -		
VIP-Summary -		
Vehicle Scan Report (1)		
Configuration Report (1)		

CONTACT

Dealer		Autonation		Ram	Phone	
Address						
City		State	SC	ZIP		
Dealer Zone	66	County				
Technician TID/SID		Technician Email				
Training Level	CORE	Contact Via SMS	No	Contact Via Email	Yes	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	50
Initial Concern	when coming to a complete stop the jeep will stall out and has message that says service transmission				
Duplicated	Yes	Repairs Parts and Tests	none		
DTC1	tcm	DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	Yes
				RO Number	8

RESOLUTION

Description	Tech replaced the trans and verified the repair.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	I called and spoke with [REDACTED] the tech. He said they towed the vehicle in. Advised tech to replace the transmission at this point. The CO clutch count was at 3, and the pressure was less than [REDACTED]. The vehicle is back with the same issue. I ordered a transmission. [REDACTED] please look for order number [REDACTED]**. Let me know. Thanks. [REDACTED]		[REDACTED]
Agent States	I called the dealer and spoke with [REDACTED]. He said they are still waiting for parts. I will update as information becomes available. Thanks. [REDACTED]		[REDACTED]
Agent States	I called the dealer and left a voicemail for a call back. I will update as information becomes available. Thanks. [REDACTED]		[REDACTED]
Agent States	Per tech: Concern : ELECTRICAL CONCERN [CUSTOMER [REDACTED] THAT WHEN COMING UP TO A COMPLETE STOP TH E JEEP WILL STALL OUT AND HAS A MESSAGE THAT [REDACTED] SERVICE TRANSMISSION ADVI SE Cause : TEST DROVE AND DID NOT DUPLICATE CONCERN CHECKED DTC FOUND STORED [REDACTED] ECKED TRANSMISSION FLUID LEVEL WAS IN SPEC NO SOFTWARE UPDATES AVAILABLE CONT ACTED STAR CENTER AND ADVISED TO [REDACTED]. CAN YOU PLEASE ATTACH THE VEHICLE SCAN REPORT (VSR). 2. COLLECT THE FOLLOWING K0 CLUTCH ADAPTATION DATA USING W [REDACTED] SELECT [REDACTED] GROUP ?ADAPTIVE CLUTCH VALUES? A. [REDACTED] - CLUTCH- K0 - FAS T FILLING COUNTER. B. [REDACTED] - CLUTCH- K0 - FILLING TIME. C. [REDACTED] - CLUTCH - K0 - FILLING COUNTER. D. 222132 - CLUTCH- C0 - FILLING PRESSURE. 3. ATTEMPT TO REPLICATE THE CUSTOMER NARRATIVE. A. IS THE CONCERN REPEATABLE. I. IF NO, SKIP TO STEP 4. II. IF YES, RECOR [REDACTED] TAILS OF MANEUVER (TRANS TEMP, DRIVING SCENARIO, GRADE, VEHICLE SPEED, GEAR, ENGINES SPEED, ACCELERATOR PEDAL POSITI ON) [INCLUDE ANY OTHER APPROPRIATE VERBAL DESCRIPTION]4. PERFORM A TRANSMISSI ON STANDSTILL ADAPTATION USING THE W [REDACTED] ROUTINE: A. PHEV QUICK LEARN. 5. A GAIN, COLLECT THE SAME K0 CLUTCH ADAPTATION DATA (FROM [REDACTED]) USING W [REDACTED]. A. CHECK THAT CLUTCH- K0 - FAST FILLING COUNTER AND CLUTCH- K0 - FILLING COUN TER ARE EQUAL TO [REDACTED] (1). I. IF NO, REPEAT STEP 4. II. IF YES, GO TO [REDACTED] 6. TURN THE VEHICLE OFF. LET THE VEHICLE GO TO COMPLETE SLEEP. THEN TURN VEHI CLE BACK ON (INTENTION: KEY CYCLE). 7. SHIFT VEHICLE INTO M-MODE (MANUAL MODE) ON SHIFTER. COMBUST [REDACTED] ENGINE SHOULD COME ON. DRIVE FOR 1 MIN BELOW [REDACTED] COME TO A STOP AND SHIFT BACK TO DRIVE MODE AND WAIT UNTIL COMBUST [REDACTED] ENGINE TURNS OFF (INTENTION: TO GET K0 CLOSED AND OPEN). 8. REPEAT [REDACTED] (2) MO RE TIMES. 9. SWITCH THE VEHICLE INTO ELECTRIC MODE (EV-MODE). SHIFT INTO DR IVE AND KEEP BRAKE ON. WAIT [REDACTED] IN THIS CONFIGURATION. (INTENTION: TO GET K 0 ADAPTATIONS IN DRIVE). IF THE [REDACTED] SETS DURING THIS STEP, THEN PROCEED USI NG THE CURRENT STANDARD [REDACTED] DIAGNOSTIC.10. COLLECT CLUTCH- K0 - FAST FILLIN G COUNTER AND CLUTCH- K0 - FILLING COUNTER USING W [REDACTED]. A. IF THE COUNTERS A RE 3 OR MORE THEN, CONFIRM THAT CLUTCH- C0 - FILLING PRESSURE [REDACTED] IS BELOW [REDACTED]. STOP HERE AND RETURN THE REPAIRED. VEHICLE TO THE CUSTOMER. II. IF THE CLUTCH- C0 - FILLING PRESSURE [REDACTED] IS ABOVE [REDACTED]. PROCEED USING TH E CURRENT STANDAR [REDACTED] DIAGNOSTIC. B. IF THE COUNTER IS LOWER THAN 3, REPEAT [REDACTED] THROUGH STEP 9. II. IF COUNTERS ARE NOT INCREASING AFTER 2 ATTEMPTS , LET ME KNOW. AFTER COMPLETING [REDACTED] DTC NEVER RETURNED OK AT THIS TIME Corrective Action : TEST DROVE AND DID NOT DUPLICATE CONCERN CHECKED DTC FOUND STORE [REDACTED] ECKED TRANSMISSION FLUID LEVEL WAS IN SPEC NO SOFTWARE UPDATES AVAILABLE CONT ACTED STAR CENTER AND ADVISED TO [REDACTED]. CAN YOU PLEASE ATTACH THE VEHICLE SCAN REPORT (VSR). 2. COLLECT THE FOLLOWING K0 CLUTCH ADAPTATION DATA USING W [REDACTED] SELECT [REDACTED] GROUP ?ADAPTIVE CLUTCH VALUES? A. [REDACTED] - CLUTCH- K0 - FAS T FILLING COUNTER. B. [REDACTED] - CLUTCH- K0 - FILLING		[REDACTED]

Dealer/Agent	Detail	Modified By	Last Modified Date
	<p>TIME. C. [REDACTED] - CLUTCH - K0 - FILLING COUNTER. D. [REDACTED] - CLUTCH- C0 - FILLING PRESSURE. 3. ATTEMPT TO REPLICATE THE CUSTOMER NARRATIVE. A. IS THE CONCERN REPEATABLE. I. IF NO, SKIP TO [REDACTED] P 4. II. IF YES, RECORD DETAILS OF MANEUVER (TRANS TEMP, DRIVING SCENARIO, GRADE, VEHICLE SPEED, GEAR, ENGINES SPEED, ACCELERATOR PEDAL POSITI ON) [INCLUDE ANY OTHER APPROPRIATE VERBAL DESCRIPTION]4. PERFORM A TRANSMISSI ON STANDSTILL ADAPTATION USING THE WITECH ROUTINE: A. PHEV QUICK LEARN. 5. A GAIN, COLLECT THE SAME K0 CLUTCH ADAPTATION DATA (FROM [REDACTED]) USING WITECH. A. CHECK THAT CLUTCH- K0 - FAST FILLING COUNTER AND CLUTCH- K0 - FILLING COUN TER ARE EQUAL TO [REDACTED] E (1). I. IF NO, REPEAT [REDACTED] P 4. II. IF YES, GO TO [REDACTED] P 6. 6. TURN THE VEHICLE OFF. LET THE VEHICLE GO TO COMPLETE SLEEP. THEN TURN VEHI CLE BACK ON (INTENTION: KEY CYCLE). 7. SHIFT VEHICLE INTO M-MODE (MANUAL MODE) ON SHIFTER. COMBUSTI [REDACTED] ENGINE SHOULD COME ON. DRIVE FO [REDACTED] BELOW [REDACTED]. COME TO A STOP AND SHIFT BACK TO DRIVE MODE AND WAIT UNTIL COMBUSTI [REDACTED] ENGINE TURNS OFF (INTENTION: TO GET K0 CLOSED AND OPEN). 8. REPEAT [REDACTED] [REDACTED] (2) MO RE TIMES. 9. SWITCH THE VEHICLE INTO ELECTRIC MODE (EV -MODE). SHIFT INTO DR IVE AND KEEP BRAKE ON. WAIT [REDACTED] IN THIS CONFIGURATION. (INTENTION: TO GET K 0 ADAPTATIONS IN DRIVE). IF THE [REDACTED] SETS DURING THIS [REDACTED], THEN PROCEED USI NG THE CURRENT STANDARD [REDACTED] DIAGNOSTIC.10. COLLECT CLUTCH- K0 - FAST FILLIN G COUNTER AND CLUTCH- K0 - FILLING COUNTER USING WITECH. A. IF THE COUNTERS A RE 3 OR MORE THEN, CONFIRM THAT CLUTCH- C0 - FILLING PRESSURE [MBAR] IS BELOW [REDACTED]. STOP HERE AND RETURN THE REPAIRED. VEHICLE TO THE CUSTOMER. II. IF THE CLUTCH- C0 - FILLING PRESSURE [MBAR] IS ABOVE [REDACTED], PROCEED USING TH E CURRENT STANDAR [REDACTED] DIAGNOSTIC. B. IF THE COUNTER IS LOWER THAN 3, REPEAT [REDACTED] THROUGH [REDACTED] P 9. II. IF COUNTERS ARE NOT INCREASING AFTER 2 ATTEMPTS , LET ME KNOW. AFTER COMPLETING [REDACTED] DTC NEVER RETURNED OK AT THIS TIME. Closing the case. [REDACTED]</p>		
[REDACTED]	Pleased disregard previous entry. Trans ordered [REDACTED] [REDACTED] [REDACTED]		[REDACTED]
[REDACTED]	I called the dealer and spoke with [REDACTED]. He said they received the trans and should complete the repair by [REDACTED]. Thanks. [REDACTED].		[REDACTED]
[REDACTED]	I called the dealer and spoke with [REDACTED] the advisor. He said the repair is not complete yet. Advised him to have [REDACTED] update me when everything is done. I will update as information becomes available. Thanks. [REDACTED].		[REDACTED]
[REDACTED]	I called the tech and he said they replaced the Trans. I created fastrack (FR-37614). Advised tech to let me know the time he spent after the test drive. Thanks. [REDACTED].		[REDACTED]
Dealer States	ok all ok after test drive i got around 20 hours in it the only labor opp i can find is for trans removal is 10.2 i can not find a lop for cab removal any ideas how i can get more		[REDACTED]
[REDACTED]	I added DM notes for [REDACTED]. Please use Diagnostic [REDACTED]. Thanks. [REDACTED].		[REDACTED]
[REDACTED]	If you have any questions, please let me know. If no further assistance needed, then this case will be closed. Thanks. [REDACTED].		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group	SET		
Component Group	- SOLENOID, (ANY)		
Primary System	- TRANSAXLE - AUTO	System	- AUTOMATIC
Customer Complaint / Reason for contact	INFORMATION		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan		
Configuration		

CONTACT

Dealer		Phone	
Address			
	State	ZIP	
	County		
Technician TID/SID		Technician Email	n/a
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	9
Initial Concern	car stalls out at a light and message came in to shift to park to start				
Duplicated	Yes	Repairs Parts and Tests	checked fluid level, checked for software updates		
	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	Yes
				RO Number	

RESOLUTION

Description	Clutch counter is at 3 and filling pressure is below
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	████████████████████	██████	██████	PAID
██████	██████	████████████████████	██████	██████	PAID
██████	██████	████████████████████	██████	██████	PAID
PREPNV	██████	████████████████████	0	██████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi ██████, looks like the vehicle was in for this same code before already and previous case there was SET team member that contacted you. Let me see what he says and Ill get back to you. Thank you		██████
Dealer States	ok code happened again at ██████ then original concern		██████
Agent States	Hello ██████, are you able to PHEV quick learn? Let me know what the clutch CO counter and fill pressure is reading. Thanks. ██████.		██████
Agent States	I called ██████ and he said he is performing the quick learn and will update.		██████
Dealer States	cannot perform phev quicklearn , says software not updated enough but no update is available for hcp/ahcp		██████
Agent States	Thanks for the update ██████ Let me do some research about this and I will keep you posted. thanks. ██████.		██████
Dealer States	ok		██████
Agent States	Hello ██████, are you able to do the Standstill Adaptation?		██████
Dealer States	you mean the reset learned adaptive procedure under mic functions		██████
Agent States	██████, please review the revised work instructions pdf and let me know if that works. Please see attached. Thanks. ██████.		██████
Dealer States	performed procedure as in attachment before filling count 9/filling tim 4ms/fast filling counter 9/co filling pressure ██████, after procedure co filling pressure ██████/ filling counter 3/filling time 0/ fast filling counter 0. did the procedure 2 times		██████
Agent States	Thanks for the update ██████ I will lo ██████ into it and update. Thanks. ██████.		██████
Agent States	We can return the vehicle to the customer. Please let me know the time you spent on this. Thanks. ██████.		██████
Dealer States	██████ have ██████ hours total flagged		██████
Agent States	I added DM note. This case will be closed. You can reopen this case in ██████ or contact me at ██████. Let me know. Thanks. ██████.		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				HIGH ALTITUDE	
Built Date		Mileage (Miles)		MDH					
Engine	ECX	ECX							
Transmission	DFY	DFY							
Emission	50 STATE EMISSIONS (NAS)								

GENERAL

STAR Case ID		Case Status	Closed
Application Group	-		
	- BATTERY		
Primary System	- ELECTRICAL	- BATTERY System	Area of Failure
		SYSTEM	NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
ECU Details Report.pdf		
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer		Phone	
Address			
	State	RI	ZIP
	County		
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	4
Initial Concern	MIL ON, VEHICLE SHUT DOWN				
Duplicated	Yes	Repairs Parts and Tests	<p>FOLLOWED FLOWCHART FOR MOTOR A POSITION SENSOR OFFSET INCORRECT. OHMED OUT COLD, SIN COLD, EXCTATION COLD. THIS IS AT THE PIM END OF THE HARNESS. NO SHORTS BETWEEN SIN/ EXCITE. PINS ALL LOOK GOOD ON BOTH MCU AND PIM SIDE OF THE HARNESS, BELT TIGHT, TENSIONERS SEEM TO BE WORKING, NO OBVIOUS DAMAGE. FLOWCHART INDICATES TO REPLACE PIM HOWEVER IM NOT CONVINCED AS ON PACIFICAS THESE S ARE USUALLY AN INTERNAL RESOLVER ISSUE. LOOKING FOR ANY ADVICE BEFORE I START CHANGING PARTS.</p>		
DTC1	P1B0F-00				
Information Sent					

Scan Tool Software Version		Last [REDACTED] Search	Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]
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RESOLUTION

Description Replace MGU

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi [REDACTED] please replace the MGU. Thank you		[REDACTED]
Agent States	We will close the case since we are waiting on parts. Please feel free to reopen if you need further assistance after replacing the MGU and it?s within [REDACTED] or create new case if it?s after [REDACTED] after [REDACTED]. Thank you		[REDACTED]
Dealer States	[REDACTED], [REDACTED] do. thank you for your assistance. Ill let you know if I have any issues ordering it. All the best, [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE			
Transmission	DFY		AUTO		PHEV TRANSMISSION
Emmission	50	EMISSIONS (NAS)			

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
	20B - SOLENOID, (ANY)		
Primary System	TRANSAXLE - AUTO	System AUTOMATIC	Area of Failure DAMAGED
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer		Reedman Toll		Phone	
Address					
		State		ZIP	
		County			
Technician		Technician Email			
Training Level	CORE	Contact Via SMS	No	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	4
Initial Concern	Check engine light on. Vehicle stops going on highway.				
Duplicated	Yes	Repairs Parts and Tests	Check transmission fluid level - full. Check TCM software - up to date.		
	P0810-				
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	ETA	Closing case waiting on transmission
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
██████████	██████████, thank you for the repair information and reports. My name is (██████████) in the ██████████ group and will be assisting you. Due to a glitch on technician training skill levels on Cherwell, can you please verify you are ██████████ in electrical? Also, can you please confirm that your dealer code is ██████████ to ensure if parts are needed to be ordered, they arrive to your dealership correctly to avoid excessive down time? ██████████		██████████
Dealer States	Yes I am ██████████ and my dealer code is ██████████		██████████
██████████	██████████, thank you for the verification. Based on the information you have provided, STAR has placed an order for the TRANSMISSION. Part Number: (██████████) Order #: (██████████**). Please follow all instructions sent with the shipment and inform your warranty administrator of this order, if necessary. Your parts department can track the ETA with the information above. Also, please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review ██████████ article ███████████ details related to part tracking, part order status, and claim processing requirements. Thank you for using ██████████ ██████████		██████████
██████████	ETA ██████████ Closing case waiting on transmission		██████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Primary System	TRANSAXLE -	Area of Failure	CHECK ENGINE/SERVICE ENGINE SOON
	AUTO	System	AUTOMATIC
Customer Complaint / Reason for contact	ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
dtc.pdf		
J details.pdf		

CONTACT

Dealer		Jeep Dodge, Inc	Phone	
Address	108 Bank Rd			
City		State	ZIP	
		County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	9
Initial Concern	service transmission message and sometimes at a stop car will shut off and says put car in park. car will then not restart.				
Duplicated	Yes	Repairs Parts and Tests	Code 0040 clutch position control error. verified the transmission fluid level is ok. fluid condition looks ok. took a sample from the fill plug. TCM software is up to date. the diag for this code says to replace the transmission. the transmission is on restriction.		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Tow-in	No
				RO Number	

RESOLUTION

Description	Transmission is on order
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	<p>█, at this time we will need to replace the transmission and retest. I have ordered the █ Transmission PN █ as needed. The order number is █. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review WIC article █ details related to part tracking, part order status, and claim processing requirements. I didn't order any other parts you may need for the replacement. Your parts department can track the order for you. Since we have the part ordered please close the case when you get an ETA █*Note: we have been seeing a lot of these transmissions getting called back for evaluation. Please let your Parts Department know that it may be called back.</p>		█
Agent States	<p>█, the current ETA is █. Since we have the part ordered to repair the vehicle I am going to close the case for now. If you need anything the case can be reopened within the █ or a new case can be opened. Thanks, █</p>		█

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4DR HIGH ALTITUDE 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group	SET		
Component Group	- SOLENOID, (ANY)		
Primary System	TRANSAXLE - AUTO	System	AUTOMATIC
		Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	DIE OUT / STALLS		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer		Phone	
Address			
City		State	
		ZIP	
		County	
Technician TID/SID		Technician Email	n/a
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	6
Initial Concern	vehicle dies while driving. service transmission displayed in cluster				
Duplicated	Yes	Repairs Parts and Tests	check fluid level of transmission. fluid level okay. No TCM update available		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Clutch counter at 3 and filling pressure
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	██████████████████	8	██████	PAID
██████	██████	██████████████████		██████	PAID
PREPNV	██████	██████████████████	0	██████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
██████	I called the dealer and spoke with █████. He already created this STAR case. Advised him that I will be working with him. Advised him to review the attached pdf and follow instruction. I left my contact information (██████) for a call back. I will update as information becomes available. Thanks. █████.		██████
Dealer █████	Hey █████ i just performed the procedure as requested. i attached a PDF of the final K0 clutch counters. the counters before i started were K0 fast fill counter = 5 counts K0 fill time = █████ K0 fill counter = █████ C0 fill pressure █████ mBar		██████
██████	Thanks for the update █████ You can return the vehicle to the customer. Thanks. █████.		██████
Dealer █████	okay thanks, how exactly did this procedure fix the concern? im just curious, did we just relearn the K0 clutch? i drove the vehicle home last night with no issues. i am going to drive it home again tonight just to make sure its all good, thanks		██████
██████	Keep me posted. Thanks. █████.		██████
██████	I will get you more info from the engineering team about how the procedure resolves the issue. Please let me know the time that you spent on this. I will add DM notes for warranty. Thanks. █████.		██████
Dealer █████	thanks yeah id love to know. can i update on █████ drive it █████?		██████
██████	I will get you more info from the engineering team about how the procedure resolves the issue. Please let me know the time that you spent on this. I will add DM notes for warranty. Thanks. █████.		██████
Dealer █████	Hey █████, the vehicle had no issues █████ and were going to return the vehicle to the customer. thanks for the help! spent █████ on this vehicle. Service manager is assigning █████ to RO		██████
██████	Thanks for the update █████ The case will be closed. If you have any questions, you can reopen the case within █████. I will add DM notes for warranty. Thanks. █████.		██████
██████	█████, the information I got is that if the clutch relearns to a certain value after █████ adaption cycles (mature adaption) then it is out of range of setting the fault again. This is not guaranteed as we have seen vehicles flagged multiple times but in many cases it avoids a transmission replacement.		██████
██████	I called max and told him that the clutch relearns to a certain value after █████ adaption cycles (mature adaption) then it is out of range of setting the fault again.		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	- MODULE, (ANY)		
Primary System	- ELECTRICAL	- ELECTRONIC System CONTROL MODULES	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer		s	of	Phone	
Address					
		State			
Dealer Zone	70	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	8
Initial Concern	customer was driving warning lights came on and vehicle died. Check engine light came on. attempted to tow vehicle to dealership but then vehicle restarted and was driven in.				
Duplicated	Yes	Repairs Parts and Tests	Ran through diagnostics. Appears to need PIM replacement.		
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Flash in
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	AGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	Hi [REDACTED], if the DTC cannot be duplicated please clear and go and there will be future software release [REDACTED] for this problem, you may contact your BC for further information.		[REDACTED]
Agent States	Thank you We will close the case. Please feel free to reopen or create new one if it is after [REDACTED] of today if you need further assistance. Thank you		[REDACTED]
Dealer States	I will clear fault codes and ship it..		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year	2024	Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE			
Transmission	DFY	8	AUTO	PHEV TRANSMISSION	
Emmission	S (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	- VALVE BODY		
Primary System	- TRANSAXLE - AUTO	System AUTOMATIC	Area of Failure CASE LEAKS
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	Updated Date

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer		Phone	
Address	1221 E Lancaster Ave		
City		State	
Dealer		County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	VEHICLE STOPPED MOVING CHAECK ENGINE LIGHT ON				
Duplicated	Yes	Repairs Parts and Tests	CHECKED FLUID FULL CHECKED UPDATES		
DTC1		DTC2		DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description	Technician requested closure.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	██████, Check the Transmission fluid level, █████ software update is available. As outlined for code █████. Let me know what you find in the case. █████		██████
Agent States	Sorry I missed what you added to the case. Have you cleared the code and does it return, Since the code is stored, They want to see if the code does return and add new VSR with the code. █████		██████
Dealer States	CLEARED CODES AND DROVE MULTIPLE TIMES WITH NO FURHTER CONCERN,		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission						
Emission	56	S (NAS)				

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	- POWER INVERTER (PIM)					
Primary System	ELECTRICAL	System	- ELECTRIC VEHICLE CONTROL SYSTEM		Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration		

CONTACT

Dealer		Dover Dodge Chrysler Jeep, Inc.	Phone	
Address				
		State		ZIP
Dealer Zone	32	County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email Yes

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	0	Days In Shop	3		
Initial Concern	hybrid vehicle service required also electric system needs service and jeep stalled						
Duplicated	Yes	Repairs Parts and Tests		none			
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description Ordered PIM

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					REJECTED
PREPNV					PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	█████, Please confirm your dealer code is correct. Do the DTCs return after clearing? I see why the PIM needs to be replaced if the DTC returns, but what led to █████ needing to be replaced? -█████		█████
Dealer States	dealer code █████ for the idcm i went thru the diag for code █████		█████
Agent States	█████, my name is █████ and I will be assisting you going forward. The charge status indicator module is its own module in the dash, not the █████. Please confirm that the HCP codes return active, or do they go stored? Can you save the VSR with the HCP codes showing active? █████		█████
Dealer States	i was only able to duplicate the issue █████ they are stored at this time i have not been able to reproduce since then		█████
Agent States	█████, sounds good. I have placed the order for the PIM. For the other code you are looking at the Indicator module on the dash. PIM Part #: █████ Order #: █████**. Your Parts Department can also track the ETA using the Part # and Order # above. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review ███C article █████ details related to part tracking, part order status, and claim processing requirements. Feel free to close the case at this time. █████		█████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group	-		
	-	(ANY)	
Primary System	TRANSAXLE - AUTO	System AUTOMATIC	Area of Failure ADHESIVE BOND
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded

CONTACT

Dealer		Phone	
Address			
City	State	NY	
	County		
Technician TID/SID	Technician Email		
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	AFTER DRIVING FOR SHUT OFF, VEHICLE WILL NOT GO IN REVERSE ENGINE LIGHT IS ON				
Duplicated	Yes	Repairs Parts and Tests	REPLACED THE COOLER AND ATTEMPTED TO REFILL THE TRANSMISSION USING THE SERVICE PROCEDURE ON SERVICE LIBRARY, ENGINE RUNNING AND THE GEARING PROCESS COMPLETE, ONCE THE PLUG IS REMOVED OIL IS GUSsing OUT. (A LARGE AMOUNT OF OIL WAS LOST WHEN TRANS WAS LEAKING, THIS UNIT CANT HAVE THIS MUCH OIL IN IT,) IS THERE A DIFFRENT OIL FILL PROCEDURE MULTIPLE CODES STILL ACTIVE		

	P2872	DTC2	P2885-00	DTC3			
Information Sent							
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Transmission on order.
-------------	------------------------

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi , can you please clear codes and see what returns? Thank you		
Agent States	Outbound call to dealer. Spoke to . Hi as we spoke on the phone this vehicle came into the dealership not moving. Customer states they were driving down the road and the vehicle stopped moving and shut off. Vehicle was towed to dealer and trans fluid was covering the bottom of the vehicle and the vehicle would not engage any gears. Transmission cooler on side of trans was found to be leaking. During cooler R&R trans fluid in the trans was found to have a strong burnt smell. Cooler was replaced and now during multiple tries of the fill procedure when fluid is set to level per procedure when recheck fluid come pouring back out of the fill hole like the trans is over filled and the transmission still does not engage correctly. As discussed please remove pan for inspection and update with inspection results. Transmission has multiple DTC's and there are DTC's present for the hybrid system as well that may need to be addressed separately. Regards,		
Dealer States	PICTURES SENT OIL HAS METAL PAN ALSO HAS METAL OIL HAS VERY STRONG BURNT SMELL AND THICK.		
Agent States	, I placed an order for transmission p/n , your order number is . Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review C article details related to part tracking, part order status, and claim processing requirements. I'll close this ticket for now. If you have any further concerns, please let me know -		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				4-		
Built Date		Mileage (Miles)		MDH						
Engine	ECX	ECX								
Transmission	DFY	DFY								
Emission		EMISSIONS (NAS)								

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Primary System	- VEHICLE PERFORMANCE	Sub System	- ELECTRONIC CONTROL MODULES
Customer Complaint / Reason for contact	ON	Area of Failure	CALIBRATION
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer									
Address									
		State	NY	ZIP					
Dealer Zone	32	County							
Technician TID/SID		Technician Email							
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email					

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	9
Initial Concern	Vehicle shut off on the highway--would not restart--towed in--customer very upset she got stuck on the highway in a very unsafe situation				
Duplicated	Yes	Repairs Parts and Tests	We scanned the vehicle and found codes that say to replace the PIM		
		DTC2		DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Could not duplicate concern
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	CLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent [REDACTED]	[REDACTED], if we clear the codes and drive the vehicle do the codes come back? Can we save the VSR with the codes showing active or do they go right to stored? Please confirm your dealer code. [REDACTED]		[REDACTED]
Dealer [REDACTED]	Good morning [REDACTED]--I drove the vehicle after it was dropped off the tow truck [REDACTED] and couldnt get the codes to go active--I also just came back after driving it for [REDACTED] and still couldnt get the codes to go active--dealer code is [REDACTED]--thanks-- [REDACTED]		[REDACTED]
Agent [REDACTED]	[REDACTED], thank you. Is this the [REDACTED] for this concern or has the customer been in before? We really need to duplicate the code to ensure it returns. [REDACTED]		[REDACTED]
Dealer [REDACTED]	[REDACTED]--yes this is th [REDACTED] for this vehicle for this concern--I have been driving it on and off all day and cant get the code to go active--I will keep trying--the customer is adamant about not taking the car back-I dont know if she contacted corporate [REDACTED]		[REDACTED]
Agent [REDACTED]	[REDACTED], sounds good. Let me know what happens. [REDACTED]		[REDACTED]
Agent [REDACTED]	[REDACTED], any update on this one? Where do we stand? [REDACTED]		[REDACTED]
Dealer [REDACTED]	Good morning [REDACTED]--yes i just got back from another road test--I have been driving the vehicle on and off every day and have not been able to get the code to go active-- [REDACTED]		[REDACTED]
Agent [REDACTED]	[REDACTED], thank you. If we are unable to duplicate the codes, then please close the case for now. [REDACTED]		[REDACTED]
Agent [REDACTED]	STAR will close the case. [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body			RUBICON 4XE
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emission	50 STATE EMISSIONS (NAS)						

