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CUSTOMER NAME : [REDACTED] SERIAL NO. : [REDACTED]