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	- MODULE, POWER INVERTER (PIM)		
Primary System	3 - ELECTRICAL	System - ELECTRIC VEHICLE CONTROL SYSTEM	Area of Failure INTERNAL DEFECT
Customer Complaint / Reason for contact	MIL ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration		
ECU		

CONTACT

Dealer		Phone	
Address			
City		State	CA
Dealer Zone	71	County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	7
Initial Concern	Towed in, Customer states while driving, vehicle stalled and will not go into ready mode, engine would not start, will not drive. Upon inspection system goes into ready mode. No warning messages or lights witech tested found stored 00 - Power Inverter Module - Incorrect Control Mode- - Internal Control Module Torque Calculation Performance-, advise codes relate to replacing the PIM module, Ive also been seeing on the - Charge Status Indicator Module Internal but i know that will not cause a running issue, Im more worried about the and . Due to code sheets, I need to replace the PIM. I checked all wiring going to PIM all wiring is good and fully seated.				
Duplicated	No	Repairs Parts and Tests	see above		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description Ordered [REDACTED]

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	[REDACTED] . I am sending this case to our Hybrid/EV Support team. Please be patient and you will be contacted. Thank you, [REDACTED] -- Star ECS-- [REDACTED] .		[REDACTED]
Agent States	[REDACTED] . Please confirm your dealer code is correct so I can order the [REDACTED] . [REDACTED]		[REDACTED]
Dealer States	[REDACTED] . dealer code [REDACTED] [REDACTED]		[REDACTED]
Agent States	[REDACTED] . The [REDACTED] ([REDACTED]) has been ordered. Order [REDACTED] **. The ETA should be available [REDACTED] or [REDACTED] . Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review [REDACTED] C article [REDACTED] details related to part tracking, part order status, and claim processing requirements. Please close the case if no additional assistance is needed. [REDACTED]		[REDACTED]
Agent States	[REDACTED] . The ETA is [REDACTED] . I am closing the case. This case can be reopened within 15 days if needed. [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				RUBICON 4XE
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emmission	50 STATE EMISSIONS (NAS)							

GENERAL

STAR Case ID				Case Status	Closed
Application Group					
	- MODULE, (ANY)				
Primary System	- ELECTRICAL	Sub System	- ELECTRONIC CONTROL MODULES	Area of Failure	PROGRAMMING REQUIRED
Customer Complaint / Reason for contact	INOPERATIVE				
Created Date		Created By		Updated Date	0 <div></div> Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan		
ECU Details		
Configuration		

CONTACT

			of	Phone	
Address					
		State			
		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	27		
Initial Concern	check engine light on and vehicle shut off while driving						
Duplicated	Yes	Repairs Parts and Tests	referenced service library for codes [REDACTED] and [REDACTED], [REDACTED] code diagnostics state to clear codes. if code returns to replace PIM.				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last [REDACTED] Search	Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]	

RESOLUTION

Description	new software expected to be released soon to address concern.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent [REDACTED]	Hello [REDACTED], could you please confirm your dealer code?		[REDACTED]
Dealer [REDACTED]	[REDACTED]		[REDACTED]
Agent [REDACTED]	Hey [REDACTED], I understand it claims PIM replacement but from past experiences a PIM doesn't fix it DTC returns. There is new software expected for this issue, you can contact your business center for further/next steps but replacing the PIM doesn't seem to fix it.		[REDACTED]
Dealer [REDACTED]	tech informed service manager and warranty administrator. they are attempting to contact business center. customer unable to drive vehicle due to vehicle shutting off while driving. will wait for next step to update customer		[REDACTED]
Agent [REDACTED]	[REDACTED], thanks for the update. The MC said the same thing. "Dealer may have to contact the business center for this issue. Let me know if you need anything else. If no further assistance is needed from STAR please close this case for now. Thanks [REDACTED]"		[REDACTED]
Agent [REDACTED]	Any update?		[REDACTED]
Agent [REDACTED]	[REDACTED]. As there haven't been any recent updates, I will be closing this case as inactive. However, if you need any further assistance, the case can be reopened within the [REDACTED] or a new case can be opened. Please let me know if you have any questions or concerns. Best regards [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	- MODULE, POWER INVERTER (PIM)					
Primary System	- ELECTRICAL	Sub System	- ELECTRIC VEHICLE CONTROL SYSTEM		Area of Failure	INTERNAL DEFECT
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded

CONTACT

Dealer		West Hills		Phone	
Address					
City		State	WA	ZIP	
Dealer Zone	70	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	1
Initial Concern	Vehicle just shut off on customer and illuminated check engine light.				
Duplicated	Yes		Repairs Parts and Tests	Clearing faults	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No RO Number

RESOLUTION

Description Ordered PIM

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	█████. Please confirm your dealer code is correct so I can order the █████. █████		█████
Dealer States	Dealer code █████		█████
Dealer States	Can I get a ETA once ordered.		█████
Agent States	█████. The █████ (█████) has been ordered. Order █████*. The ETA should be available █████ or █████. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review █████C article █████ details related to part tracking, part order status, and claim processing requirements. Please close the case if no additional assistance is needed. █████		█████
Agent States	█████. The ETA is █████. I am closing the case. This case can be reopened within 15 days if needed. █████		█████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission	50 STATE EMISSIONS (NAS)							

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	- MODULE, (ANY)		
Primary System	ELECTRICAL	System	CONTROL MODULES
Customer Complaint / Reason for contact	MIL ON	Area of Failure	CALIBRATION
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Scan		
Health		

CONTACT

Dealer		Mike Castrucci	Phone	
Address				
		State	ZIP	
		County		
Technician		Technician Email		
Training Level	CORE	Contact Via SMS	No	Contact Via Email
			No	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	0	Days In Shop	3
Initial Concern	vehicle shut down while backing out of driveway				
Duplicated	No	Repairs Parts and Tests	on the data within the dtc motor b states the degree angle is not programmed and it still states that in the hcp data wondering if this is normal or if this is causing my shut down that the customer is talking about its only happened once to the customer and i cant get it to happen again		
		DTC2	p061B-00	DTC3	DTC4
Information Sent					

Scan Tool Software Version		Last [REDACTED] Search		Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]
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RESOLUTION

Description Upcoming flash to be released.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	REJECTED
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	SUSPENDED
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
PREPNV	[REDACTED]	[REDACTED]	0	[REDACTED]	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	[REDACTED] I have been informed that there is a software flash coming out to address this concern/DTC's. A PIM replacement will not fix the issue.		[REDACTED]
Dealer States	understood thank you is there an eta of when we will see this update?		[REDACTED]
Agent States	[REDACTED] not that we have been told, sorry.		[REDACTED]
Dealer States	thank you for your time i will keep an eye out for the update and call this customer when to shows up have a happy holidays		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID				Case Status	Closed
Application Group					
Component Group	- MODULE, (ANY)				
Primary System	- ELECTRICAL	Sub System	- ELECTRONIC CONTROL MODULES	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	ON				
Created Date		Created By		Updated Date	<div></div> Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report		
Vehicle Scan Report (1)		
Configuration Report		

CONTACT

Dealer				Dodge		Phone	
Address							
		State	CA				
Dealer Zone	71	County					
Technician TID/SID		Technician Email					
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No		

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	Customer states vehicle shut off while driving.				
Duplicated	Yes	Repairs Parts and Tests	Generated scan report, performed open recalls, attempted to start vehicle and proceeded to diagnose codes that were present after attempting to start vehicle. Drive motor B inverter performance was the code that came up when powering up after the recall flashes were performed per recall . The measurements of the Resolver reading are as follows. B SIN HI TO B SIN LO 51.1 OHMS, B COS HI TO B COS LO , AND B EX HI TO B EX LO . All those reading were fine and no continuity to ground through the harness was detected. LOI was measured at . The U V W readings at the trans all had or less when measured to each other. The ambient temp sensor for the trans measured at and that is close to the ambient temp at the time of testing of . The enclosed scan reports are from prior to the recalls (as received), after the recalls, with reconnection and power up after testing.		
DTC1		DTC2		DTC3	DTC4
Information Sent					

Scan Tool Software Version	Last [REDACTED] Search	Vehicle Off Road or Tow- in	No	RO Number	[REDACTED]
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RESOLUTION

Description Ordered PIM Current ETA: TBD

WARRANTY CLAIMS

CLAIM#	CREATED DATE	[REDACTED]	MILLAGE	DATE RECIEVED	STATUS
PREPNV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Thank you [REDACTED] looks like a PIM correct? Thank you		[REDACTED]
Dealer States	Sure seems like it to me, just I feel better with a little input from STAR, we aren't changing out points and condensers anymore. I don't believe that there are any restrictions on the PIM so I will get it ordered. Happy Holidays, [REDACTED].		[REDACTED]
Dealer States	OOPs guess it is restricted, P/N [REDACTED] what I get as the latest part. [REDACTED]		[REDACTED]
Agent States	We ordered the PIM Part#: [REDACTED] Order#: [REDACTED]**. Please let us know if there are any issues or delay. "Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review [REDACTED] article [REDACTED] details related to part tracking, part order status, and claim processing requirements." Thank you		[REDACTED]
Dealer States	I received a PIM for an RU [REDACTED], whereas I need a [REDACTED] a JK 4Xe. [REDACTED]		[REDACTED]
Dealer States	Any update on getting the correct PIM? [REDACTED]		[REDACTED]
Agent States	Sorry [REDACTED] I will get this ordered. Not sure why this case was not transferred to another teammate while I was out but I will order the correct PIM immediately. Thank you		[REDACTED]
Agent States	We ordered the PIM Part# [REDACTED] Order#: [REDACTED]**. "Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review [REDACTED] C article [REDACTED] details related to part tracking, part order status, and claim processing requirements." Please let us know if there are any issues or delay. Thank you		[REDACTED]
Dealer States	Acknowledged and Thank you. [REDACTED]		[REDACTED]
Agent States	Thank you		[REDACTED]
Agent States	Current ETA: ETA TBD Please have parts put the order on VOR. Thank you		[REDACTED]
Agent States	We will close the case since we are waiting on parts. Please feel free to reopen if you need further assistance after replacing the PIM and it?s within [REDACTED] or create new case if it?s after [REDACTED] after [REDACTED]. Thank you		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- HYBRID CORE GROUP		
	- REPAIR		
Primary System	ELECTRICAL	System	- WIRING HARNESS
Customer Complaint / Reason for contact	MIL ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Freeze Frame Report.pdf		
Configuration Report.pdf		
ECU Details Report.pdf		

CONTACT

Dealer		s	Phone	
Address				
City		State	NV	ZIP
Dealer		County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	No	Contact Via Email
			No	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	CUSTOMER STATES IN ALL ELECTRIC MODE ON THE HIGHWAY VEHICLE STUMBLER, CHECK ENGINE LIGHT TURNED ON , CUSTOMER STATES AFTER STUMBLE AND CEL VEHICLE HAD LACK OF POWER . CUSTOMER STATES AFTER REACHING DESTINATION IN PARKING LOT WHEN VEHICLE WAS PUT IN REVERSE VEHICLE DIED, CUSTOMER TRIED FOR TO RESTART VEHICLE, VEHICLE WOULD NOT START OR MOVE, TOW IN				
Duplicated	No	Repairs Parts and Tests	No repairs		
DTC1	p032F				00
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description Closure requested

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Check all connections to ensure they are clean and tight. Check the cable pass through connection and the connection at the as well.		
Agent States	Do you have an update?		
Dealer States	Have checked all connections at and , all good clean and tight, have driven and unable to confirm.		
Agent States	We need to duplicate the concern so we can see what is happening.		
Agent States	Do you have an update?		
Agent States	Do you have an update?		
Agent States	Do you have an update?		
Dealer States	Unable to confirm issue, returned vehicle to owner to drive.		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4DR HIGH ALTITUDE 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group	-					
	- MODULE, (ANY)					
Primary System	- ELECTRICAL	Sub System	08M - ELECTRONIC CONTROL MODULES	Area of Failure	CHECK /SERVICE	SOON
Customer Complaint / Reason for contact	ON					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (1)		
Configuration		
Vehicle Scan		

CONTACT

Dealer		Autonation		Phone	
Address					
		State	CO	ZIP	
Dealer		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	41		
Initial Concern	[REDACTED] STALLED OUT AND WOULD SHIFT OR RESTART						
Duplicated	No			Repairs Parts and Tests	TECH THAT WAS WORKING ON THIS HAS BEEN OUT SICK FOR [REDACTED] PARRT IS HERE BUT GOT PIM FOR DASH NOT FOR HIGH VOLTAGE SYSTEM. CORRECT PART IS STAR ORDER		
DTC1	[REDACTED]	DTC2	[REDACTED]	DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last [REDACTED] Search		Vehicle Off or Tow-in	No	RO Number	[REDACTED]

RESOLUTION

Description	Future flash to be released soon to address concern.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	why do you want to replace the PIM? I don't see any codes in the attached scan report. Can you attach a scan report showing the DTC's that are setting? If its for the and I have a engineering statement : "I understand it claims PIM replacement but a PIM does not fix it and the DTC's will return. There is new software expected for this issue, you can contact your business center for further/next steps" . I don't have an ETA on the flash release.		
Dealer	I JUST GOT THIS TICKET DUE TO ORIGINAL TECH BEING OUT SICK FOR . I WILL TRY TO GET ORIGINAL SCAN REPORT AND SEND IT TO YOU		
Dealer	sent original scan report		
Agent	thanks for the update. need to wait for the flash to be released for this concern. All you can do is contact your business center for further/next steps.		
Agent	Do we have an updated ETA on the software release?		
Agent	, I haven't been told an ETA for the software update. I was told "Software is supposed to be released very soon."		
Dealer	Any updates on flash for this vehicle?		
Agent	, I haven't heard anything additional. They usually don't tell us when they are going to release flashes. You will just have to plug the vehicle in and see if there is a flash update. There really isn't anything else STAR can assist yo with on this one so I'm going to close this case. You may reopen the case within if you need further assistance. Or open a new case and refer to this one. Thank you,		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
	20B - SOLENOID, (ANY)		
Primary System	TRANSAXLE - AUTO	System AUTOMATIC	Area of Failure CHECK ENGINE/SERVICE ENGINE SOON
Customer Complaint / Reason for contact	ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		
Not available.jpg		

CONTACT

Dealer		Larry H. Miller		Phone	
Address					
		State		ZIP	
Dealer		County			
Technician		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	
Initial Concern	Lost power on freeway. Towed back to dealership.				
Duplicated	Yes	Repairs Parts and Tests	Followed diag chart for . Fluid is full, No software updates are available. Internal failure per fault procedure.		
	P0810- 00	DTC2			
Information Sent					
Scan Tool Software Version		Last Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description	Transmission on order
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WARRANTY CLAIMS

CLAIM#	CREATED DATE		MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
	<p>engineering came out with a TSB for the WL's for this code. Can you see if you can perform it on this one? TSB: I attached it to the case. Let me know the results when you can please. Thanks</p>		
Dealer States	<p>Quicklearn procedure is not available per witech (see screenshot). Forgive me for being skeptical but this bulletin doesn't mention correcting actual fault codes? Fill count for K0 is 2 if that matters.</p>		
	<p>thanks for checking. The quick learn will operate the solenoids to max open while at max system pressure. So if there is any debris in the VB/solenoids they hope it gets flushed out. At this time all we can do is replace the trans. I have ordered the transmission PN . The order number is *. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review article for details related to part tracking, part order status, and claim processing requirements. I didn't order any other parts you may need for the replacement. Your parts department can track the order for you. Since we have the part ordered please close the case when you get an ETA</p>		
	<p>the current ETA is . Since we have the part ordered to repair the vehicle I am going to close the case for now. If you need anything the case can be reopened within the or a new case can be opened. Thanks,</p>		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID					Case Status	Closed
Application Group	-					
	- ASSEMBLY,					
Primary System	8 - ELECTRICAL	System	- ELECTRIC VEHICLE DRIVE UNIT	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	MIL ON					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan		
Freeze Frame		
Configuration		

CONTACT

Dealer		Team		Chry-Plym	Phone	
Address						
City	Far Hills	State		ZIP		
		County				
Technician		Technician Email				
Training Level	CORE	Contact Via SMS	No	Contact Via Email	No	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	5
Initial Concern	car stalls and will not move				
Duplicated	No		Repairs Parts and Tests	checked and topped off trans fluid	
	p0810-00				
Information Sent					
Scan Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-in	No	PO Number

RESOLUTION

Description	Ordered transmission
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					REJECTED

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group	TRANS		
Component Group	- CASE ASSEMBLY, DIFFERENTIAL		
Primary System	03 - DIFFERENTIAL AND DRIVELINE	Sub System	- FRONT AXLE
Customer Complaint / Reason for contact	EXCESSIVE EFFORT		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report (1)		
Vehicle Scan Report (1)		

CONTACT

Dealer		Phone	
Address	1875 Auto Park Ave.		
City		State	
ZIP			
Dealer		County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	
		Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	2	Days In Shop	4
Initial Concern	While the engine is running(never in hybrid mode), and at random times the highway, and on city streets, the engine will shake (like when a car stalls), check engine light will turn on, all lights will turn on and vehicle will die. They had to pull over and wait before turning it back on.				
Duplicated	No	Repairs Parts and Tests	dont see any codes relating to stalling concerns. We looked over the HV harnesses, but nothing looks out of the ordinary. We tried wiggling wires while engine ran, but nothing happens. We drove in the highway and on bumpy roads, but nothing happens. I'm wondering if there is anything else I should check, or if this issue is related to Recall		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-In	No
RO Number					

RESOLUTION

Description	information
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WARRANT [REDACTED]S

[REDACTED]#	CREATED [REDACTED]	VIN	MILLAGE	[REDACTED]RECIEVED	STATUS
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	REJECTED
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	REJECTED
PREPNV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID

CONVERSATION [REDACTED]S)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi [REDACTED], [REDACTED], we do not have any known concerns as described. It has nothing to do with the [REDACTED] recall we're aware of - [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID				Case Status	Closed
Application					
Component	- SHIFTER, (ANY)				
Primary System	- TRANSAXLE - AUTO	System	AUTOMATIC	Area of Failure	BENT
Customer Complaint / Reason for contact	CLUNK				
Created Date		Created By		Updated Date	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Vehicle Scan Report.pdf		
Configuration Report.pdf		
Freeze Frame Report (1).pdf		
ECU		

CONTACT

Dealer				Phone	
Address	2929 Harbor Blvd				
City		State	CA	ZIP	
Dealer Zone	71	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	12
Initial Concern	VEHICLE STALLED WILLE DRIVING CHECK ENGINE LIGHT IS ON				
Duplicated	Yes	Repairs Parts and Tests	CHECK FOR TSB'S INSPECT TRANSMISSION FLUID LEVEL AND FLUID CONDITION FLUID LEVEL AND CONDITION IS GOOD TCM IS UP TO DATE		
	P0810-00	DTC2	DTC3	DTC4	
Information Sent					
Scan Tool Software Version		Last Search	Vehicle Off Road or Tow-in	No	

RESOLUTION

Description	Transmission Ordered Part [REDACTED] Order [REDACTED]**
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
PREPNV	[REDACTED]	[REDACTED]	0	[REDACTED]	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	[REDACTED]: This case has gone [REDACTED] (Enhanced Customer Satisfaction). My name is [REDACTED] an [REDACTED] Agent. My contact info is [REDACTED] and email [REDACTED]. Please upload the Config, ECU Details and Freeze Frame Data Reports to the case for review. Have you performed the Transmission Verification Test? [REDACTED]		[REDACTED]
Dealer States	I LIKE TO ADD THAT I CLEAR DTC'S AND DTC [REDACTED] RESET		[REDACTED]
Agent States	[REDACTED]: Please confirm the transmission part number and I can order you a new transmission. [REDACTED]		[REDACTED]
Dealer States	the transmission [REDACTED]		[REDACTED]
Agent States	[REDACTED]: I missing a part of the part number. Please verify part number again. [REDACTED] K.		[REDACTED]
Agent States	[REDACTED]: Thank you. Transmission Ordered Part [REDACTED] Order [REDACTED]** Please confirm order and then we can close the case. Please take a moment to complete the survey. Thank you for all your hard work. (Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review [REDACTED] article [REDACTED] for details related to part tracking, part order status, and claim processing requirements.) [REDACTED]		[REDACTED]
Dealer States	the part # is [REDACTED]		[REDACTED]
Agent States	[REDACTED]: Tech requested closure. [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
		- SWITCH, (ANY)	
Primary System	TRANSAXLE - AUTO	System	AUTOMATIC
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
GREY		
GREY		

CONTACT

Dealer		Westbury Jeep Chrysler Dodge, Inc.	Phone	
Address	100	Tpke		
City		State		ZIP
Dealer Zone		County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	
Initial Concern	VEHICLE STALLED WHILE DRIVING MESSAGE SERVICE TRANSMISSION				
Duplicated	Yes	Repairs Parts and Tests	DROVE VEHICLE CANT DUPLICATE		
DTC1					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Transmission on order
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent [REDACTED]	[REDACTED], can you make sure the transmission fluid is full with no external leaks present? Then all we can do is drive the vehicle some more to make sure the concern isn't present. Let us know if you are able to duplicate it. Thanks, [REDACTED]		[REDACTED]
Dealer [REDACTED]	test drove vehicle, was not able to duplicate customer concern		[REDACTED]
Dealer [REDACTED]	did check for leaks none found after road test [REDACTED] vehicle stalled once and service trans came on dash my tech cleared code which was same [REDACTED] he said it was stored . i believe this is a internal trans problem		[REDACTED]
Agent [REDACTED]	[REDACTED] I agree. Lets replace the trans and retest. I have ordered the trans PN [REDACTED]. The order number is [REDACTED]*. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review [REDACTED]C article [REDACTED] details related to part tracking, part order status, and claim processing requirements. I didn't order any other parts you may need for the replacement. Your parts department can track the order for you. Since we have the part ordered please close the case when you get an ETA. If you need anything the case can be reopened within the [REDACTED] or a new case can be opened. Thanks [REDACTED]		[REDACTED]
Agent [REDACTED]	[REDACTED], the current ETA is [REDACTED]. Since we have the part ordered to repair the vehicle I am going to close the case for now. If you need anything the case can be reopened within the [REDACTED] or a new case can be opened. Thanks, [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year	2024	Body				4		RUBICON 4XE
Built Date		Mileage (Miles)		MDH						
Engine	ECX	ECX								
Transmission	DFY	DFY								
Emission	5	EMISSIONS (NAS)								

GENERAL

STAR Case ID				Case Status	Closed		
Application Group	ECS						
		-		ONBOARD CHARGING (OBCM)			
Primary System		-	Sub System		ELECTRIC VEHICLE BATTERY SYSTEM	Area of Failure	CHECK ENGINE/SERVICE ENGINE SOON
Customer Complaint / Reason for contact	BATTERY GOES DEAD						
Created Date			Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (2).pdf		

CONTACT

Dealer		Phone	
	267 Broad St		
	State	NJ	ZIP
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	Days In Shop	0
Initial Concern	CRT: A software update for the [REDACTED]M is awaited. Possibly other hardware failures. [REDACTED] needs URGENT help. Days down are counting.			
Duplicated			Repairs Parts and Tests	
DTC1		DTC2	DTC3	DTC4
Information Sent				
Scan Tool Software Version		Last [REDACTED] Search	Vehicle Off Road or Tow-in	No RO Number

RESOLUTION

Description	Upcoming software update
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent [REDACTED]	I am sending this case to our Hybrid/EV Support team. Please be patient and you will be contacted. Thank you. [REDACTED]		[REDACTED]
Agent [REDACTED]	Hello [REDACTED], please attach a current scan report to the case. Does the vehicle run and drive? [REDACTED]		[REDACTED]
Dealer [REDACTED]	sent new scan report		[REDACTED]
Agent [REDACTED]	[REDACTED], thanks. As stated in the previous case, the vehicle needs to be returned to the customer until there is a [REDACTED] update released. [REDACTED]		[REDACTED]
Dealer [REDACTED]	thanks [REDACTED] but this car dies on road cust cant use it when it stops cust has too sit for some time before car runs again let me know if you still want this released		[REDACTED]
Agent [REDACTED]	[REDACTED], unfortunately we do not have a solution for this issue at this point. We cannot suggest any repairs or parts replacements at this time. [REDACTED]		[REDACTED]
Agent [REDACTED]	[REDACTED], We are closing this case, but you can reopen it within [REDACTED] if needed. Thanks [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body			RUBICON 4XE
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emission	5	EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
		- SOLENOID, (ANY)	
Primary System	- TRANSAXLE - AUTO	System	AUTOMATIC
Customer Complaint / Reason for contact	INOPERATIVE	Area of Failure	BENT
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer		Phone	
Address	314 Main Street		
	State	MN	ZIP
Dealer Zone	County		
Technician TID/SID	Technician Email		
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	4
Initial Concern	Vehicle turned off at a stop. Service transmission message in the EVIC.				
Duplicated	Yes	Repairs Parts and Tests	Followed SI diagnostics for . Transmission fluid level good. TCM up to date. Cleared DTC's. Road tested vehicle or so and no DTC's returned. The engine was in oil refresh mode during the road test. This DTC is related to the K0 clutch. If there is no ICE to EV transition is any testing valid? Is the K0 default applied or released? If they use P2 to start the engine my guess would be applied.		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-In	No		

RESOLUTION

Description	Ordered Transmission	Current ETA: Jan 15,
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	████████	████████████████	0	████████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	We ordered the Transmission#: ██████████ Order#: ██████*. "Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review WIC article ██████████ related to part tracking, part order status, and claim processing requirements." Please let us know if there are any issues or delay. Thank you		████████
Dealer States	Current ETA ██████████		████████
Agent States	Current ETA: ██████████. We will close the case since we are waiting on parts. Please feel free to reopen if you need further assistance after replacing the Transmission and it?s within ██████████ or create new case if it?s after ██████████ of ██████████. Thank you,		████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	- BATTERY		
Primary System	8 - ELECTRICAL	- BATTERY SYSTEM	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	MIL ON		
Created Date		Created By	
		Updated Date	0
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf	S	
Report.pdf		

CONTACT

Dealer		Phone	
Address			
		State	ZIP
Dealer Zone	71	County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	8
Initial Concern	WHILE DRIVING A LIGHT CAME ON SAYING SERVICE SHIFTER. SERVICE SHIFTER TOOK MULTIPLE RESTARTS FOR MESSAGE TO GO AWAY. VEHICLE SHUT OFF AND SAID CHECK FUEL DOOR INSPECTED THEN THE ENTIRE SCREEN WENT BLACK. DOOR WAS CLOSED AND NOW CHECK ENGINE LIGHT IS ON.				
Duplicated	Yes	Repairs Parts and Tests	TESTED GROUND CIRCUIT OF SHIFTER MODULE, INSPECTED GROUND. NO TROUBLE FOUND.		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	unable to duplicate.
-------------	----------------------

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	████████	████████	0	████████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	████ called in reference to several DTC's in the HCP. Tech requests a call back. Transferring to Hybrid - ██████		████████
Agent States	Returned the call to █████. We discussed inspecting inline connectors (████ and █████) for any loose connections, spread pins, etc. I also suggested to wiggle test the connectors and harnesses to attempt to duplicate the LOSS of COMM with the shifter. Also, I suggested to operate the SHIFTER in a attempt to duplicate as well. Unfortunately, the concern will need to be duplicated to be able to see what's happening and view data in order to find a direction to go in. He will update the case. █████		████████
Agent States	████, what did you find? █████		████████
Dealer States	CHECKED THE PINS IN BOTH CONNECTORS. DIDNT FIND ANYTHING ABNORMAL. DID THE WIGGLE TEST ON BOTH CONNECTORS IN DRIVE. STILL NO WIERD STUFF. GOING TO HAVE QUALITY CONTROL TAKE JEEP ON AN EXTENDED ROAD TEST TO TRY AND DUPLICATE.		████████
Agent States	████, thank you for the update. █████		████████
Agent States	████, what did you find? █████		████████
Dealer States	UNABLE TO DUPLICATE CONCERN		████████
Agent States	████, thank you for the update. We are closing this case as unable to duplicate. Once duplicated if you need further assistance, just reopen this case or open a new case and reference this one and we can continue. Thanks, █████		████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	56	S (NAS)			

GENERAL

STAR Case ID		Case Status	Closed
Application			
Component		8DP - UNIT, ELECTRONIC DRIVE	
Primary System		- ELECTRIC VEHICLE ELECTRICAL System DRIVE UNIT	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact		INOPERATIVE	
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded

CONTACT

Dealer		Phone	
Address			
	State	ZIP	
	County		
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	0	Days In Shop	6
Initial Concern		jeep stalled said service transmission			
Duplicated	Yes	Repairs Parts and Tests	none		
DTC1		DTC3		DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	TRANSMISSION ordered
-------------	----------------------

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
██████████	██████████, thank you for the repair information and reports. My name is (██████████) in the ██████████ group and will be assisting you. Due to a glitch on technician training skill levels on Cherwell, can you please verify you are ██████████ in electrical? Also, can you please confirm that your dealer code is ██████████ to ensure if parts are needed to be ordered, they arrive to your dealership correctly to avoid excessive down time? ██████████		██████████
Dealer States	██████████ and dealer code is ██████████ thank you ██████████		██████████
██████████	██████████, thank you for the verification. For documentation purposes, can you please attach photos of the fluid sample in a clear container t the case. ██████████		██████████
Dealer States	trans fluid and t case fluid		██████████
██████████	██████████, thank you for the PHOTOS. Based on the information you have provided. STAR has placed an order for the TRANSMISSION. Part Number: (██████████) Order #: (██████████**). Please follow all instructions sent with the shipment and inform your warranty administrator of this order, if necessary. Your parts department can track the ETA with the information above. Also, please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review ██████████ article ███████████ details related to part tracking, part order status, and claim processing requirements. Thank you for using ██████████ STAR. ██████████		██████████
██████████	██████████ I show the TRANSMISSION to be on (B/O). With that being known, we are closing this case as part ordered. Once part is replaced and retested, if you need further assistance, just reopen this case or open a new case (if more than 15 days) and reference this one and we can continue. Thanks, ██████████		██████████

CHERWELL REPORT

VEHICLE

		Model Year		Body			
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emission	50 STATE EMISSIONS (NAS)						

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Primary System	TRANSAXLE - AUTO	System AUTOMATIC	Area of Failure BENT
Customer Complaint / Reason for contact	BINDS		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Event Data Report.pdf		

CONTACT

Dealer				Phone	
Address	107 Andover St Route 114				
City		State	MA	ZIP	
Dealer Zone	32	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	9
Initial Concern	Stalled out while driving and no start up , had towed in .				
Duplicated	No	Repairs Parts and Tests	None , only did test for code Clutch Position Control Error - All modules up to date - Fluid is full says has Internal Trans		
	P0810-00			DTC4	
Information Sent					
Scan Tool Software		Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description	Transmission ordered ETA
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	MILLAGE	DATE RECIEVED	STATUS
				PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	██████████████	█	██████	REJECTED
PREPNV	██████	██████████████	0	██████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello ██████, please verify your dealer code so we can order the transmission for this vehicle. Thanks, -█████		██████
Dealer States	HI TED DEALER ██████ ████████████████████ ██████ Thank You		██████
Agent States	██████ thank you. Star has ordered the transmission for this vehicle: ██████ order number: ██████*. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review █C article ██████████ details related to part tracking, part order status, and claim processing requirements. Please let us know the ETA of the order when you find out. Thanks, ██████		██████
Agent States	██████, the current ETA is showing ██████████. We are closing this case, but you can reopen it within ██████ if needed. Thanks, -█████		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body			4	
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission	50 STATE EMISSIONS (NAS)							

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	- MODULE, POWER INVERTER (PIM)		
Primary System	8 - ELECTRICAL	System - ELECTRIC VEHICLE CONTROL SYSTEM	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
ECU Details Report.pdf		
Vehicle		
Configuration Report.pdf		
ECU Details Report.pdf		
Vehicle		

CONTACT

Dealer		Jeep Ram Tyso	Phone	
Address				
City		State	ZIP	
		County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	No	Contact Via Email

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	3
Initial Concern	Vehicle stalls while driving, check engine light on				
Duplicated	Yes	Repairs Parts and Tests	Vehicle has and		
Information Sent					
Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	PIM ordered
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	<p>██████████, thank you for the repair information and reports. My name is (██████████) in the ██████████ group and will be assisting you. Due to a glitch on technician training skill ██████████s on Cherwell, can you please verify you are ██████████ in electrical? Also, can you please confirm that your dealer code is ██████████ to ensure if parts are needed to be ordered, they arrive to your dealership correctly to avoid excessive down time? I noticed the reports that are attached are for a different vehicle, can you please attach the SCAN and ECU DETAILS reports that pertain to this vehicle to the case? ██████████</p>		██████████
Dealer States	<p>I am ██████████ in electrical. Our dealer code is ██████████. My bad on the reports, I must have not had the files descending by creation date. The correct ones should be attached now.</p>		██████████
Agent States	<p>██████████, thank you for the update. When are the DTCs active? ██████████</p>		██████████
Agent States	<p>██████████, thank you for the update. Based on the information you have provided. STAR has placed an order for the PIM. Part Number: (██████████) Order #: (██████████**). Please follow all instructions sent with the shipment and inform your warranty administrator of this order, if necessary. Your parts department can track the ETA with the information above. Also, please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review ██████████C article ██████████ details related to part tracking, part order status, and claim processing requirements. Thank you for using ██████████ STAR. ██████████</p>		██████████
Dealer States	<p>The vehicle stalled out on the highway, probably around when it stalled out.</p>		██████████
Agent States	<p>██████████, I show an estimated ETA for the PIM to be (██████████). With that being known, we are closing this case as part ordered. Once part is replaced and retested, if you need further assistance, just reopen this case or open a new case (if ██████████) and reference this one and we can continue. Thanks, ██████████</p>		██████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body			4	
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission		EMISSIONS (NAS)						

GENERAL

STAR Case ID				Case Status	Closed
Application Group					
	- MODULE, POWERTRAIN CONTROL (ANY)				
Primary System	- VEHICLE PERFORMANCE	Sub System	- ELECTRONIC CONTROL MODULES	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	START AND STALL				
Created Date		Created By		Updated Date	<div></div> Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded

CONTACT

Dealer				Ram	Phone	
Address						
City		State				
		County				
Technician TID/SID		Technician Email				
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	
Initial Concern	Customer states stall/no throttle response while driving on highway.				
Duplicated	Yes	Repairs Parts and Tests	Previous repair in , customer came in with no communication concern stall/park could not drive or "ready mode". half engine harness and connector repair was made. Customer came in with video in hand of car with no propulsion coasting down off ramp. , no codes in system. previous work was checked over with no loose connectors or grounds found. Test drive to current mileage . Can not duplicate concern No codes found in system. power down performed and loss of isolation performed with negative results.		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	Yes	RO Number	

RESOLUTION

Description Waiting on parts!

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	██████████	4	████	PAID
████	████	██████████	4	████	PAID
████	████	██████████	4	████	PAID
████	████	██████████	██	████	PAID
████	████	██████████		████	PAID
████	████	██████████		████	REJECTED
████	████	██████████		████	SUSPENDED
PREPNV	████	██████████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello █████. We've had a few reports of crankshaft sensors falling out of range. Wiggle test the applicable circuits and verify proper crimping on the █████ unable to duplicate by force, replace the camshaft sensor and reevaluate the concern. Update me in regard. Thanks █████ . .		████
Dealer States	Just to verify crankshaft not cam correct? I'll scope █████ and report back.		████
Agent States	Sounds good █████. Update us when you can. █████		████
Dealer States	Test drove with scope attached no signal dropouts. Wiggled harness saw no drops. Will order cranksensor. Only thing this customer believes the issue is related to other concern (repaired) how long would you recommend we hold it before release? This may be a possible buy back case. fyi.		████
Agent States	I would test it █████ or so, with an hourly employee. Put █████ to █████ on it. Then return it to the owner. Update me in regard. Thanks █████ . .		████
Dealer States	Part has been on order. b/o █████.		████
Agent States	████, since a repair path has been determined and the dealer is currently waiting on parts, █████ closing this case. Once the parts arrive, and repairs have been made, this case can be reopened up to 15 days if additional assistance is needed or a new case can be submitted. Thank you for using the █████.		████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
		- CONNECTOR	
Primary System	8 - ELECTRICAL	System - WIRING HARNESS	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Health		
Freeze Frame		
Event Data		
Configuration		
ECU Details		

CONTACT

Dealer		Savage L&B Dodge Chry Jeep	Phone	
Address				
	State	PA	ZIP	
	County			
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	4
Initial Concern	a stop and jeep turned off and customer had to restart jeep. The actions of the jeep sound like the zb8 loss of motion recall. Will the year jeeps be getting a flash to fix this				
Duplicated	Yes	Repairs Parts and Tests	none		
		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Unable to duplicate concern. Vehicle has been released.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	, sorry for the delay. Have you verified the transmission fluid level is at spec? Has the concern or code been duplicated at all? The scan report is showing the code has only set 1 time. I haven't been told of any upcoming flashes for this code.		
Agent States	, please update this case with the current status or I will need to close the case due to inactivity. Thanks		
Dealer States	The jeep is currently not at the dealership. I could not duplicate the concern.		
Agent States	, thanks for the update. Since the vehicle isn't at the dealership then I am going to close this case. If you need anything the case can be reopened within the or a new case can be opened. Thanks		

CHERWELL REPORT

VEHICLE

VIN		Model Year	2012	Body	UNLIMITED RUBICON 4XE
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	- CONNECTOR		
Primary System	- ELECTRICAL	- WIRING System HARNESS	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

CONTACT

Dealer		Sport Durst		Phone	
Address	4503	Chapel Hill Blvd			
City		State			
		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	No	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	
Initial Concern	Check Engine light and vehicle shut off on the road saying service charging system				
Duplicated	No	Repairs Parts and Tests	Diag per code		
DTC1		DTC3		DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description Technician to reopen previous case

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
			282		PAID
					PAID
			882		PAID
			882		REJECTED
					PAID
					PAID
					PAID
PREPNV			0		PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent [REDACTED]	Hello [REDACTED] please attach a current scan report to the case showing the DTC and verify your dealer code for us. Thanks, [REDACTED]		[REDACTED]
Dealer [REDACTED]	I need to re open an older star case under my SID. All info needed will be in that star case. Case [REDACTED]		[REDACTED]
Agent [REDACTED]	[REDACTED] okay. I will close this case out. Thanks, [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body			RUBICON 4XE
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emmission	50 STATE EMISSIONS (NAS)						

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
			(ANY)
Primary System	ELECTRICAL	System	ELECTRONIC - CONTROL
Customer Complaint / Reason for contact	PARTS ISSUE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Hard.PNG		
Configuration		
ECU Details		
Vehicle		

CONTACT

Dealer		Phone	
Address	10600 S W Canyon Road		
	State		
Dealer Zone	70	County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	Vehicle dies in intersection and would not restart, after letting it sit for it restarted.				
Duplicated	Yes	Repairs Parts and Tests	Interrogated vehicle, found wiper park switch input stored, Power Inverter Module-Incorrect Control Mode, Internal Control Module Torque Calculation Performance, stored. Performed research, found cases for and . Found related star case for stating software related and no fix yet ETA quarter 23, no updates found in any modules. Performed diagnosis on as it pertains to clients concern. Saved all scan reports and opened star case . Cleared and have same single possible cause. Test drove and verified concern, reset. PIM need replaced per diagnosis, awaiting stars response. Advisor to notify client of code returning and awaiting new software to release for fix.		
DTC1		DTC2		DTC3	DTC4

Information Sent						
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description Ordered PIM.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	Good afternoon, I will forward this case to the Hybrid restricted parts support group for further assistance. Someone from the support group should update the case on -Regards Jeff C		
Agent	, let's recheck all fuse in PDC.		
Dealer	Inspected all fuses in PDC for concern. All tested in operating condition and secure.		
Dealer	Any thoughts? Thank you,		
Agent	Please attach fresh scan report showing active DTCs.		
Dealer	I will be driving it home would you like a flight recording of anything?		
Agent	, we need to see active DTCs for documentation. Please attach fresh scan report showing active DTCs. Please provide your dealer code to confirm as well.		
Dealer	Test drove vehicle without concern so far, will continue . Will be driving until it dies and will not re-start as stated by client. Dealer code		
Agent	, let's follow diag for stored per		
Agent	We haven't heard from you in you are still in need of repair guidance, please respond to the ticket.		
Dealer	Still test driving the vehicle, client does not want it back and feels it is unsafe. Close case if needed but we will be driving it more to try and verify.		
Agent	Did we inspect wiring per ?		
Dealer	Per case : Vehicles that come in with this fault stored should have the fault cleared. Connect the vehicle to a HV charger to see if the above DTC is set as active and if active follow the service diagnostics for the active DTC. Vehicles that do not reset the code can be released to the owner; engineering expects to have a service software update available by the . Vehicle did not reset dtc for the indicator code and have a hard time seeing where this could be related to the other codes set. Power Inverter Module - Incorrect Control Mode- Stored Internal Control Module Torque Calculation Performance. Could you help me understand how they are related? Thank you for the time thus far!		
Dealer	No codes set on test drives yet, no permanent codes. Uploaded image "Hard Code" data Hard check engine on (true)? What is this indicating? Thank you and happy		
Agent	Internal PIM is suspected. STAR has ordered PIM P/N B ; Order Number **; The ETA should be available or . Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review article for details		

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
	related to part tracking, part order status, and claim processing requirements. Please close the case if no additional assistance is needed. [REDACTED]		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
<div>Group</div>	- MODULE, (ANY)					
Primary System	<div>- ELECTRICAL</div>	<div>System</div>	<div>- ELECTRONIC CONTROL MODULES</div>	Area of Failure	INTERNAL DEFECT	
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date	<div></div>	Created By		Updated Date	<div></div>	Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer			Phone	
		State	CT	ZIP
Dealer Zone	32	County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	7		
Initial Concern	Car died while backing out of there drive way would not turn back on said service charging sytem.						
Duplicated	No	Repairs Parts and Tests	Vehicle had 3 [REDACTED] codes. followed service information for all of them which for all [REDACTED] says to clean and if the dont come back perform intermitten condition test and hcp verification test. Cleared and performed the test and none of them came back. Did not want to send vehicle away if it will shut off on customer.				
DTC1	[REDACTED]	DTC2	[REDACTED]	DTC3	[REDACTED]	DTC4	[REDACTED]
Information Sent							
Scan Tool Software Version	[REDACTED]	Last [REDACTED] or Search	Vehicle Off Tow-in	No	RO Number		[REDACTED]

RESOLUTION

Description	Waiting for software update
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WARRANTY CLAIMS

<i>CLAIM#</i>	<i>CREATED DATE</i>		<i>MILLAGE</i>	<i>DATE RECIEVED</i>	<i>STATUS</i>
PREPNV					PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	██████, I am reviewing this with our support team. I will update shortly. ██████		██████
Agent States	██████, If no DTCs return, let's release the vehicle. We are expecting a software update for his issue, but we have no ETA at this time. ██████		██████
Dealer States	Okay thank you		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE			
Transmission	DFY		AUTO		PHEV TRANSMISSION
Emission	EMISSIONS (NAS)				

GENERAL

STAR Case ID				Case Status	Closed
Application Group					
Component Group	- MODULE, (ANY)				
Primary System	8 - ELECTRICAL	Sub System	- ELECTRONIC CONTROL MODULES	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	ON				
Created Date		Created By		Updated Date	<div></div> Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer		Dodge		Phone	
Address	60 Route 304				
	State		ZIP		
Dealer		County			
Technician		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	2		
Initial Concern	Customer states while driving the vehicle starts slowly shutting down and once customer pulls off on the side of the road vehicle engine runs but vehicle will not move. Customer noticed that [REDACTED] this happened vehicle had around [REDACTED] of gas.						
Duplicated	No	Repairs Parts and Tests	test drove vehicle				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last [REDACTED] Search		Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]

RESOLUTION

Description	Can not duplicate
-------------	-------------------

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	E	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	Hi [REDACTED] we have not heard of this happening with these vehicles. We see you can not get it to duplicate but if we can please let us know and see if any DTCs show up if you can get it to duplicate. Thank you		[REDACTED]
Agent States	Ok not sure but if we can not duplicate return to the customer. Thank you		[REDACTED]
Dealer States	I have been driving it but I have not seen the concern happen and there are still no DTCs		[REDACTED]
Agent States	We will close the case since case closure was requested. Please feel free to reopen or create new [REDACTED] if it is after [REDACTED] of [REDACTED] if you need further assistance. Thank you		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year	2012	Body	UNLIMITED RUBICON 4XE
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
	- MODULE, (ANY)		
Primary System	ELECTRICAL	System	- ELECTRONIC CONTROL MODULES
Customer Complaint / Reason for contact	ON	Area of Failure	NON-APPLICABLE
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
ro		
Vehicle Scan Report.pdf		

CONTACT

Dealer		Sport Durst	Dodge	Phone	
Address	4503	Chapel Hill Blvd			
City		State	NC	ZIP	7
Dealer Zone	66	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	No	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	25
Initial Concern	Check engine light and the vehicle shut off on the road and says service charging system. Previous tech's case () was closed due to the star agent saying the tech wasn't certified while I was helping the tech. I created a case () asking star to re-open old case under my SID and the case was closed for no reason. Need other techs existing case opened under my SID.				
Duplicated	No	Repairs Parts and Tests	Diag for code		
DTC1		DTC2	DTC3	DTC4	
Information Sent					
Scan Tool Software Version		Last Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description	performed software updates.
-------------	-----------------------------

WARRANTY CLAIMS

#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
			282		PAID
			721		PAID
123890			882		PAID
123890			882		REJECTED
					PAID
					PAID
			721		PAID
PREPNV			0		PAID

CONVERSATION(S)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent	I have attached the scan report from the previous case.		
Agent	P0bbd please make sure all modules are up to date, if not please perform software updates, please advise accordingly after your update I will forward this for pack replacement approval.		
Dealer	All modules were up to date when the original case that was closed. Other that the recall and there is nothing for this recall at this time.		
Agent	thank you, I will forward your information for approval for pack replacement. Standby		
Dealer	Ok, thank you. Let me know how it goes.		
Agent	can you provide scan report? Is P0BBD active at this moment in time?		
Dealer	Well Im going to have to recant what I said and what I was told. The vehicle has multiple software updates. So I am going to update the modules and drive it. Looks like some of them pretain to the loss of motive power.		
Agent	thank you, please advise after flash updates have been performed.		
Dealer	Drove the vehicle and had no problems. Going to ship it at this time. Thank you for your help		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
	- MODULE, (ANY)		
Primary System	8 - ELECTRICAL	System	- ELECTRONIC CONTROL MODULES
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

			Ram	Phone	
Address	200 Main St				
City		State	ME	ZIP	
Zone	32	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	No	Contact Via Email	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	
Initial Concern	took vehicle out of heated garage, pulled down to the end of driveway, stopped. vehicle stalled out and would not turn back on. Came back an hour later and it restarted but the engine light was on				
Duplicated	Yes	Repairs Parts and Tests	inspected connections at PIM		
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description unable to duplicate

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	████████	████████	████████	████████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello █████. Thank you for contacting Star. On the █████ fault code, do you recall which module was complaining. Was it the TCM or the HCP? Also, was there any notable odor like something burning? Thanks, █████		████████
Dealer States	the HCP sets the codes no burning smell		████████
Agent States	Duly noted, █████ I'm sending the case for review for transfer to the hybrid commodity. We'll update you shortly. Thanks, █████		████████
Agent States	█████, my name is (█████) in the █████ group and will be assisting you. What was the ambient TEMP when the concern occurred, and have you duplicated the concern? █████		████████
Dealer States	it was █████ when it happened to the customer and I have not been able to duplicate		████████
Agent States	█████, thank you for the update. Unfortunately, you will need to duplicate this issue and be able to see what's happening and view data in order to find a direction to go in. Let me know when you are able to duplicate this. █████		████████
Agent States	█████, any update? █████		████████
Dealer States	we are going to have our greeter drive vehicle , to see if codes will return or get the vehicle to act up		████████
Agent States	█████, thank you for the update. █████		████████
Dealer States	WILL UPDATE WITH RESULTS.		████████
Agent States	█████, thank you for the update. █████		████████
Agent States	█████, what did you find? █████		████████
Agent States	████████, any update? █████		████████
Agent States	█████, please provide an update. If the vehicle is repaired, please note what fixed the vehicle and close the case. If the vehicle is not repaired, please provide an update. Thank you, █████		████████
Dealer States	we were unable to duplicate so customer took vehicle back		████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	- MODULE, (ANY)					
Primary System	- ELECTRICAL	System	- ELECTRONIC CONTROL MODULES	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
ECU Details Report.pdf		
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer		Executive		Phone	
Address					
		State	CT	ZIP	
Dealer		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	3	Days In Shop	18
Initial Concern	car stalled while driving and took restart				
Duplicated	Yes	Repairs Parts and Tests	checked all vehicle incidents and found multiple issues with codes and . tried to order an PIM and parts said ik need to per a star case to order		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Vehicle Off or Tow-in	No	RO Number	

RESOLUTION

Description	Closure requested
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	████████	████████████████	████████	████████████████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello ██████, there is an update coming up hopefully next week for the ██████ DTC. This is a software issue. ██████		████████
Agent States	████████, we still do not have an ETA for this issue. Please verify your dealer code so we can order the PIM for this vehicle. Thanks, ██████		████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE			
Transmission	DFY		AUTO		PHEV TRANSMISSION
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	TRANSMISSION HYDRAULIC POWER		
Primary System	TRANSAXLE - AUTO	System AUTOMATIC	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer		Best		Ram	Phone	
Address						
		State	MA	ZIP		
Dealer Zone	32	County				
Technician TID/SID		Technician Email				
Training Level	CORE	Contact Via SMS	No	Contact Via Email	No	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	7
Initial Concern	Vehicle died in middle of an intersection, please see repairs, parts, tests section for further details.				
Duplicated	No	Repairs Parts and Tests	<p>Had service advisor ask customer these following questions as to what exactly happened: 1. When it died in the middle of the intersection did the vehicle just stop and light up a bunch of warning lights, or did the entire vehicle go flat dead (everything turned off)? ** Stopped and light up a bunch of warning lights (Service Transmission) 2. What mode did they have it set for, Hybrid, Electric, or E-Save? ** Hybrid 3. If in Hybrid or E-Save was the gas engine running when this occurred? ** Yes 4. What was the Charge Percentage remaining when this occurred? ** < 5. Was Max Regen Turned on? ** Yes 6. What did the customer do to get the vehicle operable again, key cycle, operating shifter, towed? ** Tried key cycle (failed). Waited a few and tried again and it started. I accessed vehicle, was stored, using diagnostic procedure checked transmission fluid, was correct level and transmission is not leaking. software is up to date and there are no TSBs for a M update relating to this concern. I drove the vehicle of mixed suburban and highway driving and the condition did not occur, the DTC remained stored. I did charge the HV and tried it again, still no issue. If it had acted up and the code became active it would lead to unit replacement (procedure says remove Transmission for appropriate repair but this is not an internally serviced unit.</p>		

			Everything else checks out, wiring to Transmission is properly connected, has correct voltage and required circuits to operate. Anything else I should be checking or are we doing a unit on this? Given the type of failure we don't want this happening again when the customer's safety is at a greater risk.		
		DTC2	DTC3	DTC4	
Information Sent					
Scan Tool Software Version		Last Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description Transmission ordered

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	, please verify your dealer code so we can order the transmission for this vehicle. Thanks,		
Dealer States	, it is -		
Agent States	Hello , thank you. Star has ordered the transmission for this vehicle: ; order number: **. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review C article details related to part tracking, part order status, and claim processing requirements. Please let us know the of the order when you find out. Thanks		
Dealer States	reads as follows: "Current : > " -		
Agent States	, thank you. The current is showing . We are closing this case, but you can reopen it within if needed. Thanks		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	56	S (NAS)			

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- HYBRID CORE GROUP		
	- CONNECTOR		
Primary System	ELECTRICAL	System	HARNESS
Area of Failure	NON-APPLICABLE		
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
Updated Date		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (2)		
Configuration Report (1)		

CONTACT

Dealer		Ram	Phone	
Address				
State	MI			
County				
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	No	Contact Via Email
			No	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	hybrid mode does not work, vehicle just turn off.				
Duplicated	Yes	Repairs Parts and Tests	power inverter module.		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description transmission on order

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
			2		PAID
					PAID
			0		SUSPENDED

#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
					REJECTED
					PAID
					REJECTED
					SUSPENDED
					PAID
					PAID
					PAID
					REJECTED
PREPNV			0		PAID

CONVERSATION(S)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	performing research for this concern. We need to make sure All connections are properly secured for the HV and Low voltage systems. The DTCs in the scan report are after PIM replacement? please advise.		
Dealer States	ill check the connectors, but yes this is after replacement. tried to do the resolver relearn procedure and failed, but it could not determined what failed. after that i got the internal fault and vehicle would not start again.		
Agent States	, where you able to drive this vehicle after PIM replacement? Or did the DTCs set as soon as the key was cycled? Typically this is a PIM replacement and we have not seen this happen after it is possible the transmission has failed and damaged the new PIM. Would you mind rechecking the resolvers resistance again (Diag.) to ensure they are within specs again if so we will likely replace transmission and PIM together. please advise.		
Dealer States	the vehicle did start after PIM replacement only engine mode though, when trying to performed the resolver relearn for the PIM motors the produce failed but the vehicle could not determined why. after that the inertenal dtc came up and the vehicle would not start again.		
Agent States	Escalated to MC for further handling, will be reaching out to engineering & BC to see how they want to proceed since service library leads us in circles.		
Agent States	I have ordered transmission part number ** provide me with eta from your parts department. We are releasing transmission due to dtc set after PIM replacement, New PIM does not look like it needs to be replaced at this time reviewing data for your PIM shows inverters enabled which this should be normal.		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission					
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
	POWERTRAIN CONTROL (ANY)		
Primary System	- VEHICLE PERFORMANCE	- ELECTRONIC CONTROL MODULES	Area of Failure
Customer Complaint / Reason for contact	DIE OUT / STALLS		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded

CONTACT

Dealer			Phone	
Address	380 Saw Mill River Rd			
City		State	NY	
Dealer Zone	32	County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	5
Initial Concern	Customer States car turn off on the highway an hr then after it start back				
Duplicated	No	Repairs Parts and Tests	NONE		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description Software update coming.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	do you have a bulletin or Starcase number for the software update? I am looking into this and will respond when I can. Thanks,		
Dealer States	so i had the same issue with a few with the same end result and i was advised there is a pending software update to correct this concern (not released yet) see this star case reference.		
Agent States	Thanks for the information, I have requested information on it from but I cannot give a timeframe for a response. All you can do at this point is to keep checking for the update. Just check the vehicle over for any other possible causes of a stall.		
Agent States	I have been told that the programming is still not available and do not have a timeframe on when it will be available. Thanks,		
Dealer States	THANK YOU !		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	- MODULE, POWER INVERTER (PIM)					
Primary System	ELECTRICAL	System	- ELECTRIC VEHICLE CONTROL SYSTEM		Area of Failure	INTERNAL DEFECT
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Scan Report.pdf		

CONTACT

Dealer				Phone	
Address	452 S State Rd				
		State	MA	ZIP	
Dealer Zone	32	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	7		
Initial Concern	Turned off in intersection and would not restart or go into gear. Service charging system message						
Duplicated	No	Repairs Parts and Tests	Performed [REDACTED] DTC flow charts. Needs PIM but restricted part				
[REDACTED]	[REDACTED]	[REDACTED]	DTC3	[REDACTED]	DTC4		
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	77277

RESOLUTION

Description	Ordered PIM
-------------	-------------

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	██████, I am reviewing this with our support team. I will update shortly. ██████		██████
Agent States	We are expecting a flash for these DTCs, so we are checking the status of that. We are trying to figure out if we should order the PIM or wait for the flash. I will update when we hear something back. ██████		██████
Dealer States	Well this poor customer only had their jeep for ██████ before it acted up I hope you just decide to release the PIM so I can get them back on their way..		██████
Agent States	██████, The PIM (██████) has been ordered. Order ██████*. The ETA should be available ██████ or ██████. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review ███C article ██████ details related to part tracking, part order status, and claim processing requirements. Please close the case if no additional assistance is needed ██████		██████
Agent States	██████, The ETA is ██████. I am closing the case. This case can be reopened within 15 days if needed ██████		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				HIGH ALTITUDE	
Built Date		Mileage (Miles)		MDH					
Engine	ECX	ECX							
Transmission	DFY	DFY							
Emission	50 STATE EMISSIONS (NAS)								

GENERAL

STAR Case ID		Case Status	Closed
Application Group	-		
	-	(ANY)	
Primary System	TRANSAXLE - AUTO	System AUTOMATIC	Area of Failure BINDS, STICKS, OR SEIZED
Customer Complaint / Reason for contact	INOOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		
ECU Details Report.pdf		
ECU Details Report.pdf		

CONTACT

Dealer			Ram	Phone	
Address					
City		State		ZIP	
Dealer Zone	32	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	10
Initial Concern	engine light				
Duplicated	Yes	Repairs Parts and Tests	none		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	ordered vb
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	██████████████	██	████	PAID
████	████	██████████████	██	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent █████	████ can you provide a scan report with the █████ present? We will transfer this to the correct department.		████
Dealer █████	sent scan report		████
Agent █████	████, we have no codes setting as advised. Lets drive the vehicle as to get the code/s to reset. Then attach a current scan report to this case. █████**		████
Dealer █████	i attach code from our pod		████
Agent █████	████, if the code is cleared does it reset? █████		████
Dealer █████	it will clear but do not know when will come back takes days and stalls out		████
Agent █████	████, you have had this happen to you on the test drive that the code reset and stalled? █████		████
Dealer █████	not to me but has █████ with same code so far and they sent me new trans on █████		████
Agent █████	████, that is why I'm asking you does the code reset after being cleared? █████		████
Dealer █████	code clears		████
Dealer █████			████
Agent █████	Ok, so what happens █████ when you drive it. Does the code reset. █████		████
Agent █████	████, is there any further updates on this case? If no further assistance is required, please close this case. Thanks, █████		████
Dealer █████	drove for █████ cannot duplicate		████
Agent █████	Ok, as the concern maybe the valve body. Usually if internal to the trans the code resets almost immediately. █████		████
Dealer █████	okay should i order a valve body		████
Agent █████	████, yes since you have advised the code hasnt reset on test drives. █████		████
Dealer █████	thank you		████
Agent █████	Your welcome, █████ Closing this case waiting for part replacement as case can be reopened if required assistance is required with █████. █████		████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emmission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID					Case Status	Closed
Application Group	-					
	- POWER INVERTER (PIM)					
Primary System	- ELECTRICAL	Sub System	- ELECTRIC VEHICLE CONTROL SYSTEM	Area of Failure	CHECK ENGINE/SERVICE ENGINE SOON	
Customer Complaint / Reason for contact	START AND STALL					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
config		
scan		

CONTACT

Dealer			Phone	
Address				
City		State	ZIP	
Dealer		County		
Technician TID/SID	S	Technician Email		
Training Level	CORE	Contact Via SMS	No	Contact Via Email Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	12
Initial Concern	vehicle shut off while driving on the highway, check engine light is on, vehicle towed in.				
Duplicated	Yes	Repairs Parts and Tests	pulled codes [REDACTED] and [REDACTED]. only cause for [REDACTED] codes is the power inverter module. need to order a PIM.		
DTC1	[REDACTED]	[REDACTED]	DTC3	[REDACTED]	DTC4
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	[REDACTED]

RESOLUTION

Description	PIM on order
-------------	--------------

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	I understand it claims PIM replacement but from past experiences a PIM doesnt fix it, DTCs return. There is new software expected for this issue, you can		

Dealer/Agent	Detail	Modified By	Last Modified Date
	contact your business center for further/next steps but replacing the PIM doesn't seem to fix it.		
Agent States	Escalated to MC for further handling, [REDACTED] we will order a PIM as a test, please give a scan report after PIM replacement.		[REDACTED]
Agent States	STAR has ordered PIM P/N [REDACTED] B ; Order Num [REDACTED]**		[REDACTED]
Agent States	[REDACTED], the current ETA says [REDACTED]. But I don't know how accurate that is since its still in a "Release to PDC" status. Since we have the part ordered to repair the vehicle I am going to close the case for now. If you need anything the case can be reopened within the [REDACTED] or a new case can be opened. Thanks [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				4	
Built Date		Mileage (Miles)		MDH					
Engine	ECX	ECX							
Transmission	DFY	DFY							
Emission	50 STATE EMISSIONS (NAS)								

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group		- CONNECTOR	
Primary System		- WIRING ELECTRICAL System HARNESS	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report ().pdf		

CONTACT

Dealer		Bald Hill Dodge Chrysler Jeep	Phone	
Address				
		State	RI	ZIP
Dealer Zone	32	County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	No	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair		0	Days In Shop	6
Initial Concern	MIL ON, VEHICLE SHUT DOWN, WON'T COME OUT OF PARK.					
Duplicated	Yes	Repairs Parts and Tests	PERFORMED DIAGNOSTIC FOLLOWING FLOWCHART: OHMED OUT SIN HI TO SIN LOW AT AT S (SAT IN SHOP OVER WEEKEND), COS HI TO COS LOW AT EXCITATION AT THIS WAS AT THE PIM CONNECTOR. DIAGNOSTIC FLOWCHART LEADS TO FAILED PIM, HOWEVER THE LAST ONE I HAD WITH THS CODE WHERE THE RESISTANCES ON THE A MOTOR CKTS CAME BACK NORMAL I WAS ADVISED TO REPLACE THE MGU AND THE VEHICLE WAS REPAIRED. JUST TO BE SURE I DISCONNECTED MGU CONNECTOR AND CHECKED FOR PIN PUSHOUT AND PIN TENSION. ALL OK HERE AND AT THE PIM END WHERE I WAS DOING MY TESTING.			
DTC1	P1B0F-00					
Information Sent						
Scan Tool Software		Last		Vehicle Off Road	No	RO Number

Version		Search		or Tow-in		
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RESOLUTION

Description Replace [REDACTED]

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi [REDACTED] with this code we need to replace the [REDACTED]. Did we replace the [REDACTED] already? Thank you		[REDACTED]
Dealer States	[REDACTED], we did not. I wanted to make sure I was on the right track, as with the last vehicle i dealt with that had this code the diag came back to the pim, but it was suggested by star to replaced the mgu on that one (same code) and it fixed the concern. Ill order the [REDACTED]U for this one too! Thanks again! [REDACTED]		[REDACTED]
Agent States	Ok yeah thats still what we are doing as of now. Please replace [REDACTED]. Thank you		[REDACTED]
Dealer States	[REDACTED], [REDACTED] ordered, seems to be on Backorder, but we VOR'd the vehicle so hopefully we can get one. Either way thank you for your assistance, much appreciated! [REDACTED]		[REDACTED]
Agent States	Thank you [REDACTED] We will close the case since we are waiting on parts. Please feel free to reopen if you need further assistance after replacing the [REDACTED]U and it?s within [REDACTED] or create new case if it?s after [REDACTED] after [REDACTED]. Thank you		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID				Case Status	Closed	
Application Group	- HYBRID CORE GROUP					
	- GENERATOR					
Primary System	08 - ELECTRICAL	Sub System	ZE - CHARGING SYSTEM	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	MIL ON					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report		
ECU Details Report.pdf		

CONTACT

Dealer		Dodge	Ram	Phone	
Address	777 Camino Del Rio South				
City		State			
Dealer Zone	71	County			
Technician		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	7
Initial Concern	VEHICLE STALL AND HAS ACTIVE CHECK ENGINE LIGHT				
Duplicated	Yes	Repairs Parts and Tests	NO		
		DTC2			
Information Sent					
Scan Tool Software Version		Last		Search	
				Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Waiting for MGU
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	████, this case is being transferred into █████. ken		████
Dealer States	okay		████
Agent States	Oscar, Let's replace the MGU. Let me know the ETA when you get it ordered. - Brian		02/09/2024 ████
Dealer States	sorry for the late reply , and al get that order		████
Dealer States	order mgu no eta and on back order		████
Agent States	Thank you, █████. I am closing the case while we wait for the MGU. This case can be reopened within █████ if needed. █████		████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	- CONNECTOR		
Primary System	ELECTRICAL	System	HARNESS
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report		
Configuration Report		

CONTACT

Dealer		Phone	
Address			
	State	ZIP	
Dealer Zone	County		
Technician TID/SID	Technician Email		
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	4
Initial Concern	CEL IS ON AND EVIC SAYS OIL PRESSURE DROPS TO ZERO WHILE DRIVING, WAS IN SHOP FOR 0% OIL LIFE @ AND STUCK IN FORM MODE.				
Duplicated	Yes	Repairs Parts and Tests	CLEARED STORED , & . STARTED STAR CASE AND FILLED A DIDI FORM. NOT SURE WHAT TO DO CANNOT REDUPLICATE ANY CODES.		
DTC1					
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Vehicle operating properly
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	████████████████	██	██████	PAID
██████	██████	████████████████	██	██████	PAID
██████	██████	████████████████	██	██████	PAID
██████	██████	████████████████	██	██████	PAID
██████	██████	████████████████	██	██████	REJECTED
██████	██████	████████████████	██	██████	SUSPENDED
PREPNV	██████	████████████████	0	██████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	██████ ████████ pressure drop to 0 only when the gas engine shuts off and the vehicle switches to Electric mode? - ██████		██████
Dealer States	YES, AND I EXPLAINED THAT TO THE CUSTOMER AS PER HE WAS UNAWARE THE ENGINE WAS SHUTTING OFF. A WAS JUST CURIOUS IF THERE WERE KNOWN COMMUNICATION ISSUES WITH THE ABSO? AND IF ENGINEERING WAS WORKING ON A SOFTWARE UPDATE FOR THE PCM?		██████
Dealer States	MY BOSS HAS BEEN TALKING TO THE DISTRICT TECH ADVISOR AND HAD ME CHECK ABSO CONNECTOR AND ██████ FOR WATER INTRUSION AND NO PROBLEMS WERE FOUND. HE ADVISED US THAT THEY ARE WORKING ON AN UPDATE FOR THE FORM ISSUES. THAT BEING SAID YOU CAN CLOSE THIS CASE.		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4DR HIGH ALTITUDE 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID				Case Status	Closed
Application					
Component	- CONNECTOR				
Primary System	8 - ELECTRICAL	- WIRING	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	INOPERATIVE				
Created Date		Created By		Updated Date	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report	s	

CONTACT

Dealer		Route 18		Phone	
Address					
		State			
Dealer Zone		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	9
Initial Concern	vehicle stalled out 3x while driving and would not restart right away. charging system light on. check engine light on.				
Duplicated	Yes			Repairs Parts and Tests	diagnostic procedures for codes
DTC1	P1444-00	DTC2	P061B-00	DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	PIM on backorder with no ETA
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	E	DATE RECIEVED	STATUS
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	████████	████████	████████	████████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello ██████, please verify your dealer code so we can order the ██████ for this vehicle. Thanks, ██████		████████
Dealer States	████████		████████
Dealer States	Could you please send me order number once completed please?		████████
Agent States	██████, sorry for the delay. Star has ordered the ██████ for this vehicle: ██████████; order number: ██████*. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review WIC article ██████████ details related to part tracking, part order status, and claim processing requirements. Please let us know the ETA of the order when you find out. Thanks, ██████		████████
Agent States	██████, the ██████ is on backorder with no ETA. We are closing this case, but you can reopen it within ██████ if needed. Thanks, ██████		████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body			4-		RUBICON 4XE
Built Date		Mileage (Miles)		MDH					
Engine	ECX	ECX							
Transmission	DFY	DFY							
Emission	50 STATE EMISSIONS (NAS)								

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	- MODULE, (ANY)					
Primary System	8 - ELECTRICAL	Sub System	- ELECTRONIC CONTROL MODULES	Area of Failure	PROGRAMMING REQUIRED	
Customer Complaint / Reason for contact	MIL ON					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer			Phone	
Address				
		State		ZIP
Dealer		County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	No	Contact Via Email No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop			
Initial Concern	vehicle stalled while driving, restarted and wouldn't move						
Duplicated	Yes			Repairs Parts and Tests	have codes [REDACTED] and [REDACTED]. [REDACTED] point towards replacing the PIM module for and internal failure. this will be my [REDACTED] wrangler in a [REDACTED] that need the PIM replaced. is there a new issue going on or possible flash coming? or will the PIM need to be replaced?		
[REDACTED]	[REDACTED]	DTC2	p061b-00	DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last [REDACTED] Search		Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]

RESOLUTION

Description [REDACTED] needed to flash modules for recall

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	[REDACTED]	[REDACTED]	0	[REDACTED]	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent [REDACTED]	[REDACTED], for these codes engineering was saying to not replace any parts and that a flash is coming out to address the issue. Contact your business center for customer support for this. The BC can advise to replace the PIM or not. The flash should be released pretty soon. [REDACTED] they were in the process of creating a time study and labor op for it.		[REDACTED]
Dealer [REDACTED]	good morning. ok thank you so much. will let my advisor know a flash should be out soon and will keep an eye out for it.		[REDACTED]
Agent [REDACTED]	[REDACTED], sounds good. Let us know if you need anything. I'll update the case if I hear anything about the flash being released.		[REDACTED]
Dealer [REDACTED]	GOOD MORNING. SO IVE BEEN ASKED IF THERE WAS ANY UPDATE ON THIS VEHICLE. I KEEP TELLING MY ADVISOR I CHECK EVERYDAY TO SEE IF A BULLETIN/FLASH COMES OUT. IS THERE ANY IDEA WHEN IT MAY BE COMING OUT?		[REDACTED]
Agent [REDACTED]	[REDACTED], I heard that it should be released within a few [REDACTED]. I don't know if they are releasing a TSB or SOL but the flash should be out really soon.		[REDACTED]
Dealer [REDACTED]	GOOD MORNING OK PERFECT THANK YOU FOR THE UPDATE. I WILL LET MY ADVISOR KNOW.		[REDACTED]
Agent [REDACTED]	[REDACTED], It looks like [REDACTED] was released [REDACTED]. Make sure the BPCM calibration software is up to date BEFORE updating any other modules. The AHCP must be updated first before updating the HCP. Flash order sequence is CRITICAL. We have had a lot of flash failures [REDACTED] because of incorrect flash sequences. Thanks [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		UNLIMITED RUBICON 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emmission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
	- MODULE, POWERTRAIN CONTROL (ANY)		
Primary System	- VEHICLE PERFORMANCE	Sub System	- ELECTRONIC CONTROL MODULES
Customer Complaint / Reason for contact	ON	Area of Failure	NON-APPLICABLE
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
new hybrid scan.pdf		
hybrid config.pdf		
hybrid		
hybrid		
hybrid		

CONTACT

Dealer		Phone	
Address	4460 N McHenry		
City		State	
Dealer Zone	71	County	
Technician		Technician Email	
Training Level	CORE	Contact Via SMS	No
		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	cust states vehicle does not start, has an initial start and the vehicle dies				
Duplicated	Yes	Repairs Parts and Tests	duplicated concern, checked for codes, found codes for engine disconnect clutch stuck open, found code hybrid performance engine speed target not achieved during autostart, looked up codes as per diagnostics these codes indicate an internal engine malfunction, with that info should i do engine mechanical tests?thank you		
DTC1	p2884-00	DTC2	p1c65-00	DTC3	DTC4
Information Sent					

Scan Tool Software Version		Last [REDACTED] Search		Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]
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RESOLUTION

Description I am off the [REDACTED], I need to close this one, open a new case and reference this case, thanks [REDACTED]

WARRANTY CLAIMS

CLAIM#	CREATED [REDACTED]	VIN	MILLAGE	[REDACTED] RECIEVED	STATUS
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	REJECTED
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	REJECTED
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	REJECTED
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	SUSPENDED
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
PREPNV	[REDACTED]	[REDACTED]	0	[REDACTED]	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
[REDACTED]	[REDACTED] these concerns are mixed, Hybrid, Trans and Engine drive, I work Engine Drive. When the FRPS is depressurized, then key on without cranking, does the FPS and the FRPS read the same? [REDACTED]? Then does the FRPS match target when started? Let us know, thanks [REDACTED]		[REDACTED]
Dealer States	when checking fuel system there is always [REDACTED] of rail pressure , with key on no crank i read [REDACTED] target at this point is [REDACTED] when cranking and vehicle running for a couple seconds pressure is also [REDACTED] and target is [REDACTED]		[REDACTED]
[REDACTED]	[REDACTED] called [REDACTED], he said the customer stated, it got hot and died, Also [REDACTED] found coolant leaking in the front, Star recommended to look in the cylinders after pressure testing coolant, my direct # is [REDACTED] ext. [REDACTED], we discussed need to transfer harness if an engine is needed, also talked about fuel pump volume and that line that restricts, thinking about the FRPS might need replaced, let us know, thanks [REDACTED]		[REDACTED]
[REDACTED]	[REDACTED] Star needs an update or we need to close the case per Stellantis policy, you will then have [REDACTED] to reopen the case if needed, thanks [REDACTED]		[REDACTED]
Dealer States	sorry for the delay, i did boroscope the cylinders, i found all spark plugs have rust on them, found standing coolant in cylinders, also found rust on top of cylinders, at this point is this enough to recommned engine or should i perform teardown, thank you		[REDACTED]
[REDACTED]	Hi [REDACTED] are the oil changes timely? Documented? Is your warranty status premium? Star cannot authorize parts replacement, just assist with diagnosis and repair guidance, If the Head is warped, is the block ok, Star recommends to perform dry compression and leakdown at [REDACTED] at TDC, then this will help us advise on tear down, thanks [REDACTED]		[REDACTED]

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	█████, Star needs an update or we need to close the case █████ policy, you will then have █████ to reopen the case if needed, thanks █████		█████
Agent States	█████, Star needs an update or we need to close the case █████ policy, you will then have █████ to reopen the case if needed, thanks █████		█████
Agent States	█████, I am off the █████, I need to close this one, open a new case and reference this case, thanks █████		█████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	- CONNECTOR		
Primary System	ELECTRICAL	System	HARNESS
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Scan		
Freeze Frame		
Configuration		
ECU Details		
Event Data		
Health		

CONTACT

Dealer		Autonation	Jeep Ram	Phone	
Address					
		State	CO	ZIP	
Dealer Zone	74	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	No	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	14
Initial Concern	stalled, check engine light on				
Duplicated	No	Repairs Parts and Tests	None		
		DTC2	p061B-00		
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Off Road or Tow-	No

RESOLUTION

Description	PIM ordered ETA
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	██████	██████████████	██████████	██████████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer █████	Vehicle diag shows PIM replacement as the repair, could not get the code to reset, but the vehicle accel is not smooth and unlike another like vehicle		██████
Agent █████	█████, please verify your dealer code so we can order the PIM for this vehicle. Thanks █████		██████
Dealer █████	Thank you! Our dealer code is █████. Have a great day! █████		██████
Agent █████	█████, sorry for the delay. Star has ordered the PIM for this vehicle: █████; order number: █████*. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review █████ article █████ details related to part tracking, part order status, and claim processing requirements. Please let us know the ETA of the order when you find out. Thanks, █████		██████
Dealer █████	Thanks █████ I appreciate it! Have a great night! █████		██████
Agent █████	█████, you are welcome. The current ETA is showing █████. We are closing this case, but you can reopen it within █████ if needed. Thanks, █████		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE			
Transmission	DFY		AUTO		PHEV TRANSMISSION
Emission	EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
	20B - SOLENOID, (ANY)		
Primary System	TRANSAXLE - AUTO	System AUTOMATIC	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer		Jeep Chrysler Dodge,	Phone	
Address	283 N Franklin St			
City		State		ZIP
Dealer Zone	32	County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	6
Initial Concern	jeep stall out and will not go into gear				
Duplicated	Yes	Repairs Parts and	clear dtc and dtc returns after driving miles ..		
		DTC3		DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Transmission ordered ETA
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	DATE RECIEVED	STATUS
PREPNV				PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello [REDACTED], please verify your dealer code so we can order the transmission for this vehicle. Thanks, [REDACTED]		[REDACTED]
Dealer States	[REDACTED]		[REDACTED]
Dealer States	please send me the order number so i can print it out for manager ...ty les		[REDACTED]
Agent States	[REDACTED], sorry for the delay. Star has ordered the transmission for this vehicle: [REDACTED] order number: [REDACTED]**. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review WIC article [REDACTED] details related to part tracking, part order status, and claim processing requirements. Please let us know the ETA of the order when you find out. Thanks [REDACTED]		[REDACTED]
Dealer States	ty ..les		[REDACTED]
Agent States	[REDACTED], the current ETA is showing [REDACTED]. We are closing this case, but you can reopen it within [REDACTED] if needed. Thanks [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE			
Transmission	DFY		AUTO		PHEV TRANSMISSION
Emmission		S (NAS)			

GENERAL

STAR Case ID				Case Status	Closed
Application Group					
	- CONNECTOR				
Primary System	- ELECTRICAL	- WIRING	Area of Failure	NON-APPLICABLE	
	System	HARNESS			
Customer Complaint / Reason for contact	INOPERATIVE				
Created Date		Created By		Updated Date	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Report.pdf		
ECU Details Report.pdf		
Health Report.pdf		
Scan Report.pdf		

CONTACT

Dealer				Dodge			Phone	
Address								
City			State	CA	ZIP			
			County					
Technician TID/SID		Technician Email						
Training Level	CORE		Contact Via SMS	No	Contact Via Email	No		

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	7		
Initial Concern	VEHICLE DIES WHILE DRIVING. CHECK ENGINE LAMP COMES ON. CHARGE INDICATOR LAMPS COME ON						
Duplicated	Yes	Repairs Parts and Tests	MODULE RESET. NO VISIBLE CONNECTOR ISSUES				
DTC1		DTC2		DTC3		DTC4	
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	050005

RESOLUTION

Description	Flash modules
-------------	---------------

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	████████	████████████████	████████	████████████████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	HELLO? RESTRICTED PART ██████████		████████
Agent States	Hi ██████. How often does this happen? There is supposed to be a software fix for this coming out by the ██████████. Thank you		████████
Dealer States	CUSTOMER PURCHASED VEHICLE ON ██████████. ██████████ VEHICLE HAS STALLED OUT ██████████ VEHICLE.		████████
Agent States	Ok looks like there is an update that came out ██████. Please update the PCM, ██████████, and the ██████. Thank you		████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
		- ASSEMBLY, GEARBOX	
Primary System	- ELECTRICAL	- ELECTRIC VEHICLE System DRIVE UNIT	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	MIL ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Scan Report.pdf		

CONTACT

		s	Phone	
Address				
	State	MD		
	County			
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	10
Initial Concern	VEHICLE SPUTTERS AND STOPS, WILL NOT MOVE, ENGINE LAMP ON				
Duplicated	Yes	Repairs Parts and Tests	CHECKED FLUID LEVEL/ CONDITION		
DTC1	p0810-00				
Information Sent					
Scan Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-in	No	PO Number

RESOLUTION

Description	Ordered transmission
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					REJECTED

CLAIM#	CREATED DATE		MILLAGE	DATE RECIEVED	STATUS
					PAID
					REJECTED
					SUSPENDED
					PAID
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Let's replace the transmission. Please confirm your dealer code is correct so I can order the transmission.		
Dealer States	ok sounds good,		
Agent States	The transmission () has been ordered. **. The ETA should be available or . Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review article details related to part tracking, part order status, and claim processing requirements. Please close the case if no additional assistance is needed		
Agent States	There is no ETA yet as the transmission is backordered. I am closing the case. This case can be reopened within if needed		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body			4	
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission	50 STATE EMISSIONS (NAS)							

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	- CONNECTOR		
Primary System	- ELECTRICAL	- WIRING System HARNESS	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (1).pdf		
Configuration Report (1).pdf		

CONTACT

Dealer		s	Phone	
Address				
		State		
Dealer		County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	13
Initial Concern	check engine light vehicle died and would not restart				
Duplicated	Yes	Repairs Parts and Tests	follow diag for codes		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	No repair supplied by tech on closure. Suspect wiring repair
-------------	--

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	██████████	██	████	PAID
████	████	██████████	██	████	REJECTED
████	████	██████████	██	████	SUSPENDED
████	████	██████████	██	████	PAID
████	████	██████████	██	████	PAID
PREPNV	████	██████████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	following diag for a couple of the codes it is saying to replace the power inverter module. just wasnt sure if that was the needed because of the digital crash code has been related to wiring harness issues		████
Agent States	████ are any modules offline? If you clear the codes and attempt to start the vehicle what codes reset? I have seen issues with the █████ cause a lot of these codes that we have. Can you inspect that connector for any issues? This seems more like a wiring issue since multiple modules are setting loss com against multiple modules.		████
Dealer States	No modules offline. i let the vehicle sit for a bit after trying to start get it into the shop and cycled the key a █████ and everything went stored and vehicle is normal again		████
Agent States	████ thanks for the update. If its intermittent I would suspect a possible wiring issue. If you can try inspecting the connector I listed and wiggling the harness by the connector to see if you can duplicate the concern.		████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR RUBICON 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emmission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	- MODULE, (ANY)					
Primary System	- ELECTRICAL	Sub System	- ELECTRONIC CONTROL MODULES	Area of Failure	PROGRAMMING REQUIRED	
Customer Complaint / Reason for contact	SERVICE BULLETINS / RECALLS / RRT					
Created Date		Created By		Updated Date		Updated By

CONTACT

Dealer				Phone	
Address					
		State		ZIP	
		County			
Technician		Technician Email			
Training Level	CORE	Contact Via SMS	No	Contact Via Email	No

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	5
Initial Concern	Vehicle keeps dying and stalling when driving				
Duplicated	Yes	Repairs Parts and Tests	Followed flow chart provided in service information for codes and		
DTC1		DTC3		DTC4	
Information Sent					
Scan Tool Software Version	Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Performed Safety Recall
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	██████, the Safety Recall █████ will take care of these █████s. We have had a lot of issues with this flash. You have to follow the recall exactly. disable contactors, wait █████, no less. Then flash the BPCM, then enable them and perform the AHCP flash then the HCP flash. need to verify the contactor position each time. If it doesn't do what is commanded then do not proceed with the flash until it does. if the contactor disable and enable isn't done correctly it will fail.		██████
Agent States	██████. engineering didn't list any of the codes in the flash update for some reason but they did tell us it will repair these codes. Since this one is fixed I'm going to close this case at this time. If you need anything the case can be reopened within the █████ or a new case can be opened. Thanks █████		██████
Dealer States	I have performed the recall and cleared all █████s. I did not see any information in the recall notes about the codes or symptoms I listed. █████ were stored when vehicle arrived. I will mark the case as complete.		██████

CHERWELL REPORT

VEHICLE

		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group	ECS		
Group	- MODULE, POWERTRAIN CONTROL (ANY)		
Primary System	- VEHICLE PERFORMANCE	Sub System	- ELECTRONIC CONTROL MODULES
Customer Complaint / Reason for contact	DECEL DIEOUT		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		
Vehicle Health Report.pdf		
Freeze Frame Report.pdf		

CONTACT

		Phone	
	60 Route 304		
	State	ZIP	
	County		
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	Days In Shop	3
Initial Concern	stalls at stops			
Duplicated		Repairs Parts and Tests		
DTC1		DTC2	DTC3	DTC4
Information Sent				
Scan Tool Software Version	Last	Search	Vehicle Off Road or Tow-in	No
			RO Number	

RESOLUTION

Description Unable to verify concern

WARRANTY CLAIMS

CLAIM#	CREATED DATE		DATE RECIEVED	STATUS
				PAID

CLAIM#	CREATED DATE		MILLAGE	DATE RECIEVED	STATUS
			9		REJECTED
					PAID
					REJECTED
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	<p>██████████, I have been informed that you are assigned to work on this vehicle. My name is ██████████, and I have been assigned to help repair the customers vehicle. This case is an escalated Enhanced Customer Satisfaction or ECS case. Please list your contact phone number and attach a Scan, ECU Details, and any Freeze frame reports to this case. Being escalated means the customer has contacted ██████████ for assistance with their vehicle. While handling the case please keep it updated with your progress as we go. Call me direct for any assistance you may need with technical assistance, parts, or labor times. These cases are watched over by us at Star as well as upper management, so it is important to work this case and keep it updated until its conclusion with a confirmed fix. Just let me know what I can do to help. Thanks, ██████████ ECS ██████████</p>		██████████
Dealer States	<p>Good morning M ██████████. This is ██████████ Technician at ██████████. I am not able to attach the vehicle reports to the case, and the customer's concern cannot be duplicated after driving it for ██████████. what else do you want me to do please?</p>		██████████
Agent States	<p>Hello, ██████████. There have been some problems with Cherwell so please email the reports to ██████████ and I will get them attached to the case. I had discussed with ██████████ to question the customer as to what is needed to restart the vehicle when they say it stalled out - Like shifting into park then pushing the start button to restart? Or if it restarts on its own? like a normal stop/start event ? Typically if the vehicle dies out at a stop we should see a fault code indicating something is wrong. This may explain why you are unable to verify the concern.Thanks ██████████ - STAR ECS & Canada</p>		██████████
Agent States	<p>██████████, Thanks for the reports I now have them attached to the paperclip icon. Was your service manager able to get more information as to when and what the customer needs to do after the vehicle stops running? We would also recommend to perform all of the flash updates that are available on this vehicle. Thanks , ██████████ STAR ECS and Canada ██████████</p>		██████████
Dealer States	<p>THIS IS WHAT THE CUSTOMER HAD TO SAY: WHEN COMING TO A STOP CAR WILL SHUT OFF AND THE D FOR DRIVE BY THE SHIFTER AND ON THE CLUSTER WILL BLINK THE MESSAGE FOR PUSH BRAKE AND PUSH START BUTTON WILL POP UP. HOWEVER THE CONCERN COULD NOT BE DUPLICATED.</p>		██████████
Agent States	<p>██████████, Thanks for the information - If you are unable to duplicate concern suggest to make sure all modules are up to date and release vehicle back to customer for further evaluation and request case closure. If there are further issues you can reopen this case within ██████████ or start a new case after ██████████ - Thanks ██████████ - STAR ECS ██████████</p>		██████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				4	
Built Date		Mileage (Miles)		MDH					
Engine	ECX	ECX							
Transmission	DFY	DFY							
Emission	50 STATE EMISSIONS (NAS)								

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	- ASSEMBLY, TRANSMISSION SOLENOID AND TRS		
Primary System	- TRANSAXLE - AUTO	System AUTOMATIC	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	INFORMATION		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer				Ram	Phone	
Address	858 N Easton Rd					
	State	PA	ZIP			
Dealer	County					
Technician TID/SID	Technician Email					
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email		

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	1
Initial Concern	Customer States stalled at red light and would not start back up. Happened before..				
Duplicated	No	Repairs Parts and Tests	SCANNED VEHICLE, FOUND DTC STORED IN TCM. FOLLOWED DIAGNOSTIC FLOW CHART FOR DTC. FOUND FLUID FULL, NO SOFTWARE UPDATES AVAILABLE. UNABLE TO DUPLICATE CONDITION THAT SET DTC ON TESTS TOTALING 8		
	DTC2	DTC3		DTC4	
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Tow-in	Yes	RO Number	

RESOLUTION

Description	Duplicate Case please refer to STAR SET Case
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████████	█	████	PAID
████	████	████████████████████	█	████	PAID
PREPNV	████	████████████████████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	████ Modified Date
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CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				HIGH ALTITUDE	
Built Date		Mileage (Miles)		MDH					
Engine	ECX	ECX							
Transmission	DFY	DFY							
Emission		S (NAS)							

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	8AG - MODULE, (ANY)					
Primary System	- ELECTRICAL	Sub System	- ELECTRONIC CONTROL MODULES	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	INFORMATION					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (1).pdf		

CONTACT

Dealer			Ram	Phone	
Address				ZIP	
Dealer Zone	71	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop			
Initial Concern	vehicle shut off. check engine light on.						
Duplicated	Yes			Repairs Parts and Tests	customer brought in vehicle [REDACTED] and found codes set. Cleared all codes and test drove and codes did not return. Performed wiggle test on wires at [REDACTED] and no problems found. Had customer take vehicle. Vehicle was towed in [REDACTED] with same comes and concern. Due to return codes [REDACTED] needs replacement		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Information Sent							
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]

RESOLUTION

Description	ordered pIM
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	RECEIVED	DATE RECIEVED	STATUS
					PAID
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	has ordered PIM PN ** provide me with eta from your parts department thank you.		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emmission	50	S (NAS)			

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	- CONNECTOR		
Primary System	- ELECTRICAL	- WIRING System HARNESS	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
ECU Details Report.pdf		
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer		Phone	
Address			
	State	RI	ZIP
	County		
Technician TID/SID	S66641J	Technician Email	
Training Level	CORE	Contact Via SMS	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	4
Initial Concern	MIL CAME ON, VEHICLE SHUT DOWN, WOULD NOT RESTART. TOW IN.				
Duplicated	Yes	Repairs Parts and Tests	FOLLOWED DIAG FLOWCHART AND FOUND THE FOLLOWING RESISTANCES: RESOLVER A SIN HI TO SIN LOW - COS HI TO COS LOW - 49 OHMS, EXCITATION AT READINGS TAKEN AT PIM CONNECTOR. DISCONNECTED A MOTOR CONNECTOR JUST TO VERIFY TERMINAL TENSION AND PIN PUSHOUT-OK. NO PIN DAMAGE AT PIM EITHER, ACCORDING TO FLOWCHART PIM NEEDS TO BE REPLACED BUT IVE HAD SEVERAL ALKREADY WITH THIS CODE AND THE FIX FROM STAR IS (A MOTOR). JUST WANTED TO VERIFY THIS IS STILL THE CASE.		
	P1B0F-				
Information Sent					
Scan Tool Software	Last	Vehicle Off Road	Yes	RO Number	

RESOLUTION

Description MGU on order

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████	██	████	PAID
████	████	████████████████	██	████	PAID
████	████	████████████████	██	████	PAID
PREPNV	████	████████████████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	████ reviewing case with team.		████
Agent States	████ please verify dealer █████ is accurate.		████
Dealer States	████, █████ is accurate. Thanks, █████		████
Dealer States	This will be the 4th time I've run into this code, diag always comes back to PIM, but always advised to replace MGU and all have been repaired.		████
Agent States	████ yes you are correct thank you please provide me with part number if MGU/P1 is restricted if not please place it on order provide me with part number and eta. thank you.		████
Dealer States	████. Sounds good! The part number is █████, its not restricted according to our parts department, and its on backorder, but we did place it on order and will VOR the vehicle. Order number █████. Thanks again, █████		████
Agent States	████ Thank you, at this point, I am going to close the case on my end. If for any reason you need further assistance on this vehi cle, simply respond to the case within █████ and it will reopen the case. If after the █████, open a new case and reference this case number. Thank you for using █████		████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body			4	
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission	50 STATE EMISSIONS (NAS)							

GENERAL

STAR Case ID				Case Status	Closed
Application Group					
	- COIL, IGNITION				
Primary System	- VEHICLE PERFORMANCE	Sub System	- IGNITION CONTROLS	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	DIE OUT / STALLS				
Created Date		Created By		Updated Date	<div></div> Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Report.pdf		
Configuration Report.pdf		
ECU		

CONTACT

Dealer		s	Dodge of	Phone	
Address					
		State			
		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	14
Initial Concern	Customer stated he was driving on the freeway and noticed the engine shut off, pulled over and placed in park as instructed by the cluster, turned the ignition off and restarted the vehicle. Seemed fine afterwards. He then read multiple NHTSA bulletins that line up with his experience. He then towed the vehicle in because he no longer feels safe driving it.				
Duplicated	No	Repairs Parts and Tests	Recall [REDACTED] was completed before I got vehicle. I have no codes or data to go on. This complaint only occurred one time, customer is addiment about being afraid of the vehicle and insists it stays here until it's fixed. Any direction would be helpful.		
DTC1		DTC2		DTC3	DTC4
Information Sent					
[REDACTED] Tool Software Version	Last [REDACTED] Search	Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]

RESOLUTION

Description	Case closed as the vehicle left the workshop
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	████████████████	████	██████	PAID
PREPNV	██████	████████████████	0	██████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello █████. Thanks for contacting STAR. We need to duplicate the concern for further diagnosis. If we are not able to do so, please ask the customer to duplicate the concern for us. As it is a very less driven vehicle check the fuel for any contamination, alcohol content, aged fuel or so. Please keep us posted. █████		██████
Dealer States	Good morning █████ I brought the vehicle back in █████ and noticed a █████ flash that I didn't see before. █████ █████ came out the day after we did the 04B recall. This █████ mentions "Vehicle loses propulsion capability". I have flashed the █████M and will drive the vehicle on the freeway as soon as the mornig traffic dies down. Thanks █████		██████
Agent States	█████. Appreciate your update. Please keep us posted. Thanks, █████		██████
Dealer States	Hi █████ I drove the vehicle 25mi without failure. The customer did not want to take this as an answer, but after a conversation with management he has told us he will pick up the vehicle █████ Thanks for the assist. █████		██████
Agent States	Hello █████. Appreciate your update. Please feel free to close the case if the vehicle has left the workshop. Thanks, █████		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- TRANS CORE		
Component Group	- INPUT CLUTCHES		
Primary System	- TRANSAXLE - AUTO	System	AUTOMATIC
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (		
BAD TRAN		
BAD TRAN		
BAD TRAN		
BAD TRAN		
BAD TRAN		

CONTACT

Dealer		Phone	
Address			
	State	CA	ZIP
Dealer Zone	71	County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	No
		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	13
Initial Concern	CHECK ENGINE LIGHT IS ON VEHICLE STALLED ON HIGHWAY				
Duplicated	Yes	Repairs Parts and Tests	TRANSMISSION INSPECTION		
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Transmission is on order
-------------	--------------------------

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████	█	████	PAID
████	████	████	██	████	PAID
████	████	████	██	████	SUSPENDED
PREPNV	████	████	0	████	SUSPENDED

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer █████	REMOVED TRANS PAN AND FOUND LOTS OF METAL DEBRIS PRESENT. ADDED PICS FOR REFERENCE		████
Agent █████	████, transmission █████ was ordered in █████. Your order number is █████. Please recheck with your parts department on part ETA. █████		████
Dealer █████	This was found after the transmission replacement.		████
Agent █████	Sending case for review. METAL DEBRIS PRESENT in transmission pan.		████
Agent █████	████, let me know when I can call you, thanks - █████		████
Dealer █████	HELLO I AM AVAILABLE █████ STARTING NOW UNTIL █████		████
Agent █████	████, I'll call you around █████ your time █████ - █████		████
Agent █████	████, I have to move the call up on hour due to a meeting - █████		████
Agent █████	████ states the customer had it for a few days and returned with this issue and the heavy metal in the pan..... STAR advised █████'s replace the transmission, cooler, and cooler lines. I placed an order for p/n █████ your order number is █████. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review █████ article █████ for details related to part tracking, part order status, and claim processing requirements. Please "close" this ticket after reading my response as the transmission is on order. If you have any further concerns, please let me know - █████		████
Dealer █████	THANK YOU SO MCU FOR THE HELP		████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission	50 STATE EMISSIONS (NAS)							

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	8AG - MODULE, (ANY)		
Primary System	ELECTRICAL	System	CONTROL MODULES
Area of Failure	NON-APPLICABLE		
Customer Complaint / Reason for contact	ON		
Created Date		Created By	
Updated Date		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer		Sport Durst		Phone	
Address	4503	Chapel Hill Blvd			
City		State	NC	ZIP	7
Dealer Zone	66	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	No	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	Check engine light, pop noise and then vehicle died.				
Duplicated	Yes	Repairs Parts and Tests		and B9A recalls complete.	
		DTC3		DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Ordered BPCM
-------------	--------------

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	AGE	DATE RECIEVED	STATUS
					PAID
					PAID
					PAID

#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
					PAID
					REJECTED
					PAID
					PAID
					PAID
					REJECTED
					SUSPENDED
					PAID
					REJECTED
					SUSPENDED
PREPNV			0		PAID

CONVERSATION(S)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi , we submitted this for review and will let you asap. If you dont hear back from me in please message me and follow up Thank you		
Agent States	We ordered the #: Order#: ** and #: "Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review C article details related to part tracking, part order status, and claim processing requirements." Please let us know if there are any issues or delay. Thank you		
Agent States	We will close the case since we are waiting on parts please get with your parts department for ETA. Please feel free to reopen if you need further assistance after replacing the M and it?s within or create new case if it?s after 15 days after . Thank you		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE			
Transmission	DFY		AUTO		PHEV TRANSMISSION
Emmission	S (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	8GU - CONNECTOR		
Primary System	- ELECTRICAL	Sub System	- WIRING HARNESS
Area of Failure	NON-APPLICABLE		
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
Updated Date		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer		River Front		Phone	
Address					
		State	IL	ZIP	
Dealer Zone	51	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	
Initial Concern	car died in road wouldnt restart and had towed in engine light				
Duplicated	Yes	Repairs Parts and Tests	none		
				DTC4	
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Dealer unresponsive
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
PREPNV					PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	████, we need to see active DTCs for documentation. Please attach fresh scan report showing active DTCs. Please provide your dealer code to confirm as well. █████		████████
Agent States	We haven't heard from you in █████ you are still in need of repair guidance, please respond to the ticket. █████		████████
Agent States	████, is this vehicle at your dealer? █████		████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission		S (NAS)						

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Primary System	- VEHICLE PERFORMANCE	Sub System	- ELECTRONIC CONTROL MODULES
Customer Complaint / Reason for contact	ON	Area of Failure	CALIBRATION
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Health Report.pdf		
Scan Report.pdf		

CONTACT

Dealer		Glenn E	Dodge Chrysler	Phone	
Address	2100 E Spring St				
City	Signal Hill	State		ZIP	
		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	No	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	2
Initial Concern	Check engine light is on, when driving vehicle lost power and stalled out.				
Duplicated	Yes	Repairs Parts and Tests	Cecked dtc's and verified all modules are up to date`.		
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description ordered pack

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	AGE	DATE RECIEVED	STATUS
					PAID

#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
			5188		PAID
					PAID
					PAID
					PAID
					PAID
					REJECTED
					PAID
					REJECTED
					PAID
					PAID
					REJECTED
PREPNV			0		PAID

CONVERSATION(S)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	I am sending this case to our Hybrid/EV Support team. Please be patient and you will be contacted. Thank you.		
Dealer States	Thank you.		
Agent States	thank you, reviewing case with support.		
Agent States	star has ordered pack PN , order **, OSM , verify ETA with your parts department. Thank you, at this point, I am going to close the case on my end. If for any reason you need further assistance on this vehicle, simply respond to the case within and it will reopen the case. If after the , open a new case and reference this case number. Thank you for using		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- DRIVEABILITY		
	- MODULE, FUEL PUMP		
Primary System	- VEHICLE PERFORMANCE	- FUEL DELIVERY SYSTEM - GAS / DIESEL	Area of Failure
	System		CALIBRATION
Customer Complaint / Reason for contact	DIE OUT / STALLS		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
scan report (		
ecu details (		
configuration report (		
new scan report (		

CONTACT

Dealer		Jeep Chrysler Dodge, Inc.	Phone	
Address	100	Tpke		
		State	ZIP	
Dealer Zone		County		
Technician		Technician Email		
Training Level	CORE	Contact Via SMS	No	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	
Initial Concern	vehicle shut off on customer while driving, vehicle does not go into electric mode and engine does not turn over. vehicle only goes ignition on				
Duplicated	Yes	Repairs Parts and Tests	n/a		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Dealer following contaminated fuel protocol
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	████████	████████	0	████████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	let vehicle charge on a level 1 charger. percentage was at 6% vehicle said it was ready to drive but engine still did not turn over. opened the hood and engine finally turned on. engine idled for 10 seconds until massive cloud of white smoke came from exhaust at a steady rate. attempt to drive vehicle but vehicle shut off again and did not want to start again. scanned vehicle for codes after event and code that came up is ██████ and ██████		████████
████████	██████ please attach a new scan report with new dtcs.		████████
Dealer States	new scan report is now attached. also the white clouds of smoke from the engine is most likely from the customer putting diesel fuel in the car.		████████
████████	Hello ██████ Are you telling me that the fuel system is contaminated with Diesel Fuel? Please let me know when there will be a good time for me to call you. ██████		████████
Dealer States	yes vehicles fuel system is contaminated with diesel fuel. took a fuel sample on ██████ and verified. you can call at any time		████████
████████	Outbound call to ██████. ██████ confirmed that the customer put diesel fuel in the vehicle. ██████ before we can address any other drivability concerns, we need to get the engine running properly. Drain all the fuel and add fresh fuel. Flush the entire system. ██████ stated that the customer may seek insurance coverage to replace the system. Be sure to make sure all the fuel adaptives, as they will be skewed by the foreign fuel. Once you have the proper fuel in the vehicle reevaluate the operation. If the engine is running normally, and the hybrid systems are still having issues, open a new ██████ hybrid. As we have a valid repair path and you'll be seeking authorization, we can go ahead and close this case. Thank you, ██████		████████
Dealer States	closing this case until further notice		████████

CHERWELL REPORT



VEHICLE

VIN		Model Year	2024	Body				HIGH ALTITUDE 4XE
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emmission	50 STATE EMISSIONS (NAS)							

GENERAL

STAR Case ID				Case Status	Closed
Application Group					
	- MODULE, POWERTRAIN CONTROL (ANY)				
Primary System	- VEHICLE PERFORMANCE	Sub System	- ELECTRONIC CONTROL MODULES	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	START AND STALL				
Created Date		Created By		Updated Date	08/04/2024
				Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
cylinder		
Vehicle Scan Report (1)		
Configuration Report (1)		

CONTACT

Dealer		Envision				Phone	
Address							
City		State		ZIP			
Dealer		County					
Technician TID/SID		Technician Email					
Training Level	CORE	Contact Via SMS	No	Contact Via Email	Yes		

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	0	Days In Shop			
Initial Concern	General Concern #1 [CUST STATES VEHICLE STALLED WHILE DRIVING. STATES CAR STARTS BUT ALL DASH LIGHTS ARE ON. TOWED IN. CHECK AND ADVISE]						
Duplicated	Yes	Repairs Parts and Tests	Tried to check cylinder 4, but could not remove the spark plug.				
Information Sent							
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Engine!
-------------	---------

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████	█	████	PAID
████	████	████████████████	█	████	PAID
PREPNV	████	████████████████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Vehicle was towed in for stalling while driving. went to diag vehicle and found the vehicle to turn on but not start. Found █s █ and █ Crankshaft Position Sensor Intermittent to be pending. █ - Engine Oil Deteriorated to be stored. I checked oil level and it was over filled. When i removed the oil fill cap it had a hint of fuel. I went to remove the cylinder █ plug, the spark plug was really tight. The spark plug just keeps spinning in the head and will not remove. I had talked to the field rep and was told to make a start case, he said it will most likely need an engine.		████
Dealer States	would I just do a tear down?		████
Agent States	Hello █. Yes, we'll need to get that head off before we can even make a call on a █. With gasoline in the oil and a misfire on 4, we could have cylinder damage. So, lets go ahead with the teardown and we'll evaluate our options from there. Update me in regard. █		████
Dealer States	ok ill start the tear down soo and update with what i find		████
Agent States	Duly noted! Waiting on an update! Thanks, █		████
Agent States	Hello █. Any updates on the case? Are you still working on this vehicle? Please let us know, for further assistance. Thank you, █		████
Dealer States	Haven't had a chance to start the tear down		████
Dealer States	I had attached a picture of cylinder 4, I was able to borescope through the cylinder 4 fuel injector hole.		████
Dealer States	and I was also unable to rotate the crank in either direction.		████
Agent States	Duly noted █. No need for a tear down here. It is suggest that this engine is replaced. Please close out the case after your order i secured. Thanks, █		████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission	50 STATE EMISSIONS (NAS)							

GENERAL

STAR Case ID				Case Status	Closed
Application Group					
Component Group	- BATTERY, HIGH-VOLTAGE				
Primary System	8 - ELECTRICAL	Sub System	- ELECTRIC VEHICLE BATTERY SYSTEM	Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	INFORMATION				
Created Date		Created By		Updated Date	4 Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer		of		Phone	
Address					
		State	MI	ZIP	
Dealer		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	10
Initial Concern	customer states vehicle died while driving. check engine light on				
Duplicated	Yes	Repairs Parts and Tests	none		
				DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description ordered pack

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
PREPNV			0		PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	██████████, reviewing case with team for approval.		██████████
Dealer States	Any update or movement on this part approval? We need to provide an estimate to the customer		██████████
Agent States	Called ██████████ at ██████████ spoke with tech, star has ordered pack PN ██████████, order ██████████, ██████████ 2, verify ETA with your parts department. Thank you, at this point, I am going to close the case on my end. If for any reason you need further assistance on this vehicle, simply respond to the case within ██████████s and it will reopen the case. If after the ██████████, open a new case and reference this case number. Thank you for using ██████████ STAR.		██████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emmission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Group	- MODULE, POWERTRAIN CONTROL (ANY)		
Primary System	VEHICLE PERFORMANCE	Sub System	- ELECTRONIC CONTROL MODULES
Area of Failure	CHECK ENGINE/SERVICE ENGINE SOON		
Customer Complaint / Reason for contact	INFORMATION		
Created Date		Created By	
Updated Date		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Scan Report.pdf		

CONTACT

Dealer		Savage L&B Dodge Chry Jeep	Phone	
Address				
City		State	PA	ZIP
Dealer		County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	7
Initial Concern	left work and oil life was at , drove and went to and vehicle shut off... charging cord came on, got vehicle started and made it home.				
Duplicated	No	Repairs Parts and Tests	none		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
RO Number					

RESOLUTION

Description	Tech unable to duplicate the concern. tech requested closure.
-------------	---

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					REJECTED
					SUSPENDED

#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					REJECTED
					PAID
					PAID
					PAID
					PAID
					PAID
PREPNV			0		PAID

CONVERSATION(S)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	, I am reviewing this ticket further and will get back to you. Regards,		
Agent States	, I have reviewed this case with MC (), Please review SOL case . FUEL AND OIL REFRESH MODE. And it looks like customer mostly keeps driving in electrical mode. After that, please verify to duplicate the concern. Let me know the results. Regards, .		
Agent States	Hi , please provide an update for case. Thank You, .		
Dealer States	roadtested vehicle , could not duplicate concern.. given back to customer thank u		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
Component Group	- BATTERY, HIGH-VOLTAGE					
Primary System	8 - ELECTRICAL	Sub System	- ELECTRIC VEHICLE BATTERY SYSTEM		Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (1)		
Configuration Report		

CONTACT

Dealer				Phone	
Address					
			State	NC	ZIP
Dealer Zone	66		County		
Technician TID/SID			Technician Email		
Training Level	CORE		Contact Via SMS	Yes	Contact Via Email No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	8
Initial Concern	vehicle stalled when at a stop light, check engine light				
Duplicated	Yes		Repairs Parts and Tests	pcm flash	
	PCM		HCP	DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description ordered pim

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
			6		PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	████████	████████████████	████████	████████████████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	██████, please verify dealer ██████ is accurate. Have we inspected Fused B+, ignition and grounds at ██████?		████████
Dealer States	YES ██████ IS ACCURATE AND FUSED B AND ALL GROUNDS WERE PRESENT AND TIGHT		████████
Agent States	██████, star has ordered ██████ PN ██████ B , order ██████ **, ██████, verify ETA with your parts department. Thank you, at this point, I am going to close the case on my end. If for any reason you need further assistance on this vehicle, simply respond to the case within ██████ and it will reopen the case. If after the 15 days, open a new case and reference this case number. Thank you for using ██████		████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body			
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emission	50 STATE EMISSIONS (NAS)						

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group		- REPAIR	
Primary System		- WIRING ELECTRICAL System HARNESS	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	04/30/
		Updated By	

CONTACT

Dealer		s Friendly	Phone	
	1515 S Lapeer Rd			
	State	MI	ZIP	
	County			
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	7
Initial Concern	cs car died when she accelerated from a light at had to coast into parking lot and wait min before the car would move no lights came up on dash				
Duplicated	Yes	Repairs Parts and Tests	performed safety recall o4b		
DTC1		DTC2		DTC3	
DTC4					
Information Sent					
Scan Tool Software Version		Last Connect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description refused to work on this vehicle.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
PREPNV					PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	████, we need to see DTCs for documentation. Please attach fresh scan report showing related DTCs. Please provide your dealer code to confirm as well. █████		████████
Agent States	Closure Requested		████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	- CASE ASSEMBLY, DIFFERENTIAL		
Primary System	03 - DIFFERENTIAL AND DRIVELINE	System	AXLE - FRONT
Customer Complaint / Reason for contact	MIL ON	Area of Failure	NON-APPLICABLE
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan		
Vehicle Scan		
Custom		

CONTACT

Dealer		Ram	Phone	
Address				
City		State	CA	ZIP
Dealer Zone	71	County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email
			Yes	Yes

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	1	Days In Shop	13
Initial Concern	CUSTOMER STATES CHECK ENGINE LIGHT CAME ON AND ALL AXLE LIGHTS CAME ON. VEHICLE SHUT OFF.				
Duplicated	Yes	Repairs Parts and Tests	CHECKED FOR ANY FRONT DIFF SENSOR.		
	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description order part

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	████████	████████	████████	████████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	████████, ██████ and on the axle sensors have been changed to a ██████ design unlike previous years. The repair kit will not work on the ██████ axles. ██████**		████████
Dealer States	WHAT REPAIR KIT ARE YOU TALKING ABOUT. SO WHAT IS THE FIX. THIS DIFF DOESNT EVEN HAVE SENSORS IN THE FRONT.		████████
Agent States	████████, yes it does on the parts cat. listed as ██████. At this time its not available. If you have checked the wiring completely then replace the axle assembly. ██████		████████
Agent States	████████, Closing this case waiting for part replacement as case can be reopened if required assistance is required with ██████. ██████		████████
Agent States	But we should replace the DTCM first as an easier repair and if code still resets replace the axle. ██████		████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID					Case Status	Closed	
Application Group	- A/C &						
	POWER INVERTER (PIM)						
Primary System	- ELECTRIC VEHICLE ELECTRICAL System CONTROL SYSTEM				Area of Failure	CALIBRATION	
Customer Complaint / Reason for contact	INOPERATIVE						
Created Date		Created By		Updated Date		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

			of		Phone	
Address	102 Spring St					
City		State	PA	ZIP		
		County				
Technician TID/SID		Technician Email				
Training Level	CORE	Contact Via SMS	No	Contact Via Email	Yes	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	10
Initial Concern	WHILE DRIVING VEHICLE ON FREEWAY, VEHICLE SHUT OFF AND HAD TO BE RESTARTED				
Duplicated	Yes			Repairs Parts and Tests	None
	P061B-00	DTC2			
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No

RESOLUTION

Description Closed Resolved, Please re-open if further Assistance is needed.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Ok [REDACTED], let's Run the Diag for those DTCs and Confirm [REDACTED] Replacement is needed. and Confirm your Dealer Code for the Order. [REDACTED]		[REDACTED]
Dealer States	Hello, so the [REDACTED] just has you clear codes and drive until return. The vehicle was here in [REDACTED] with the same code. so it took [REDACTED] and months to return. the [REDACTED] code i dead end on when it asks which limp mode it goes into. It doesnt go into limp mode according to the customer. The vehicle dies(no engine or electric) while driving on the highway and they are able to restart after coming to a stop.		[REDACTED]
Dealer States	Dealer code is [REDACTED]		[REDACTED]
Agent States	Ok [REDACTED] we Ordered [REDACTED] PT [REDACTED] Order Number [REDACTED]* Your Parts Department should be able to verify and Track with the Order Number. Let me know how I can assist. Close as needed. [REDACTED]		[REDACTED]
Dealer States	Great. Thank you! Should i close the case for now?		[REDACTED]
Agent States	Yessir, Please re-open if further Assistance is needed. [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN			Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date							
Engine	ECX		ECX				
Transmission	DFY		DFY				
Emmission	50 STATE EMISSIONS (NAS)						

GENERAL

STAR Case ID					Case Status	Closed
Application Group	-					
	20J - VALVE BODY					
Primary System	- TRANSAXLE - AUTO	- System	- AUTOMATIC	Area of Failure	CHECK ENGINE/SERVICE ENGINE SOON	
Customer Complaint / Reason for contact	ON					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer		Autonation		Dodge		Ram	Phone	
Address								
		State	CO		ZIP			
Dealer Zone	74	County						
Technician TID/SID		Technician Email						
Training Level	CORE	Contact Via SMS	No		Contact Via Email	Yes		

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	6
Initial Concern	Vehicle sets check engine light and shuts off				
Duplicated	No	Repairs Parts and Tests		No repairs made	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description Could no longer duplicate after reseating the manual park release lever

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	CLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi [REDACTED], make certain the manual release lever is not slightly pulling on the lever at the transmission. Generally, you just disconnect it from the trans and make sure the lever is fully seated. If the code returns, then start with replacing the VB. The PHEV version of the [REDACTED] does not require any prior auth for the VB replacement. If you order a VB, please close this ticket for now as replacing the VB. If you still have a concern after replacement, reopen this ticket. Thank you, [REDACTED]		[REDACTED]
Dealer States	Thank you [REDACTED]! I'll check and let you know what we're doing. Have a great day! [REDACTED]		[REDACTED]
Dealer States	[REDACTED], I just checked it, I have no movement when the lever is disconnected, it's solid. I'll get some miles put on it and we'll see what comes back. Thanks! [REDACTED]		[REDACTED]
Agent States	[REDACTED] sounds good, please keep me posted - [REDACTED]		[REDACTED]
Dealer States	No duplication on [REDACTED] test drive, we will let it go and see what happens. Thank you! [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group	191 - A/C &		
	- CONNECTOR		
Primary System	ELECTRICAL	System	HARNESS
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
1 Scan Report.pdf		
Report.pdf		

CONTACT

Dealer		Autonation		Phone	
Address	21027 North Fwy # 1h-45				
Dealer		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	
	car died at a stop sign and would not re start,, per the findings i will need start to order me a transmission unit thanks				
Duplicated	Yes	Repairs Parts and Tests	replace the transmission assembly. per DRIVE MOTOR B INVERTER PERFORMANCE following the diag procedures> Measure resistance between the Resolver B Sin Hi and Resolver B Sin Lo circuit. Record readings. Measure resistance between the Resolver B Cos Hi and Resolver B Cos Lo circuit. Record readings. Measure resistance between the Resolver B Excitation Hi and Resolver B Excitation Lo circuit. Record readings. If any resistance values are not within the specification, go to . If all resistance values are ok, go to Step. 6. Disconnect the Transmission resolver harness connector and check the terminals on the Transmission connector side and Transmission wiring harness connector side for proper terminal connections for all resolver circuits. Repair as necessary and retest. If ok, with harness connectors disconnected, check all resolver circuits below for opens, shorts to ground or short to another circuit. Repair as necessary and retest. Check Resolver B Excitation Hi circuit Check Resolver B Cos Hi circuit Check Resolver B Sin Hi circuit Check Resolver B Cos Lo circuit Check Resolver B Sin Lo circuit Check Resolver B Excitation Lo circuit If no problems are found with any resolver circuits, go to . Verify Transmission Resolver actual resistances with a DVOM at the Transmission harness connector (Transmission side) by setting the DVOM to ohms and measure the resolver circuit resistances.		

		Compare the readings to the values shown in the table. Measure resistance between the Resolver B Sin Hi circuit and Resolver B Sin Lo circuit. Record readings. Measure resistance between the Resolver B Cos Hi circuit and Resolver B Cos Lo circuit. Record readings. Measure resistance between the Resolver B Excitation Hi circuit and Resolver B Excitation Lo circuit. <<<<<<<< this reading was above the resistance spec is this>> Resolver B Excitation Hi-Resolver B Excitation Lo [REDACTED] ? +/- [REDACTED] my findings were [REDACTED] only [REDACTED] when testing circuit [REDACTED] from pin 8>22 and [REDACTED] pin [REDACTED] tested good so isolateing the transmission and perfering the test across pin 22 & [REDACTED] per the info above i have [REDACTED] above the [REDACTED] +/- specs Record readings. If any resistance values are not within the specification, replace the Transmission in accordance with the Service Information.	
DTC1	DTC2	DTC3	DTC4
Information Sent			
Scan Tool Software Version	Last [REDACTED] Search	Vehicle Off Road or Tow-in	Yes RO Number [REDACTED]

RESOLUTION

Description Transmission ordered.

WARRANTY CLAIMS

CLAIM#	CREATED DATE		MILLAGE	DATE RECIEVED	STATUS
PREPNV	[REDACTED]	[REDACTED]	0	[REDACTED]	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent [REDACTED]	[REDACTED] appreciate you reaching out to us over at STAR, with you performing the diagnostics leading up unto requiring a transmission, we recommend you go ahead and order a transmission as i beleive this comp[REDACTED]ent is no longer a restricted part. However, if it is indeed still restricted, please verify your dealer code so we can get you [REDACTED] ordered no problem.		[REDACTED]
Dealer [REDACTED]	sir i started this case because our matrix states we have to contact you to order [REDACTED]>>>> [REDACTED]		[REDACTED]
Dealer [REDACTED]	confirmed with my parts dept our market is blocked and you will need to order [REDACTED] for us what is the eta for [REDACTED]? so i can update our customer and advisor??		[REDACTED]
Agent [REDACTED]	[REDACTED] understood, no worried, we have ordered you a transmission p/n: [REDACTED] order number is: [REDACTED]**. The ETA is not listed as of yet on our side but you and your parts department should be to see this anywhere from in between an hour or few days by utilizing order number above.		[REDACTED]
Dealer [REDACTED]	thank you so much!		[REDACTED]
Agent [REDACTED]	[REDACTED] it is STAR's pleasure, we will now be honoring your closure request, you will have [REDACTED] to reopen this case if further technical assistance is needed.		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body					
Built Date		Mileage (Miles)		MDH					
Engine	ECX	ECX							
Transmission	DFY	DFY							
Emission	50 STATE EMISSIONS (S)								

GENERAL

STAR Case ID		Case Status	Closed
Application Group	191 - A/C &		
Group			
Primary System	ENGINE	Sub System	Area of Failure
Customer Complaint / Reason for contact			
Created Date		Created By	Updated Date
			Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer				
Address				
	State		ZIP	
	County			
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	No	Contact Via Email
				Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	0
Initial Concern	Vehicle died on highway while driving. No it is No crank no start. Recalls and done Engine does not try to engage starter. Engine oil is full. No fault codes in any module				
Duplicated	Yes	Repairs Parts and Tests	No fault codes available		
DTC1		DTC2		DTC4	
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	Yes
				RO Number	

RESOLUTION

Description

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
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CHERWELL REPORT

VEHICLE

VIN	7969	Model Year	Body
Built Date	Mileage (Miles)	MDH	
Engine	ECX	ECX	
Transmission	DFY	DFY	
Emission	50 STATE EMISSIONS (NAS)		

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- A/C &		
Component Group	- MODULE, TRANSMISSION CONTROL		
Primary System	- VEHICLE PERFORMANCE	Sub System	- ELECTRONIC CONTROL MODULES
Customer Complaint / Reason for contact	LIMP-IN	Area of Failure	CALIBRATION
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (1).pdf		
Freeze Frame Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer		Ram	Phone
Address			
City	State	ZIP	
Dealer	County		
Technician TID/SID	Technician Email		
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	8
Initial Concern	customer was driving on the highway when vehicle went into limp mode and shut off. After sitting for a while vehicle restarted with no apparent issue at this time. Want to verify that the tcm software no being up to date is a possible cause.				
Duplicated	No	Repairs Parts and Tests	none		
DTC1	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	tech requested case closure
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████	████	████	PAID
████	████	████████████████	████	████	PAID
████	████	████████████████	████	████	REJECTED
████	████	████████████████	████	████	PAID
████	████	████████████████	████	████	PAID
PREPNV	████	████████████████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello █████, if you are experiencing any issues with the █████, then the vehicle could go into limp mode. However, due to an update, it might not enter limp mode. Please attempt to replicate the issue, as Star cannot provide a diagnosis if the concern is not consistently present. Inspect the transmission fluid level. Thank you █████		████
Agent States	Hi █████, Kindly inform me whether you are able to reproduce the issue or not. If not, kindly return the car and ask for a case closure this time. If the car reappears and the issue persists, you have █████ to reopen the case. Regards █████		████
Agent States	Hello █████, since we have not received response. I will go ahead and close the case. You can reopen it within █████ if you need any assistance. Thank you █████		████

CHERWELL REPORT

VEHICLE

VIN	2024	Model Year	Body	WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)	MDH	
Engine	ECX	ECX		
Transmission	DFY	DFY		
Emission	50 STATE EMISSIONS (NAS)			

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- A/C & - MODULE, POWERTRAIN CONTROL (ANY)		
Primary System	- VEHICLE PERFORMANCE	Sub System	- ELECTRONIC CONTROL MODULES
Customer Complaint / Reason for contact	BLOWS BLACK SMOKE/RUNS RICH		
Created Date		Created By	
		Updated Date	
		Updated By	

CONTACT

Dealer		Phone	
Address			
	State		
Dealer	County		
Technician	Technician Email		
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	vehicle smokes really bad and died once				
Duplicated	Yes	Repairs and Tests	changed oil and monitored. oil level was over so we changed it and drove it again, after test drive came back 2 qts over again and oil smelled like gas. the pcv is putting crank case fumes into intake causing adaptives to drive to . i think the injection pump is leaking into crankcase. seen any problems like this?		
DTC1	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
██████████	Thank you for submitting your case. We are currently experiencing higher than normal ticket volumes and apologize for any potential delays in responding to your ticket. In the meantime, please make sure that you have attached the required information to speed up the diagnosis and resolution process. Please also ensure that you have checked all appropriate, RSB, █████ & █████ documentation. We will work your ticket in order by which it is received. Thank you.		██████████
██████████	Hello █████. I have, however not on something this new, although, it's mechanical and subjected to fail, It is suggested that the pump is replaced at this time, However, I would also suggested a compression and leakdown test as a precaution because of the diluted engine oil may have caused some excessive cylinder wear. However, that's if you feel it's needed and/or necessary. Update us in regard. Thanks █████		██████████
Dealer States	its getting gas in the oil after driving, what more required info is there? i checked tech to tech forums, sol cases, tsb's etc.....i even googled it! thats why im contacting you.		██████████
██████████	Hello, █████ request you to provide update on the case. Thank You █████.		██████████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body			
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emission	50 STATE EMISSIONS (NAS)						

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
Component Group	- BATTERY		
Primary System	ELECTRICAL	System - BATTERY SYSTEM	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	BATTERY GOES DEAD		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer		Phone	
Address	794 Jericho Tpke		
	State	ZIP	
Dealer Zone	32	County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	No

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	0	Days In Shop	4
Initial Concern	CAR DIED WILL NOT START OR DRIVE TOWED IN				
Duplicated	Yes	Repairs Parts and Tests	PERFORMING LOSS OF ISOLATION TEST		
DTC1				DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	contactor break code
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent [REDACTED]	Sent case up for contactor break code. [REDACTED]		[REDACTED]
Dealer [REDACTED]	ok let me know when code is sent thank you		[REDACTED]
Agent [REDACTED]	[REDACTED] the code is [REDACTED]		[REDACTED]
Dealer [REDACTED]	performed the re set procedure it was successful electric mode is unavailable codes are gone will test drive and get back to you		[REDACTED]
Agent [REDACTED]	Thanks for the update		[REDACTED]
Dealer [REDACTED]	test drove vehicle everything seems to be ok		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				4	
Built Date		Mileage (Miles)		MDH					
Engine	ECX	ECX							
Transmission	DFY	DFY							
Emission	50 STATE EMISSIONS (NAS)								

GENERAL

STAR Case ID		Case Status	Closed
Application		A/C & ENGINE CORE GROUP	
Component		- PUMP, FUEL (ANY)	
Primary System	SYSTEMS	Sub System	DELIVERY SYSTEM - GAS / DIESEL
Customer Complaint / Reason for contact	START AND STALL		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		
ECU Details Report.pdf		
Freeze Frame Report.pdf		

CONTACT

Dealer			Phone	
Address	348 W Main St			
City		State	CT	ZIP
Dealer Zone	32	County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	21
Initial Concern	Customer states the gauge is not reading properly. The customer added of and the gauge did not move from a . After of driving the gauge jumped to . On a separate occasion the customer added of the tank showed half way for . While going down a hill the car stalled out. The customer had to add to get to a station to fill it up				
Duplicated	Yes	Repairs Parts and Tests	Nothing yet.		
		DTC3		DTC4	
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description Closing case due to technician unresponsive.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	██████████████████	██████	██████	PAID
██████	██████	██████████████████	██████	██████	PAID
PREPNV	██████	██████████████████	0	██████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hey ██████, Thank you for contacting ██████. Before we proceed further for any diagnosis, we need to confirm a ██████ here. Please provide information on the following - when engine stalls does it stumble stall or shut off like with the key? Are there any pending concerns before stalling, EVIC messages or accessories stop functioning? Do any modules drop off topology, does the engine easily restart ? Please keep us posted on the requested information. Thanks, ██████.		██████
Dealer States	Customer states Stumbles and then stalled once, said that gauge has been inaccurate ██████. Gauge was at ██████ then dropped to empty no warnings or messages		██████
██████	██████, thank you for this information. Based on this, we can initiate some procedures to isolate the issue here, [1] Starting by inspecting the fuel quality & presence of any contamination. [2] Check the Fuel pump & level unit for proper operation & inspect all the pins & connectors for any irregularities, corrosion or loose connections. [3] If required, "CHECKING THE LOW PRESSURE FUEL DELIVERY SYSTEM - DIRECT INJECTION FUEL SYSTEMS" must be performed to ensure proper operation. Please keep us posted with the diagnosis. Thank you, ██████.		██████
██████	██████, Do we have any updates on this repair? Please keep us posted. Thank you, ██████.		██████
██████	██████, Are there any updates to the case? If the vehicle is repaired, please note the details of the repair and close the case. If the vehicle is not fixed, please provide an update. If we haven't gotten a response in ██████ policy requires us to close the case, & then you will have to reopen the case in ██████ or create a new one and give this case reference. Thank You, ██████.		██████
Dealer States	Our apologies. were working to get vehicle back in shop. were just a little backed up. will provide update soon		██████
Agent States	██████, Are there any updates to the case? If the vehicle is repaired, please note the details of the repair and close the case. If the vehicle is not fixed, please provide an update. If we haven't gotten a response in ██████ policy requires us to close the case, & then you will have to reopen the case in ██████ or create a new one and give this case reference. Thank You, ██████.		██████
Agent States	██████, This case will be closed, and you can reopen this case within ██████ of case closure if you are still in need of assistance. Do not hesitate to contact STAR for any other diagnostic assistance. Thank you for working with ██████ STAR. In effort to improve your experience, please take a short moment to complete our Dealer Survey. Please share any specific comments as feedback on your experience or to improve our level of service. Thank you, ██████.		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID				Case Status	Closed	
Application Group						
	- BATTERY, HIGH-VOLTAGE					
Primary System	8 - ELECTRICAL	System	- ELECTRIC VEHICLE BATTERY SYSTEM	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	BATTERY GOES DEAD					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report		
Configuration Report		

CONTACT

Dealer		Bill Luke Chrysler-Jeep&Dodge	Phone			
Address						
		State	AZ	ZIP		5
Dealer Zone	70	County				
Technician TID/SID		Technician Email				
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No	

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	0	Days In Shop	
Initial Concern	Customer States vehicle stalled out while driving and check engine light is on.				
Duplicated	Yes	Repairs Parts and Tests	0		
DTC1	p0bbe		p1abc		
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description Closed Resolved, Please re-open if further Assistance is needed.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
					PAID

#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					REJECTED
					SUSPENDED
					PAID
					REJECTED
			40		PAID
					PAID
					PAID
					PAID
					REJECTED
					SUSPENDED
					PAID
					PAID
			9241		PAID
					PAID
					PAID
					PAID
					REJECTED
					SUSPENDED
					PAID
					REJECTED
					PAID
					PAID
					REJECTED
					SUSPENDED
PREPNV			0		PAID

CONVERSATION(S)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Case [REDACTED] was closed and need further support		[REDACTED]
Agent States	I am sending this case to our Hybrid/EV Support team. Please be patient and you will be contacted. Thank you. [REDACTED]		[REDACTED]
Agent States	Ok [REDACTED], it looks like we ordered Part number [REDACTED] has been ordered for this vehicle. Order number [REDACTED]*. Confirmation number [REDACTED] on [REDACTED]. Close this Case as soon as you get the Info. Thank you. [REDACTED]		[REDACTED]
Agent States	Closed Resolved, Please re-open if further Assistance is needed. [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
	ONBOARD CHARGING (OBCM)		
Primary System	ELECTRICAL	System	ELECTRIC VEHICLE BATTERY SYSTEM
Customer Complaint / Reason for contact	FAULT CODES		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Scan Report		
Report.pdf		
Scan Report		

CONTACT

Dealer	Schumacher Chrysler Dodge	Phone	
Address			
City		State	
		ZIP	
		County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	25	Days In Shop	
Initial Concern	Vehicle will not stay running for longer than always starts right back up then will stall out again.				
Duplicated	Yes	Repairs Parts and Tests	See the cases and if it helps any. This is a lemon law vehicle buyback which in my opinion was probably struck by lightning. The original dealership replaced the PCM and the RFH then the vehicle was bought back. I received the vehicle with major CAN bus, LIN bus issues, and PCM 5 volt circuits shorted. I have repaired all the CAN bus, LIN bus, and engine circuits shorted however at this time the vehicle will not stay running for longer than always starts right back up then stall out after. When the vehicle starts the RPM will be right before it stalls out the RPM will go low and high then shut off. I replaced every module and bus modules, and the following engine sensors were replaced which receive power supply: Crank shaft sensor, left/right camshaft sensors, APP sensor, fuel rail pressure sensor, TMAP sensor, crankcase pressure sensor, oil pressure sensor, fuel tank pressure sensor which was serviced with fuel pump assembly, fuel pump control module, turbo charger inlet pressure sensor, ELCM, oil pressure control solenoid The following components were also tried from know good vehicle: throttle body, EGR		

			valve, all four ignition coils, MGU, left and right camshaft actuators, and Booster pressure sensor. Also I disconnected the following components to isolate them as possible cause: upstream O2 sensor, downstream O2 sensor, low side fuel pressure sensor, engine coolant temperature sensor, turbo charger surge valve, purge solenoid electrical connector and inlet hose, intake air temperature sensor 1, and intake air temperature sensor 1/3. I compression tested [REDACTED] PSI all cylinders. Fuel sample looks good and never loses fuel pressure. At this time, there are only [REDACTED]. If the vehicle would actually stay running, those [REDACTED] would go stored. If the all the ignition coils and fuel injectors are disconnected, the MGU will continue to spin/run the engine. The issue is the vehicle will not stay running and I have tried everything so I am asking for help in case I missed something. If video of the concern is needed, I will provide one. Thanks		
DTC1	DTC2	DTC3		DTC4	
Information Sent					
Scan Tool Software Version	Last Search [REDACTED]	Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]

RE [REDACTED] UTION

Description	ordered trans as requested "Thank you for contacting [REDACTED]. In an effort to improve your experience, please take a short moment to complete our Dealer Survey. Please share any specific comments as feedback on your experience or to improve our level of service."
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	REJECTED
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	SUSPENDED
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	REJECTED
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	SUSPENDED

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	I just wanted to add that TCM now has this active code [REDACTED] see new attached scan report. The transmission fluid is full and TCM/valve body have been replaced. Per service library test procedure for this code, the transmission is at fault. Part number [REDACTED]		[REDACTED]
Agent States	Thank you for submitting your case. We are currently experiencing higher than normal ticket volumes and apologize for any potential delays in responding to your ticket. In the meantime, please make sure that you have attached the required information to speed up the diagnosis and resolution process. Please also ensure that you have checked all appropriate, RSB, [REDACTED] & [REDACTED] documentation. We will work your ticket in order by which it is received. Thank you.		[REDACTED]
Agent States	Hello [REDACTED], Please replace the transmission, ask confirmation at the spare parts department for the correct reference. Best regards, [REDACTED]		[REDACTED]
Dealer States	Per parts department the part number for the transmission is [REDACTED]. Dealer code is [REDACTED] thank you.		[REDACTED]

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Just heads up this transmission part number [REDACTED] restricted part and star has to place the order. Dealer code is [REDACTED] thank you.		[REDACTED]
Agent States	Good morning [REDACTED], I have transferred the case to the engine/gearbox group. We will let you know about the situation. Best regards, [REDACTED]		[REDACTED]
Agent States	[REDACTED], per your request a trans has been ordered for this vehicle. Part Number [REDACTED] order number [REDACTED]**. Please close this case once Parts see's this order. ?Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review [REDACTED] C article [REDACTED] for details related to part tracking, part order status, and claim processing requirements.?		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
		- CONNECTOR	
Primary System		- WIRING ELECTRICAL System HARNESS	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
conf		
details		
freeze		
scan		

CONTACT

Dealer		Phone	
Address			
Dealer		County	
Technician		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	15
Initial Concern	vehicle will randomly shut off while driving, service charging system message comes up then vehicle shuts down, he waits or then vehicle will restart.				
Duplicated	Yes	Repairs Parts and Tests	The last time in the recall was done and all connections to pim were checked by the shop foreman.7		
	DTC2	p1aed-00		DTC4	
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Ordered PIM
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	██████████	██	████	PAID
████	████	██████████	██	████	PAID
████	████	██████████	██	████	PAID
PREPNV	████	██████████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
████	████, have you cleared the codes and do they return, Since the codes are stored, When the codes return try to catch active codes and add a new VSR to the case. ███		████
Dealer States	The customer has been in █████ for this issue, and the car dies out on them so I would say it returns. If the car starts back up after siting and drives in the codes would be stored. I am off work until █████ and am emailing from home.		████
Dealer States	We have put the customer in a rental car, do you still want the vehicle driven? What is the plan if it does not act up on us? The customer is getting upset and concerned for their safety.		████
Dealer States	I have not heard anything since █████ are you still working on this case? Service manager is asking me what is going on with this vehicle.		████
Dealer States	If you are not able to assist me on this vehicle can you please pass it off to someone the can.		████
████	████, Sorry for the delay, It looks like the PIM is the cause of the concern. I will order a PIM, ███		████
████	STAR has ordered PIM P/N █████; Order Number █████*; Order Successful. "Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review ███ article KB0041525 for details related to part tracking, part order status, and claim processing requirements." Please let us know if there are any issues or delay I will close the case, Check with your parts dept for the ETA of the part. you can reopen the STAR case in the next 15 days if necessary. Thank you for using █████		████
████	STAR has ordered PIM P/N █████; Order Number █████*; Order Successful. "Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review ███ article █████ for details related to part tracking, part order status, and claim processing requirements." Please let us know if there are any issues or delay I will close the case, Check with your parts dept for the ETA of the part. you can reopen the STAR case in the next 15 days if necessary. Thank you for using █████		████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)	13	MDH	
Engine	ECX		DI TURBO PHEV ENGINE		
Transmission	DFY		AUTO	PHEV TRANSMISSION	
Emission	EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
	POWER INVERTER		
Primary System	ELECTRICAL	System	ELECTRIC VEHICLE CONTROL SYSTEM
Customer Complaint / Reason for contact	DIAGNOSTIC PROCEDURE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
ECU Details Report.pdf		
Scan Report.pdf		

CONTACT

Dealer		Dodge Chrysler Jeep	Phone	
Address				
City	Warwick	State	ZIP	
		County		
Technician TID/SID		Technician Email		
Training Level	CORE	Contact Via SMS	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	37
Initial Concern	VEHICLE SHUT DOWN DRIVING. MIL ON.				
Duplicated	Yes	Repairs Parts and Tests	<p>FOLLOWED FLOWCHART FOR - Resolver Signal / MCPA Rationality. VERIFIED A MOTOR LV CONENCTOR SEATED AS WELL AS CONNECTORS AT . OHMED OUT RESOLVERS A TO 31-SIN OHMED OUT AT , PIN OHMED OUT AT 51 OHMS OHMED OUT AT . ALL ARE WITHIN SPEC PER FLOWCHART, ALSO CHECKED FOR SHORTS BETWEEN CIRCUITS WITH AND DISCONNECTED NO CONTINUITY BETWEEN PINS ON . FLOWCHART INDICATES MAY NEED HOWEVER IVE DONE LOTS OF S (AND "A MOTORS") FOR RESOLVER CODES AND NEVER A FOR THIS CODE.</p>		
DTC1	P1B03	DTC2		DTC3	
DTC4					
Information Sent					

Scan Tool Software Version		Last [REDACTED] Search	Vehicle Off Road or Tow-in	No	RO Number	[REDACTED]
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RESOLUTION

Description Ordered PIM.

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hello [REDACTED], Thanks for contacting STAR. Please wait while we get this transferred to the appropriate group for further assistance. [REDACTED]		[REDACTED]
Agent States	[REDACTED], we can release PIM per [REDACTED]. Nothing related found on our side at this time. Let us know. [REDACTED]		[REDACTED]
Dealer States	[REDACTED], Thank you for getting back to me. He're my apprehension on that: All of the previous resolver issues on [REDACTED] SI [REDACTED] and all the 4Xe's ive worked on, even when the resolver circuits ohmed out correctly, got the component the resolver was in (be it transmission or MGU), never a pim for any resolver code even though diag always come back to pim. Granted this one has exceptionally low mileage for an MGU. Ill leave it up to you however. Thanks for your input. [REDACTED]		[REDACTED]
Dealer States	Service manager and GM looking for update to this case. Given our conversation, Is your assessment to replace MGU or to replace PIM. We need to get this vehicle back on the lot for sale. no update to case since [REDACTED]. Please Advise, [REDACTED]		[REDACTED]
Agent States	STAR has ordered PIM P/N ; Order Number [REDACTED]**; The ETA should be available [REDACTED] or [REDACTED]. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review [REDACTED] article [REDACTED] details related to part tracking, part order status, and claim processing requirements. Please close the case if no additional assistance is needed. [REDACTED]		[REDACTED]
Agent States	Closure Requested. Please recheck with your parts department on part ETA. This ticket can be reopened within 15 days if needed.		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		4	
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emmission	50 STATE EMISSIONS (NAS)						

GENERAL

STAR Case ID		Case Status	Closed
Application Group	ECS		
Component Group	8CD - BLOCK, FUSE		
Primary System		- POWER DISTRIBUTION	Area of Failure
	ELECTRICAL	System	SYSTEMS
Customer Complaint / Reason for contact	INFORMATION		
Created Date	07/19/2024	Created By	
		Updated Date	
		Updated By	

CONTACT

Dealer		Griffin's Hub		Phone	
Address	5700 S 27th St				
	State	WI	ZIP		
Dealer Zone	51	County			
Technician		Technician Email			
Training Level	CORE	Contact Via SMS		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts		Days In Shop	
Initial Concern	Customer says his car stalls while driving. The car has difficulty switching between electric and hybrid modes and the check engine light is on				
Duplicated		Repairs Parts and Tests			
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	TECH REP FOR OUR REGION WAS SENT OUT AND WHEN HE WAS HERE THE VEHICLE WAS OPERATING NORMAL AND WE WERE INFORMED TO GIVE THE VEHICLE BACK TO THE CUSTOMER
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID
					PAID
					PAID
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent [REDACTED]	Hi, are there updates on this case? [REDACTED]		[REDACTED]
Agent [REDACTED]	If vehicle has left dealer please request case closure. [REDACTED]		[REDACTED]
Agent [REDACTED]	Called dealer to verify status of vehicle [REDACTED] received service voice mail. Have left a voice message requesting a return phone call from service manager/director to [REDACTED]. [REDACTED]		[REDACTED]
Agent [REDACTED]	Hi [REDACTED], called dealer [REDACTED] spoke with SA [REDACTED]. Advised vehicle present at the dealer. Please update case with diagnostic results. Thank you, [REDACTED]		[REDACTED]
Agent [REDACTED]	Hi [REDACTED], are there updates on this case? [REDACTED]		[REDACTED]
Agent [REDACTED]	Please attach scan report. [REDACTED]		[REDACTED]
Agent [REDACTED]	Called dealer [REDACTED] advised SA unavailable and voice mail at ext [REDACTED]. Called dealer back requested SA ext [REDACTED] received voice mail. Have left a voice message requesting a return phone call to [REDACTED]. [REDACTED]		[REDACTED]
Dealer [REDACTED]	CUSTOMERS CONCERN IS NOT HAPPENING AT THIS MOMENT. LAST VISIT IT WAS IN FOR THE SAME CONCERN AND IT WAS NOT SHOWING CHARGE INDICATION AND THE HYBRID MODES WERE NOT ABLE TO BE SELECTED. THIS VISIT THEY CUSTOMER STATED THE SAME ISSUE WAS HAPPENING AND THE VEHICLE STALLED OUT ON THEM. SO FAR THE VEHICLE HAS BEEN SHOWIN [REDACTED] IS CHARGING WHEN ITS CHARGEING NAD THE HYBRID MODES ARE WORKING [REDACTED] I HAVE YET TO GET THE VEHICLE TO STALL OUT. LAST VISIT THE TECH REP FOR OUR REGION WAS SENT OUT AND WHEN HE WAS HERE THE VEHICLE WAS OPERATING [REDACTED] WE WERE INFORMED TO GIVE THE VEHICLE BACK TO THE CUSTOMER. I WILL UPDATE THE CASE WITH THE SCAN DATA.		[REDACTED]
Agent [REDACTED]	Thank you for update [REDACTED] please update with scan report when able. [REDACTED]		[REDACTED]
Agent [REDACTED]	Hi [REDACTED], are there updates on this case? [REDACTED]		[REDACTED]
Agent [REDACTED]	If vehicle has left dealer please request case closure. [REDACTED]		[REDACTED]
Agent [REDACTED]	Hi [REDACTED], called dealer [REDACTED] advised vehicle present at the dealer. Calling to verify the status of this vehicles concern. Have requested a return phone call to [REDACTED]. [REDACTED]		[REDACTED]
Agent [REDACTED]	Received return phone call from [REDACTED] stating SM is involved in this vehicle, unaware of vehicle status at this time. [REDACTED]		[REDACTED]
Agent [REDACTED]	Hi [REDACTED], please update case with vehicle concern/repair status. Thank you, [REDACTED]		[REDACTED]
Agent [REDACTED]	If vehicle has left dealer please request case closure. [REDACTED]		[REDACTED]
Agent [REDACTED]	Thank you [REDACTED], as tech rep has informed to give the vehicle back to the customer closing case with this information. If there are further issues please respond back within [REDACTED] to continue. After [REDACTED] please open another case to continue. [REDACTED]		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission	50 STATE EMISSIONS (NAS)							

GENERAL

STAR Case ID		Case Status	Closed
Application Group	&		
	- CONNECTOR		
Primary System	8 - ELECTRICAL	System - WIRING HARNESS	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer		Autonation		Phone	
Address	21027 North Fwy #				
Dealer Zone	63	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	74
Initial Concern	jeep died at stop sign never restarted				
Duplicated	Yes	Repairs Parts and Tests	replaced the transmission assembly, re checked all prior finding to find them with in spec and now PIM is at fault for shorting out the transmission drive motor b		
DTC1		DTC3		DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Closed Resolved, Please re-open if further Assistance is needed.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV					PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Dealer States	requesting star relase and order a pim moduel for us as further diagnostics after prior repair was completed that the pim shorted out the drive motor b and will need to be replaced to repair the car. please see last star case for all other info related to trans repair just completed.		
Agent States	Ok [REDACTED], we Ordered PIM [REDACTED] on Order [REDACTED]* let me know how I can assist, Close as needed. [REDACTED]		
Agent States	Closed Resolved, Please re-open if further Assistance is needed. [REDACTED]		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emmission		S (NAS)			

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- A/C &		
	9FF - CONNECTOR, DATA LINK		
Primary System	- VEHICLE PERFORMANCE	Sub System	- ELECTRONIC CONTROL MODULES
Customer Complaint / Reason for contact	ON		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report		
Configuration Report		

CONTACT

Dealer		Phone	
Address			
	State	ZIP	
	County		
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	17
Initial Concern	VEHICLE SHUTS OFF WHILE DRIVING AND SERVICE ELECTRICAL SYSTEM MESSAGE DISPLAYS IN EVIC.				
Duplicated	Yes	Repairs Parts and Tests	CHECKED CONNECTOR, REPOSITIONED BPF1 300A FUSE		
DTC1		DTC3		DTC4	
Information Sent					
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description	Closing due to dealer unresponsive. You will have 15 days to reopen the case if any further assistance is required.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	AGE	DATE RECIEVED	STATUS
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	████████████████	██████	██████	PAID
██████	██████	████████████████	██████	██████	REJECTED
██████	██████	████████████████	██████	██████	PAID
██████	██████	████████████████	██████	██████	PAID
PREPNV	██████	████████████████	0	██████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
██████	Hello ██████ Hi, thank you for contacting STAR. For further assistance and diagnosis transferring this case to appropriate group. Regards, ██████		██████
Dealer States	THANK YOU		██████
Dealer States	PLEASE ADVISE ON ANY DATA/ SCREENSHOTS/ INFO YOU NEED FROM MODULES		██████
Dealer States	I HAVENT HEARD ANYTHING FROM STAR IN ██████ SINCE MY CASE WAS TRANSFERRED. TRIED CALLING, BUT THE SERV ██████ SAID MY CASE WASN'T ELIGIBLE FOR PHONE CALLS, WHY I HAVE NO IDEA. I NEED SOME DIRECTION AS TO WHAT INFORMATION I NEED TO LOOK AT TO DETERMINE WHAT IS CAUSING THESE SHUTDOWNS. LOSS OF ISOLATION? ██████ SHUTDOWN/ DISCONNECT REQUEST THAT WOULD NOT SET A CODE BUT MAY BE IN ERROR? IM TRYING TO MEET THE CUSTOMER'S EXPECTATIONS HERE, AND I AM GETTING ZERO SUPPORT. AT LEAST ██████ STAMP A RESPONSE THAT SOMEONE HAS PICKED UP THE CASE AND IT'S NOT JUST PARKED IN SOME QUE.		██████
██████	Hello ██████ apology for the response. I had a conversation with MC(██████) regarding the customer concern. For duplication you mentioned that it will happens both the mode ELECTRICAL as well as ██████. Please confirm key position when it stalls. Also try to collect data WRT to stalling event caused by engine or due to PHEV component. Also, there is no related DTC in the VSR. Keep us posted. Thank you ██████.		██████
██████	Hi , are there any updates to the case? If the vehicle is repaired, please note the details of the vehicle repair to the case and close the case. If the vehicle is not fixed, please provide an update so we can further assist you. If we haven't gotten a response in ██████, we may need to close the case. Once closed you would have ██████ to reopen the case if need be. Thank you, ██████.		██████
Dealer States	NO UPDATE AS THE VEHICLE NEEDED TO BE CHARGED. WILL UPDATE WHEN I KNOW SOMETHING.		██████
██████	Hello ██████, thank you for your update. Advice to case closure. You may reopen this case within ██████. If required any further assistance. Keep us posted. Thank you, ██████.		██████
██████	Hi , are there any updates to the case? If the vehicle is repaired, please note the details of the vehicle repair to the case and close the case. If the vehicle is not fixed, please provide an update so we can further assist you. If we haven't gotten a response in ██████, we may need to close the case. Once closed you would have ██████ to reopen the case if need be. Thank you, ██████.		██████
██████	Hi , we have not received a response regarding case, so the case has been closed. If you are still in need of repair guidance, please reopen the case for assistance. You have ██████s to reopen this case. If the vehicle has been repaired, please document the vehicle fix and close case. Thank you-██████		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body					RUBICON 4XE
Built Date		Mileage (Miles)		MDH					
Engine	ECX	ECX							
Transmission	DFY	DFY							
Emmission	50 STATE EMISSIONS (NAS)								

GENERAL

STAR Case ID				Case Status	Closed	
Application Group	ECS					
Component Group	- ADAPTER, OIL COOLER					
Primary System	09 - ENGINE	Sub System	00 - LUBRICATION	Area of Failure	BOLTS - TIGHT, LOOSE, MISSING	
Customer Complaint / Reason for contact	MIL ON					
Created Date		Created By		Updated Date		Updated By

CONTACT

Dealer			Westbury Jeep Chrysler Dodge, Inc.	Phone	
Address	100	Tpke			
City			State		ZIP
			County		
Technician			Technician Email		
Training Level	CORE		Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	Days In Shop	0	
Initial Concern	*CRT Escalation* Car broke up while driving, something creaked in Engine and loud banging noise came from it, vehicle stalled on highway.				
Duplicated			Repairs Parts and Tests		
DTC1	DTC2	DTC3	DTC4		
Information Sent					
Scan Tool Software Version	Last	Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description .

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	ECS: This case has gone ECS (Enhanced Customer Satisfaction). My name is an ECS Agent. My contact info is and email Please upload the Scan, Config, ECU Details and Freeze Frame Data Reports to the case for review.		
Agent States	ECS: What is the status of this vehicle?		
Agent States	ECS: Closing Case due to no response. If technical assistance is still needed, please feel free to re-open the ticket and be sure to edit the case with the root cause. If further assistance is needed you will have to reopen this same ticket or open a new ticket referencing the old case.		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body				
Built Date		Mileage (Miles)		MDH				
Engine	ECX	ECX						
Transmission	DFY	DFY						
Emission	50 STATE EMISSIONS (NAS)							

GENERAL

STAR Case ID		Case Status	Closed
Application Group	&		
	- CONNECTOR		
Primary System	ELECTRICAL	System	HARNESS
		Area of Failure	NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	08/
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
ECU Details		
Vehicle Scan		
Configuration		

CONTACT

Dealer		Ram	Phone	
Address				
	State		ZIP	
Dealer	County			
Technician TID/SID	Technician Email			
Training Level	CORE	Contact Via SMS	Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	
Initial Concern	mi light, stalls, loud whisting noise				
Duplicated	Yes	Repairs Parts and Tests	GR8 12v test		
DTC1		DTC2	p1aed-00		
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No

RESOLUTION

Description	Closed Resolved, Please re-open if further Assistance is needed.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████	██	████	PAID
████	████	████████████████	██	████	PAID
████	████	████████████████	██	████	PAID
████	████	████████████████	██	████	PAID
████	████	████████████████	██	████	REJECTED
████	████	████████████████	██	████	SUSPENDED
PREPNV	████	████████████████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Just checking in and Keeping the Case Active, let me know how I can assist. Close as needed. ███		████
Agent States	Just checking in and Keeping the Case Active, let me know how I can assist. Close as needed. ███		████
Agent States	Ok ███, are we able to get a Vid of the Noise you are hearing? Let's get the Failure Active and attach an Updated Scan Report with the Failure Active. ███		████
Dealer States	loud RAD fan noise is intermitent. we park our cars on the street. customer took car till part is authorized. Code is have states to replace PIM. Clear codes and code returns everytime. PIM part ██████████		████
Agent States	Ok ███, we Ordered PIM ██████████ on Order ████████** let meknow how I can assist, Close as needed. ███		████
Dealer States	Thank you. I will await till the part arrives.		████
Agent States	████ let's go ahead and Close this case. Please re-open if further Assistance is needed █████		████
Agent States	Closed Resolved, Please re-open if further Assistance is needed. ███		████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	5	EMISSIONS (NAS)			

GENERAL

STAR Case ID		Case Status	Closed
Application Group	A/C &		
	POWER INVERTER (PIM)		
Primary System	ELECTRICAL	System	- ELECTRIC VEHICLE CONTROL SYSTEM
Customer Complaint / Reason for contact	INOPERATIVE	Area of Failure	CHECK ENGINE/SERVICE ENGINE SOON
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer		Phone	
Address			
City		State	
ZIP			
Dealer		County	
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	No
		Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	In	8
Initial Concern	[Customer States TOWED IN VEHICLE IS STALLING OUT AND D ON THE SHIFTER FLASHING AND SHIFT TO PARK SELECT GEAR MESSAGE DISPLAYS CHECK AND ADVISE]			
Duplicated	Yes	Repairs Parts and Tests	<p>Duplicated customer concern and found Loss of Communication with concern in and removed right front wheel and wheel liner to inspect connector 39/40 circuits CAN EPT and found properly secured and proper pin tension, removed underbody skid plates to access connector behind Electric Coolant Heater bracket and found properly secured and good pin tension on pins CAN EPT. reconnected all and wiggled harness in heater and liner area no change in DTC status. There is an update under but per article symptoms and DTCS listed not the same as concern, flashed per D but smptom still present. I am leaning into possible faulty PIM (requiring replacement.</p>	

		DTC2	P1DAF-00	DTC3		DTC4	
Information Sent							
Scan Tool Software Version	Operating System: Installed: Available: Release Date: 2023-12-03 Firmware: Installed: Available: Release Date: 	Last Search		Vehicle Off Road or Tow-in	No	RO Number	

RESOLUTION

Description PIM is on order

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	<p> , I agree. With the amount of DTC's set against the the PIM is suspect. I ordered the PIM PN . The order number is **. Please present this STAR part order approval to your Service Manager for part and claim handling. Service Manager, please review C article details related to part tracking, part order status, and claim processing requirements. I didn't order any other parts you may need for the replacement. Your parts department can track the order for you. Since we have the part ordered please close the case when you get an ETA. You may reopen the case within 15 days if you need further assistance. Or open a new case and refer to this one. Thank you, </p>		
Agent States	<p> Since we have the part ordered to repair the vehicle I am going to close the case for now. If you need anything the case can be reopened within the or a new case can be opened. Thanks </p>		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4DR HIGH ALTITUDE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Draft
Application Group	A/C &		
Primary System	09 -	Sub System	Area of Failure
Customer Complaint / Reason for contact			
Created Date		Created By	Updated Date Updated By

CONTACT

Dealer		Dodge	Ram	Phone	
Address					
		State	IN		
		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	No	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	
Initial Concern	CUSTOMER STATES SHUT OFF WHILE TOWING AND NOW NO CRANK NO START				
Duplicated	Yes	Repairs Parts and Tests	NONE		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	Yes RO Number

RESOLUTION

Description

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
PREPNV					PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
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CHERWELL REPORT

VEHICLE

VIN	1017	Model Year	Body	WRANGLER 4DR HIGH ALTITUDE 4XE
Built Date		Mileage (Miles)	MDH	
Engine	ECX	ECX		
Transmission	DFY	DFY		
Emission	50 STATE EMISSIONS (NAS)			

GENERAL

STAR Case ID		Case Status	Closed
Application	A/C &		
Component	- ASSEMBLY, VARIABLE VALVE TIMING, (ANY)		
Primary System	09 -	System	Area of Failure
		BLOCK	BEARING DEFECT
Customer Complaint / Reason for contact	BROKEN		
Created Date		Created By	Updated Date
			Updated By

CONTACT

Dealer		Ram	Phone
Address	1006 S Wayne St		
	State	IN	ZIP
	County		
Technician TID/SID	s92712l	Technician Email	
Training Level	CORE	Contact Via SMS	Contact Via Email
			Yes

CASE SUMMARY

Customer Waiting	No	Repair Attempts	0	Days In Shop	05
Initial Concern	CUSTOMER SHUT OFF WHILE TOWING AND NOW NO CRANK NO START. HEARD KNOCKING BEFORE DIED. FOUND SEIZED. CRANKSHAFT SEIZED AND WILL NOT TURN. WAVE CUSTOMER CARE REQUESTED TO START STAR CASE				
Duplicated	Yes	Repairs Parts and Tests	NONE		
DTC1					
Information Sent					
Scan Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-in	Yes	

RESOLUTION

Description	closure request
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
PREPNV					PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	Hello, thank you for contacting us, we recommend to replace the engine. Best regards		<div></div>

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body					
Built Date		Mileage (Miles)		MDH					
Engine	ECX	ECX							
Transmission	DFY	DFY							
Emission	50 STATE EMISSIONS (NAS)								

GENERAL

STAR Case ID				Case Status	Closed	
Application Group	-					
	- CONNECTOR					
Primary System	8 - ELECTRICAL	- WIRING System	HARNESS	Area of Failure	NON-APPLICABLE	
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report (		
Configuration Report (		

CONTACT

Dealer			Ram	Phone	
Address	1875 Auto Park Ave.				
City		State		ZIP	
Dealer Zone	71	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	Yes

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	3	Days In Shop	15
Initial Concern	customer states their vehicle turns off on the freeway.				
Duplicated	No	Repairs Parts and Tests	there are no updates available to any module. There are no codes related to concern. This issue cannot be duplicated when its in the shop. The engine oil is good. Coolant bottles are good. There are no leaks anywhere.		
DTC1		DTC2		DTC3	DTC4
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Closed Resolved, Please re-open if further Assistance is needed.
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WARRANTY CLAIMS

██████#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	████████████████	████	██████	PAID
██████	██████	████████████████		██████	PAID
██████	██████	████████████████	████	██████	PAID
██████	██████	████████████████		██████	PAID
██████	██████	████████████████		██████	REJECTED
██████	██████	████████████████		██████	SUSPENDED
██████	██████	████████████████		██████	PAID
PREPNV	██████	████████████████		██████	PAID

CONVERSATION ██████(S)

Dealer/Agent	Detail	Modified By	Last Modified Date
Dealer States	Customer states it happens mostly while exiting the freeway. Apparently the vehicle would turn off without warning, but recently they got a message on the cluster stating to shift into park.		██████
Agent States	Ok ██████, without the DTCs we are guessing, I have seen the P2 harness act like this in a ██████ related Cases, let's take a look at ██████ try and get the Failure Active, and keep an eye out for the DTC Called out in the Star Case. The P2 Harness(part# called out in Star Case) usually shows up on ██████, let's check the Connections and see if we see anything there. Let me know, Replace as needed ██████		██████
Dealer States	I looked at the P2 harness and did not see anything obviously wrong with it. HV connectors were connected properly. I checked pin tension on the low voltage BPCM connector, and that was ok. I'm setting up the mopar scope, and will be driving to try and duplicate the symptoms.		██████
Agent States	Yessir, thank you for the Update, Let me know how I can assist Close as needed. ██████		██████
Agent States	Just checking in and Keeping the Case Active, let me know how I can assist. Close as needed. ██████		██████
Dealer States	I'm terribly sorry about the delay ██████ I was actually on Vacations, but I'm told the customer took the vehicle back on the ██████ as they needed it for the weekend. As far as I'm aware they did not bring it back ██████.		██████
Agent States	Yessir, thank you for the Update, Closed Resolved, Please re-open if further Assistance is needed. ██████		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
		- CONNECTOR	
Primary System		- WIRING ELECTRICAL System HARNESS	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Health Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer		Phone	
Address			
	State	MA	ZIP
	County		
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Yes
		Contact Via Email	

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	9
Initial Concern	stalled and check engine light and sometimes wint start				
Duplicated	Yes	Repairs Parts and Tests	checked connections and fuses		
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Closure Requested
-------------	-------------------

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	██████████	████	████	PAID
████	████	██████████	████	████	REJECTED
████	████	██████████	████	████	SUSPENDED
████	████	██████████	████	████	PAID
████	████	██████████	████	████	PAID
PREPNV	████	██████████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Ok █████ I will Submit for Pack Approval, Please Confirm your Dealer Code for the Order. I will re-post asap. █████		████
Dealer States	████ thank you		████
Agent States	Thank you for the Update, I will re-post as soon as Approval is Received. █████		████
Agent States	Star has Ordered █████ on Order █████** let me know how I can assist, Close as needed. █████		████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group			
	8DM - MOTOR, ELECTRIC		
Primary System		- ELECTRIC VEHICLE ELECTRICAL System DRIVE UNIT	Area of Failure NON-APPLICABLE
Customer Complaint / Reason for contact	INOPERATIVE		
Created Date		Created By	
		Updated Date	
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		
Vehicle Scan Report (		

CONTACT

Dealer			of	Phone	
Address	9600 Indianapolis Blvd				
			ZIP		
Dealer Zone	51	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	9
Initial Concern	CEL IS ON – SHUT OFF WHILE DRIVING AT				
Duplicated	Yes	Repairs Parts and Tests	FOLLOW DIAG FOR DTCS ATTACHED AND NEED TO REPLACE THE HCP AND RETEST		
DTC1		DTC2		DTC3	
				DTC4	
Information Sent					
Scan Tool Software Version		Last Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Transmission is on order
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID

██████#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
██████	██████	██████████████	████	██████	REJECTED
██████	██████	██████████████	████	██████	SUSPENDED
████████████████	██████	██████████████	████	██████	PAID
	██████	██████████████	████	██████	PAID
	██████	██████████████	████	██████	PAID
	██████	██████████████	████	██████	REJECTED
	██████	██████████████	████	██████	SUSPENDED
██████	██████	██████████████	████	██████	PAID
██████	██████	██████████████	████	██████	REJECTED
██████	██████	██████████████	████	██████	SUSPENDED
████████████████	██████	██████████████	████	██████	PAID
	██████	██████████████	████	██████	REJECTED
	██████	██████████████	████	██████	PAID
██████	██████	██████████████	████	██████	REJECTED
██████	██████	██████████████	████	██████	SUSPENDED
██████	██████	██████████████	████	██████	PAID
██████	██████	██████████████	████	██████	PAID
██████	██████	██████████████	████	██████	PAID
██████	██████	██████████████	████	██████	PAID
██████	██████	██████████████	████	██████	SUSPENDED
PREPNV	██████	██████████████	0	██████	PAID

CONVERSATION ████████(S)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	██████, please list the DTC diagnostics that was performed and the results for ██████. Including any meter readings. Please clear the codes, road test the vehicle and update the case showing the DTC's that reset. Thanks, ██████		██████
Dealer States	RESENT A NEW REPORT -- THE DTC COMES AS SOON AS THE VEHICLE IS PUT INTO GEAR---OHMED OUT THE MOTORS---U TO V -- OPEN CIRCUIT--- V TO W--- OPEN CIRCUIT-- W TO V-- ██████████ CIRCUIT		██████
Dealer States	THIS INDICATES AN OPEN IN THE TRANSMISSION-- - NEED TO REPLACE TRANSMISION PER SERVICE INFO		██████
Dealer States	ANY UPDATES ON VEHICLE		██████
Dealer States	Can someone escalate this case if we can not get an answer on what we are requesting? Why does it take ██████ with no response from STAR? Chrysler is all about getting perfect survey returns but here we are, shrugging our shoulders to the customer because we are waiting on ██████ answer us. We will be the one dinged on the survey, not STAR.		██████
Agent States	██████, sorry for the delay in getting back to you. Just so you know every time you update the case it puts it back to the bottom of the que and increases the response time. I have ordered the transmission per your diagnostic results of the U/V and V/W phase circuits being open. Transmission PN ██████████. Order number ██████**. Since the part needed for the vehicle repair has been ordered, I will be closing this case for now. Should you require further assistance, the case		██████

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
	may be reopened within the next 15 [REDACTED], or alternatively, a new case can be initiated. Thank you [REDACTED].		

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body	
Built Date		Mileage (Miles)		MDH	
Engine	ECX	ECX			
Transmission	DFY	DFY			
Emmission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group	ECS		
	- MODULE, FUEL PUMP CONTROL		
Primary System	- VEHICLE PERFORMANCE	Sub System	- ELECTRONIC CONTROL MODULES
Area of Failure	CONTROLLER INTERNAL FAULT		
Customer Complaint / Reason for contact	ON		
Created Date		Created By	
Updated Date		Updated By	

CONTACT

Dealer		Phone	
Address			
	State	ZIP	
	County		
Technician TID/SID		Technician Email	
Training Level	CORE	Contact Via SMS	Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts	Days In Shop	0
Concern	CRT Request-The vehicle shut down during the highway. This is the it occurred in the last months. Received message, "Performance limited-stop safety, shift to park, wait for engine to start."			
Duplicated		Repairs Parts and Tests		
Information Sent				
Scan Tool Software Version	Last Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description	Service rep stated vehicle was at dealer last some time in . Left voicemail requesting return call for confirmation. Closing case.
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WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	AGE	DATE RECIEVED	STATUS
					PAID
PREPNV					PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	<p>This Case has now gone ECS (Enhanced Customer Satisfaction). Attach current scan and config reports. My contact info is [REDACTED], email is [REDACTED]. Agent with [REDACTED] Enhanced Customer Satisfaction [REDACTED]. Thank you.</p>		[REDACTED]

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body		WRANGLER 4-DOOR SPORT 4XE
Built Date		Mileage (Miles)		MDH		
Engine	ECX	ECX				
Transmission	DFY	DFY				
Emmission	50 STATE EMISSIONS (NAS)					

GENERAL

STAR Case ID				Case Status	Escalated		
Application Group	TECHNICAL ADVISORS						
	- MODULE, (ANY)						
Primary System	- ELECTRICAL	Sub System	- ELECTRONIC CONTROL MODULES		Area of Failure	CHECK ENGINE/SERVICE ENGINE SOON	
Customer Complaint / Reason for contact	ON						
Created Date		Created By			Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Vehicle Scan Report.pdf		
Configuration Report.pdf		

CONTACT

Dealer				Phone	
Address					
		State			
Dealer		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	2	Days In Shop	
Initial Concern	check light on- Lost Communication With Transmission Fluid Pump Module 1- Active				
Duplicated	Yes		Repairs Parts and Tests	i replace transmission and P2HV cable/harness	
	U0287-00	DTC2		DTC4	
Information Sent					
Scan Tool Software Version		Last TechConnect Search	Vehicle Off Road or Tow-in	No	RO Number

RESOLUTION

Description

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	AGE	DATE RECIEVED	STATUS
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
████	████	████████████████	████	████	REJECTED
████	████	████████████████	████	████	REJECTED
PREPNV	████	████████████████	0	████	PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	████ appreciate you reaching out to us over at STAR, please allow us to get your case transferred over to the correct commodity.		████
Agent States	Hi █████. If you replaced the trans assy, then you already got a new TCM and IEP. If you clear the DTCs, how fast does the DTC set active? Right at key on or do you have to drive it? I am suspecting a faulty connector on the wiring harness or even a bad ground. Let me know. Regards █████.		████
Dealer States	you can drive the █████ yards before light kick on and shut down or you can have idling for █████ on less the light kick on and shuts down		████
Agent States	Hi █████. Have you reviewed SOL █████? █████ (MW).		████
Dealer States	i replaced that harness i had 0ther case █████		████
Agent States	Star is escalating case to next level for assistance. Many repairs with no forward progress. Requesting TA assistance. They will reply.		████
Dealer States	any up dates customer wants to know any news on there vehicle		████
Agent States	Hi █████. Do you have an update on the progress of this case? █████.		████
Agent States	P2 harness and transmission assembly have been replaced for HV motor noise on pump circuit. █████ harness is the next step, please replace. Thank you.		████
Agent States	████, have you replaced the P1 harness?		████

CHERWELL REPORT

VEHICLE

VIN		Model Year			
Built Date		Mileage (Miles)		MDH	
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE			
Transmission	DFY		AUTO		PHEV TRANSMISSION
Emission	EMISSIONS (NAS)				

GENERAL

STAR Case ID		Case Status	Closed
Application Group	ECS		
Component Group	8CD - BLOCK, FUSE		
Primary System		- POWER DISTRIBUTION	Area of Failure
	ELECTRICAL	System	SYSTEMS
Customer Complaint / Reason for contact	INFORMATION		
Created Date		Created By	
		Updated Date	
		Updated By	

CONTACT

Dealer		Van Nuys Chrysler Dodge Jeep Ram	Phone	
Address				
City		State	CA	ZIP
Dealer Zone	71	County		
Technician		Technician Email		
Training Level	CORE	Contact Via SMS		Contact Via Email

CASE SUMMARY

Customer Waiting	No	Repair Attempts		Days In Shop	1
Initial Concern	Vehicle stops completely and customer has to restart and after making a complete stop engine lags on acceleration				
Duplicated		Repairs Parts and Tests			
DTC1		DTC2		DTC3	
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	Vehicle stops completely and customer has to restart and after making a complete stop engine lags on acceleration
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CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Please attach scan report.		
Agent States	Called dealer spoke with service operator. Advised vehicle not present at the dealer. Closing case.		

CHERWELL REPORT

VEHICLE

VIN		Model Year			
Built Date		Mileage (Miles)		MDH	
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE			
Transmission	DFY		AUTO		PHEV TRANSMISSION
Emmission	50 STATE EMISSIONS (NAS)				

GENERAL

STAR Case ID				Case Status	Closed	
Application Group	- A/C &					
	- MODULE, (ANY)					
Primary System	- ELECTRICAL	Sub System	- ELECTRONIC CONTROL MODULES	Area of Failure	CHECK ENGINE/SERVICE ENGINE SOON	
Customer Complaint / Reason for contact	INOPERATIVE					
Created Date		Created By		Updated Date		Updated By

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
Configuration Report.pdf		
Vehicle Scan Report.pdf		

CONTACT

Dealer		Autonation		Phone	
Address					
		State			
Dealer		County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	Yes	Repair Attempts	0		2
Initial Concern	car died while driving and would not restart				
Duplicated	Yes	Repairs Parts and Tests	cleared codes per dtc and then codse returned active and shut eh car down then they go store right away		
	p1aed		DTC3		
Information Sent					
Scan Tool Software Version		Last Search	Vehicle Off Road or Tow-in	Yes	RO Number

RESOLUTION

Description	PIM ordered.
-------------	--------------

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
PREPNV					PAID

CONVERSATION (CLAIMS)

<i>Dealer/Agent</i>	<i>Detail</i>	<i>Modified By</i>	<i>Last Modified Date</i>
Agent States	██████ appreciate you reaching out to us over at STAR, please verify your dealer code so we can get you a PIM ordered.		██████
Agent States	██████ we have ordered you a PIM P/N: ██████ your order number is: ██████* you and your dealer can utilize this for things like ETA of part, with part ordered we will now be closing this case out, you will have ██████ to reopen this case if further assistance is needed.		██████
Dealer States	██████		██████

CHERWELL REPORT

VEHICLE

VIN		Model Year		Body			
Built Date		Mileage (Miles)		MDH			
Engine	ECX	ECX					
Transmission	DFY	DFY					
Emission	50 STATE EMISSIONS (NAS)						

GENERAL

STAR Case ID		Case Status	Closed
Application Group	- TRANS		
	- VALVE BODY		
Primary System	TRANSAXLE - AUTO	System	AUTOMATIC
		Area of Failure	CONNECTION DEFECT
Customer Complaint / Reason for contact	MIL ON		
Created Date		Created By	
		Updated Date	09/
		Updated By	

ATTACHMENTS

File Path	Uploaded By	Date Uploaded
CONF. REPORT		

CONTACT

Dealer		Dch		Phone	
Address					
		State		ZIP	
Dealer Zone	71	County			
Technician TID/SID		Technician Email			
Training Level	CORE	Contact Via SMS	Yes	Contact Via Email	No

CASE SUMMARY

Customer Waiting	No	Repair Attempts	1	Days In Shop	30
Initial Concern	ENGINE DIES WHILE DRIVING, SERVICE SHIFTER MESSAGE COMES ON, ALL SHIFTER LIGHTS COMES ON. VEHICLE WILL NOT RESTART.				
Duplicated	Yes	Repairs Parts and Tests	UPDATED PCM,AHCP,HCP AND BPCM.CHECKED WIRING AND CONNECTOR(R/F INNER FENDER)OK.		
DTC1					
Information Sent					
Scan Tool Software Version		Last TechConnect Search		Vehicle Off Road or Tow-in	No
				RO Number	

RESOLUTION

Description	replacing the TCM connector
-------------	-----------------------------

WARRANTY CLAIMS

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
					PAID
					PAID

CLAIM#	CREATED DATE	VIN	MILLAGE	DATE RECIEVED	STATUS
PREPNV			0		PAID

CONVERSATION (CLAIMS)

Dealer/Agent	Detail	Modified By	Last Modified Date
Agent States	Hi [REDACTED], was this the exact reason for the [REDACTED] replacement at the other dealer? These codes, are usually caused by the [REDACTED]. Please be sure, and if not, then tell me, we'll replace the VB in that case - [REDACTED]		[REDACTED]
Dealer States	AUTONATION IN [REDACTED] REPLACE THE VALVE BODY FOR THE SAME CONCERN.		[REDACTED]
Agent States	[REDACTED], I'll call you [REDACTED] your time [REDACTED] - [REDACTED]		[REDACTED]
Agent States	[REDACTED] added he did check the [REDACTED] connector mentioned in the sol case. STAR advised [REDACTED] to replace the [REDACTED] connector p/n [REDACTED] AA, let's start there. Please close this ticket at this time. If you still have any further concerns, please let me know - [REDACTED]		[REDACTED]

CAGRIS Field Concern Report

VIN		Model Year		Body	
Built Date		Market	U		
Engine	ECX	DI TURBO PHEV ENGINE			Serial #
Transmission	DFY	8	AUTO	PHEV TRANSMISSION	Serial #
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT			

Report #		Issue Type	Non-Powertrain	Category	Reliability	Report Type	Field Engineer Analysis
Open Date		Close Date		Narrative Date		Reported By	
System Key		Report Version	1	Business Group		Location	
Mileage				Engine Built Date		Built Date	

Address			
City			Zip
Zone	74		Service Advisor
Phone			Fax
			E-Mail

Information

Part Sequence	Part Number	Part Description	Part Qty	Failed	Cost/Unit	Return Date
1			1			

Issue Narrative Information

Concern #: 1

08

Customer Concern The vehicle stalled/died out while driving

Root Cause Internally Faulty Power Inverter Module (PIM)

LOP

Keyword SupplierQuality PartReturn
GIM Severity Level High
Part Return: Part will be returned via analysis

Repair Action Replaced the PIM. Verified proper software level. Cleared (s) and test drove the vehicle. Vehicle operated as designed. This issue has been corrected.

Details: Verified the concern. Searched for (s) and found the Following (s):

- Resolver Signal/MCPB Rationality
- Implausible Data Received from Hybrid Control Module
- Hybrid Performance-Engine Speed Target Not Achieved During Auto start

Followed diagnostics per Service information. Measured the resistance between Resolver B SIN HI to LO (). Checked the resistance between Resolver B () and LO (). Checked the resistance between the Resolver B Excitation HI and LO circuits (). All resistances were verified to be within specification. Contacted STAR and sent a VSR/Configuration report and measurements previously taken. Upon review of the data, it was determined that the PIM was the most likely cause.

Searched for related GIM cases and found a potentially related GIM NUSENGCHR20006640-DURY: (JL PHEV) The driver reported a stall event when shifting out of manual gear selection followed by a check engine light. Hybrid Perf - Engine Speed Target Not Achieved During Autostart is pending in the and Implausible Data Received From Hybrid Control Module is stored in the PCM requesting a MIL. Issue written against . Note: Would need further analysis of this part to determine if this is the same failure mode.

Imaging Pre-Auth Report

VIN		Model Year		Body			
Built Date		Markot	U				
		BLACK CLEAR COAT					
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE				Serial #	
Transmission	DFY		AUTO		PHEV TRANSMISSION	Serial #	
		BLACK CLEAR COAT					

Report #		System Key		Report		1	Open Date	
Close Date		Narrative Date		Mileage				
		Engine Built Date		Built Date				
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP		

				DODGE	
Address					
		State		Zip	

Complaint: CUSTOMER STATES CHECK ENGINE IS ILLUMINATED, AND VEHICLE WILL STALL

Cause: REPLACE ()

Correction: Special

Imaging Pre-Auth Report

VIN		Model Year		Body			
Built Date		Market	U				
		BRIGHT WHITE CLEAR COAT					
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE				Serial #	
Transmission	DFY		AUTO		PHEV TRANSMISSION	Serial #	
		BRIGHT WHITE CLEAR COAT					

Report #		System Key		Report Version	1	Open Date	
Close Date		Narrative Date		Mileage			
		Engine Built Date		Built Date			
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer					
Dealer Address					
Dealer City		State	IL	Zip	

Information

Part Sequence	Part Number	Part Description		Failed	Part Cost	Return Date
1	ERROR6TH		1		\$0.00	

Complaint: --GEAR RATIO ERROR--CAR LOST POWER AND WOULD NOT ACCELERATE--HAD TO BE TOWED IN --WENT STORED--CONTACTED STAR AND HAD US CHECK WIRING AND PIN CONNECTORS--ALL WERE OK--THEN CLEAR --S AND TEST DRIVE

Cause: --DI NOT REOCCUR--IF YOU READ THE --TREE IT SAYS THIS --WILL STICK TRANS IN --AND IT WILL NOT ACCEL--CUST WILL NOT ACCEPT JUST CLEARING --ES AND GIVING IT BACK SO IT STRANDS THEM AGAIN--STAR AGREED A VALVE BODY REPLACEMENT WOULD BE THE BEST BET

Correction: Auto Trans

Fast Feedback Narrative Report

VIN		Model Year		Body		WRANGLER UNLIMITED	
Built Date		Markot	U				
		BRIGHT WHITE CLEAR COAT					
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE				Serial #	
Transmission	DEM		AUTO		PHEV TRANSMISSION	Serial #	
		BRIGHT WHITE CLEAR COAT					

Report #		System Key		Report Version	1	Open Date	
Close Date		Narrative Date		M			
		Engine Built Date		Built Date			
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer		CHRYSLER CORPORATION					
Dealer Address							
Dealer City			State	MI	Zip		

Complaint: POWERTRAIN; MOTOR RUNS, THEN DIES/STALLS; VEHICLE STALLED AFTER IDLING FOR ABOUT RESTARTED OK.

Cause:

Correction:

Fast Feedback Narrative Report

VIN		Model Year		Body				
Built Date		Markot	U	US				NORTH
Color	PRC	FIRECRACKER RED C/C						
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE				Serial #		
Transmission	DFY	8	AUTO	PHEV TRANSMISSION		Serial #		
Color	PRC	C/C						
Report #		System Key		Report		1	Open Date	
Close Date		Narrative Date		M				
		Engine Built Date		Built Date				
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP		
Address								
		State	MI	Zip				

Complaint: POWERTRAIN; 7 - I HAVE HAD AN ENGINE/MOTOR OR TRANSMISSION PROBLEM THAT IS NOT LISTED ABOVE; WAS DRIVING ON E-SAVE FOR PROBABLY AT LEAST IN BETWEEN STOPS. WHEN I PULLED UP TO A , THE ENGINE CUT OFF AND THE VEHICLE LURCHED TO A SUDDEN STOP. THE VEHICLE SHIFTER STARTED FLASHING THE LETTER D AND ASKED TO BE SHIFTED TO PARK. I DON T RECALL THE EXACT MESSAGE AND BELIEVE THAT P MAY HAVE FLASHED ALSO. I MANAGED TO TURN ON THE HAZARDS AND SHIFT BACK TO PARK. ONCE BACK IN PARK, I WAS ABLE TO PLACE THE TRANSMISSION BACK INTO DRIVE AND LEAVE THE INTERSECTION WITHOUT TOO LONG OF A DELAY. NO OTHER MESSAGES WERE PRESENT. THE INCIDENT BUTTON WAS PRESSED. THIS OCCURRED AT APPROXIMATELY .

Cause:

Correction:

Fast Feedback Narrative Report

VIN		Model Year		Body					
Built Date		Markot	U						
		BRIGHT WHITE CLEAR COAT							
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE				Serial #			
Transmission	DFY		AUTO		PHEV TRANSMISSION	Serial #			
		BRIGHT WHITE CLEAR COAT							
Report #		System Key		Report Version	1	Open Date			
Close Date		Narrative Date		Mileage	268				
		Engine Built Date		Built Date					
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP			
Dealer									
Dealer Address									
Dealer City				State	MI	Zip			

Complaint: POWERTRAIN; MOTOR RUNS, THEN DIES/STALLS; VEHICLE STALLED AFTER IDLING FOR ROUGHLY 45 LOG CAPTURED.

Cause:

Correction:

Fast Feedback Narrative Report

VIN		Model Year		Body	
Built Date		Market	U		
Color		BLACK CLEAR COAT			
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV		Serial #	
Transmission	DFY	AUTO	PHEV TRANSMISSION	Serial #	
Color		BLACK CLEAR COAT			

Report #		System Key		Report	1	Open Date	
Close Date		Narrative Date		Mileage	976		
		Engine Built Date		Built Date			
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Address		State	MI	Zip	
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Complaint: POWERTRAIN; - IDLING PROBLEM; TOOK DATA ON (). IDLE CONDITION, VEHICLE IN PARK. AFTER ARRIVING HOME VEHICLE WAS NON RESPONSIVE TO THROTTLE INPUT. FELT LIKE THE VEHICLE WAS ABOUT TO STALL. DID CUT OUT, BUT COULD NOT TELL IF IT WAS STALL OR TRANSITION TO ELECTRIC. SLUGGISHNESS OF THE THROTTLE AND LACK OF THROTTLE RESPONSE WAS CONFUSING, ALTHOUGH DUE TO TRANSITION TO EV IT MAY BE STANDARD OPERATING PROCEDURE. JUST DIDNT FEEL RIGHT.

Cause:

Correction:

Fast Feedback Narrative Report

VIN		Model Year		Body					
Built Date		Markot	U	US					NORTH
Color	PRV								
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE			Serial #				
Transmission	DFY	AUTO	PHEV TRANSMISSION			Serial #			
Color	PRV								
Report #		System Key		Report Version	1	Open Date			
Close Date		Narrative Date							
		Engine Built Date		Built Date					
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP			
Dealer									
Dealer Address									
Dealer City				State	MI	Zip			

Complaint: POWERTRAIN; 7 - I HAVE HAD AN ENGINE/MOTOR OR TRANSMISSION PROBLEM THAT IS NOT LISTED ABOVE; WHILE DECELERATING TO A STOP IN EV AT CONSTANT BRAKE PEDAL. INCIDENT BUTTON PRESSED AT . WAS AROUND . MY GUESS IS THIS IS A . WAS AROUND . THROUGH DISCUSSION WITH . Y I THINK THIS IS A REGEN TO FRICTION BRAKE TRANSITION BUMP. THIS WAS BEFORE THE VEHICLE FLASH UPDATE THIS WEEK. I THINK ANOTHER POSSIBLE CAUSE OF EITHER BUMP COULD HAVE BEEN THE ILE UNLOCK. THE FELT THE SAME AS MY FORMER COMPLAINT ABOUT A DECEL BUMP.

Cause:

Correction:

Fast Feedback Narrative Report

VIN		Model Year		Body					
Built Date		Markot	U						
		BRIGHT WHITE CLEAR COAT							
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE					Serial #		
Transmission	DFY		AUTO		PHEV TRANSMISSION	Serial #			
		BRIGHT WHITE CLEAR COAT							

Report #		System Key		Report Version	1	Open Date	
Close Date		Narrative Date		Mileage	401		
		Engine Built Date		Built Date			
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer					
Dealer Address					
Dealer City			State	MI	Zip

Complaint: POWERTRAIN: ENGINE/MOTOR RUNS, THEN DIES/STALLS; DROVE INTO A PARKING SPACE, PARKED, AND WAS IDLING IN PARKING SPACE FOR AND ICE ENGINE JUST STOPPED. PRESSED RED BUTTON.

Cause: 0000000000

Correction:

Fast Feedback Narrative Report

VIN		Model Year		Body					
Built Date		Markot	U	US					NORTH
Color	PDN	STING-GRAY CLEAR COAT							
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV			Serial #				
Transmission	DFY	8- AUTO PHEV TRANSMISSION			Serial #				
Color	PDN	STING-GRAY CLEAR COAT							
Report #		System Key		Report Version	1	Open Date			
Close Date		Narrative Date		M					
		Engine Built Date		Built Date					
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP			
Dealer									
Dealer Address									
Dealer City		State	MI	Zip					

Complaint: POWERTRAIN: 7 - I HAVE HAD AN MOTOR OR TRANSMISSION PROBLEM THAT IS NOT LISTED ABOVE; 1) VEHICLE HAS EXITED & OIL REFRESH MODE. I ADDED OF AND IT WAS DRIVEN STRAIGHT PER THE OWNERS MANUAL DETAILS. THIS CONCERN MAY HAVE RESOLVED ITSELF AS INTENDED SINCE MY DRIVING DURING REFRESH MODE WAS LIKELY ALL LESS THAN) AT . I NOTED THAT I SELECTED ELECTRIC MODE SHORTLY AFTER LEAVING MY HOME WHILE THE WAS RUNNING. THE LIGHT SHOWED ELECTRIC MODE BUT THE KEPT RUNNING (MAYBE FOR OTHER REASONS WITHIN THE DESIGN). I PULLED OVER AND NOTED THIS. THEN ABOUT 1/4 MILE FURTHER I SWITCHED BACK TO HYBRID . THE SHUT OFF AS I SLOWED FOR A STOP AND I SWITCHED AGAIN TO ELECTRIC WITH NO ISSUE. THE VEHICLE APPEARED TO DRIVE AS EXPECTED.

Cause:

Correction:

Fast Feedback Narrative Report

VIN		Model Year		Body				
Built Date		Markot	U					
Color		BRIGHT WHITE CLEAR COAT						
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE				Serial #		
Transmission	DFY		AUTO		PHEV TRANSMISSION	Serial #		
Color		BRIGHT WHITE CLEAR COAT						

Report #		System Key		Report Version	1	Open Date	
Close Date		Narrative Date		Mileage			
		Engine Built Date		Built Date			
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Address					
				State	MI
				Zip	

Complaint: POWERTRAIN; 7 - I HAVE HAD AN ENGINE/MOTOR OR TRANSMISSION PROBLEM THAT IS NOT LISTED ABOVE; VEHICLE SHUT DOWN AFTER OF IDLE AFTER OPENING THE DOOR IN PARK (AS EXPECTED). UPON SHUTDOWN, RECEIVED A SERVICE CHARGING SYSTEM WARNING ON THE EVIC. TOOK TO START THE VEHICLE AFTER THE EVENT. LOGS CAPTURED.

Cause:

Correction:

[illegible]

Report #		System Key		Report		1	Open Date	
Close Date		Narrative Date		Mileage				
		Engine Built Date		Built Date				
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0		Supplier RP	

[REDACTED]		[REDACTED]		[REDACTED]	
Address		[REDACTED]		[REDACTED]	
[REDACTED]		State	MI	Zip	[REDACTED]

Cause: [REDACTED]

Correction:

Fast Feedback Narrative Report

VIN		Model Year		Body			
Built Date		Market	U				
Color		BLACK CLEAR COAT					
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE				Serial #	
Transmission	DFY		AUTO		PHEV TRANSMISSION	Serial #	
Color		BLACK CLEAR COAT					

Report #		System Key		Report		1	Open Date	
Close Date		Narrative Date		Mileage		3,000		
		Engine Built Date		Built Date				
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP		

Address		State	MI	Zip	
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Complaint: POWERTRAIN; 7 - I HAVE HAD AN ENGINE/MOTOR OR TRANSMISSION PROBLEM THAT IS NOT LISTED ABOVE; SURVEY INTERNAL NUMBER - --SURVEY RESPONDENT NUMBER - --QUESTION NUMBER - 4--QUESTION - DO YOU HAVE ANY OTHER DRIVEABILITY CONCERNS THAT ARE NOT LISTED ABOVE IF SO, PLEASE EXPLAIN: --RESPONSE - THE CAR IS AT THE DEALERSHIP CURRENTLY, HAD TO BE TOWED IN DUE TO ELECTRICAL PROBLEM. CAR STOPPED DRIVING WHEN I WAS ON THE HIGHWAY ABOUT . CURRENTLY AT BEING LOOKED AT.

Cause:

Correction:

Fast Feedback Narrative Report

VIN		Model Year		Body			
Built Date		Market	U				
		BRIGHT WHITE CLEAR COAT					
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE			Serial #		
Transmission	D	AUTO	PHEV TRANSMISSION			Serial #	
		BRIGHT WHITE CLEAR COAT					

Report #		System Key		Report Version	1	Open Date	
Close Date		Narrative Date		Mileage			
		Engine Built Date		Built Date			
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer		CHRYSLER CORPORATION					
Dealer Address							
Dealer City		State	MI	Zip			

Complaint: DRIVING EXPERIENCE; - I HAVE HAD A DRIVING EXPERIENCE PROBLEM THAT IS NOT LISTED ABOVE; SYSTEM FAILURE WARNING LIGHT CAME ON AND CAR STALLED.

Cause:

Correction:

Fast Feedback Narrative Report

VIN		Model		Body	
Built Date		Markot	U	US	
		BLACK CLEAR COAT			
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV		Serial #	
Transmission	DFY	8	AUTO	PHEV TRANSMISSION	Serial #
		BLACK CLEAR COAT			

Report #		System Key		Report Version	1	Open Date	
Close Date		Narrative Date					
		Engine Built Date		Built Date			
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer			
Dealer Address			
Dealer City		State	MI
		Zip	

Complaint: POWERTRAIN; MOTOR RUNS, THEN DIES/STALLS; STALLED IN WHEN COMING TO A FULL STOP. I PRESSED THE EVENT BUTTON. LIKELY OCCURRED DECEL TO SUSPECT R0 CLUTCH MISMANAGEMENT

Cause:

Correction:

VIN		Model Year		Body	
Built Date		Market	U		NORTH
		BLACK CLEAR COAT			
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE			Serial #
Transmission		AUTO	PHEV TRANSMISSION	Serial #	
		BLACK CLEAR COAT			

Dealer				
Dealer Address				
Dealer City		State	MI	Zip

Correction:

PE and Lease Vehicle Narrative Report

VIN		Model Year		Body		UNLIMITED	
Built Date		Market	U				NORTH
Color	PRV						
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE			Serial #		
Transmission	DFY	AUTO	PHEV TRANSMISSION		Serial #		
Color	PRV						

Report #		System Key		Report Version	1	Open Date	
Close Date		Narrative Date		Mileage			
		Engine Built Date		Built Date			
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Address		State	MI	Zip	
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Complaint: POWERTRAIN; PWR09 - ABNORMAL ENGINE/MOTOR NOISES; ONCE THE VEHICLE IS STARTED, IF IT WILL START, IT MAKES A GRINDING NOISE. VEHICLE STOPPED RUNNING ON THE SIDE OF THE ROAD, AND WAS TOWED TO QEC

Cause:

Correction:

PE and Lease Vehicle Narrative Report

VIN		Model Year		Body		UNLIMITED	
Built Date		Markot	U			ASSEMBLY	NORTH
Color	PRV						
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV		Serial #			
Transmission	DFY	AUTO		PHEV TRANSMISSION	Serial #		
Color	PRV						

Report #		System Key		Report		1	Open Date	
Close Date		Narrative Date		Mileage				
		Engine Built Date		Built Date				
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP		

Address		State	MI	Zip	
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Complaint: POWERTRAIN; - MOTOR DOESN T START/TURN ON AT ALL; THE WAS SPUTTERING WHILE DRIVING ON THE EXPRESS WAY. I LOOKED AT THE PANEL AND NOTICED THAT THE PLACE FOOT ON BRAKE AND HIT START WAS DISPLAYED. I THEN REALIZED THAT THE MOTOR HAD SHUT OFF. I WAS ABLE TO COAST OFF THE EXPRESSWAY INTO A PARKING LOT. I WAS ABLE TO GET THE VEHICLE RESTARTED BUT IT SHUT OFF SOON AFTER THAT. SOMETHING WAS IN THE DRIVETRAIN WAS MAKING A HORRIFIC GRINDING NOISE. THE D DRIVE INDICATOR LIGHT WAS BLINKING. THE VEHICLE COULD NO LONGER BE STARTED, OR TAKEN OUT OF DRIVE TO BE MOVED OFF THE ROAD. I WAS ABLE TO GET HELP GETTING IT PUSHED OFF THE ROAD BY PUTTING IT IN BY USING THE SHIFTER.

Cause:

Correction:

PE and Lease Vehicle Narrative Report

VIN		Model Year		Body		WRANGLER UNLIMITED	
Built Date		Markot	U			ASSEMBLY	NORTH
Color		BRIGHT WHITE CLEAR COAT					
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE				Serial #	
Transmission			AUTO		PHEV TRANSMISSION	Serial #	
Color		BRIGHT WHITE CLEAR COAT					
Report #		System Key		Report Version	1	Open Date	
Close Date		Narrative Date		Mileage			
		Engine Built Date		Built Date			
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	
Dealer							
Dealer Address							
		State	MI	Zip			

Complaint: POWERTRAIN; - ENGINE/MOTOR DOESN T START/TURN ON AT ALL; I WAS DRIVING ON THE HIGHWAY AND THE ENGINE SUDDENLY STALLED AND I WASNT ABLE TO DRIVE AGAIN. I HAD TO CALL EMERGENCY SERVICE TO TOWN THE VEHICLE TO THE DEALER. THERE CAR HAS BEEN AT THE DEALER SINCE THEN. THEY TOLD ME THEY FOUND CODES RELATED TO WIRING ISSUES, I DONT HAVE FURTHER KNOWLEDGE.

Cause:

Correction:

PE and Lease Vehicle Narrative Report

VIN		Model Year		Body		R UNLIMITED
Built Date		Market	U			NORTH
Color	PRC		RED C/C			
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV		Serial #		
Transmission		AUTO	PHEV TRANSMISSION	Serial #		
Color	PRC		RED C/C			

Report #		System Key		Report Version	1	Open Date	
Close Date		Narrative Date		Mileage			
		Engine Built Date		Built Date			
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer		
Dealer Address		
	State	MI Zip

Complaint: POWERTRAIN: [REDACTED] MOTOR RUNS, THEN DIES/STALLS; MULTIPLE [REDACTED] ISSUES IN THE [REDACTED], FIRST AND MOST CONCERNING IS THE [REDACTED] STALLS WITHOUT WARNING WHILE DRIVING. [REDACTED] WILL NOT START OR TURN OVER FOR 10 TO [REDACTED] AND THEN START RIGHT UP. [REDACTED] ACCELERATING ENDING LAGS TO THE POINT OF FEELING LIKE ITS GOING TO STALL. THIS THING WILL BE TURNED INTO A SERVICE CENTER NO LATER [REDACTED]

Cause:

Correction:

PE and Lease Vehicle Narrative Report

VIN		Model Year		Body				UNLIMITED	
Built Date		Market	U					ASSEMBLY	NORTH
Color	PRC	FIRECRACKER RED C/C							
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE					Serial #		
Transmission	DFY	AUTO PHEV TRANSMISSION					Serial #		
Color	PRC	C/C							

Report #		System Key		Report		1	Open Date	
Close Date		Narrative Date		Mileage				
		Engine Built Date		Built Date				
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP		

Address		State	MI	Zip	
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Complaint: POWERTRAIN: MOTOR RUNS, THEN DIES/STALLS; HELLO, VEHICLE RATTLES EXCESSIVELY AND SOUNDS LIKE A TRUCK. VEHICLE HESITATES BEFORE ACCELERATION. AT A TRAFFIC LIGHT VEHICLE WILL LOOSE POWER AND ENGINE LIGHT, TRACTION LIGHT, THROTTLE MESSAGE WILL ALL COME ON. THE VEHICLE OIL LOW LIGHT ALSO CAME ON IN ADDITION TO THE OTHER MESSAGES.

Cause:

Correction:

PE and Lease Vehicle Narrative Report

VIN		Model Year		Body					
Built Date		Markot	U	US			ASSEMBLY		NORTH
Color	PGP		CLEAR COAT						
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV		Serial #					
Transmission	DFY	AUTO		PHEV TRANSMISSION	Serial #				
Color	PGP		CLEAR COAT						

Report #		System Key		Report		1	Open Date	
Close Date		Narrative Date		Mileage				
		Engine Built Date		Built Date				
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0		Supplier RP	

Address								
				State	MI	Zip		

Complaint: POWERTRAIN; - MOTOR RUNS, THEN DIES/STALLS; DURING EXECUTIVE RIDE AND DRIVE THE VEHICLE HAD AN STALL AND THE CEL ILLUMINATED WITH THE MESSAGE IN THE EVIC TO SERVICE CHARGING SYSTEM. AFTER A KEY CYCLE THE VEHICLE RECOVERED BUT THE CEL REMAINED ON. VSR SHOWS (INTERNAL CONTROL MODULE TORQUE CALCULATION PERFORMANCE) AND (POWER INVERTER MODULE - INCORRECT CONTROL MODE) EVENT BUTTON PRESSED AT - REPORT CREATED BY: - PHONE: 0

Cause:

Correction:

PE and Lease Vehicle Narrative Report

VIN		Model Year		Body		
Built Date		Markot	U			NORTH
Color	PBJ					
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV		Serial #		
Transmission	DFY	AUTO	PHEV TRANSMISSION	Serial #		
Color	PBJ					

Report #		System Key		Report	1	Open Date	
Close Date		Narrative Date		Mileage			
MDH	082921	Engine Built Date		Built Date			
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Address		State	MI	Zip	
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Complaint: POWERTRAIN; [REDACTED] MOTOR RUNS, THEN DIES/STALLS; PUT CAR IN DRIVE AND PULLED FORWARD A FEW FEET. [REDACTED] SHUT OFF ABRUPTLY. DASH BRIEFLY DISPLAYED CHARGE SYSTEM ERROR BUT CAR WAS NOT PLUGGED IN. SHUT CAR OFF AND TRIED TO RESTART. PUSH START INDICATOR ON RUN BUT NO POWER TO [REDACTED] MOTOR. AFTER [REDACTED] OF TRYING TO RESTART, [REDACTED] STARTED BACK UP WITH CHECK [REDACTED] LIGHT ON AND A MESSAGE DISPLAYING ELECTRIC MODE TEMPORARILY UNAVAILABLE. FUEL/OIL REFRESH IN PROGRESS. MOVED VEHICLE BACK INTO DRIVEWAY AND SHUT OFF. RESTARTED [REDACTED] AFTER [REDACTED] AND ALLOWED THE [REDACTED] TO RUN FOR [REDACTED], SHUT OFF AND TURN BACK ON. CHECK [REDACTED] LIGHT SHUT OFF, NO SYSTEM ERRORS, STILL HAD FUEL/OIL REFRESH MESSAGE WHICH WENT AWAY LATER IN THE DAY. SCHEDULED FOR OIL CHANGE AND INSPECTION BUT NO RECURRENCES OF THIS ISSUE SINCE. - REPORT CREATED BY: [REDACTED] - [REDACTED] S - PHONE: 0

Cause:

Correction:

PE and Lease Vehicle Narrative Report

VIN		Model		Body	
Built Date		Markot	U		NORTH
Color	PBJ				
Engine	ECX	2.0L I4 DOHC DI TURBO PHEV ENGINE		Serial #	
Transmission	D	AUTO	PHEV TRANSMISSION	Serial #	
Color	PBJ				

Report #		System Key		Report Version	1	Open Date	
Close Date		Narrative Date					
MDH	082921	Engine Built Date		Built Date			
Customer Invoice	0	Warranty Invoice	0	Other Invoice	0	Supplier RP	

Dealer		CHRYSLER CORPORATION
Dealer Address		
Dealer City		State MI Zip

Complaint: POWERTRAIN; MOTOR DOESN T START/TURN ON AT ALL; WHILE DRIVING A MESSAGE DISPLAYED ON THE DASH THAT SAID SHIFT TO PARK AND THE VEHICLE BEGAN SHUTTING OFF. I WAS ABLE TO PULL OVER AND PARK THE VEHICLE BUT UNABLE TO RESTART THE VEHICLE. CALLED ROAD SIDE ASSISTANCE TO TOW VEHICLE TO NEAREST SHOP. - REPORT CREATED BY: - - PHONE: 0

Cause:

Correction: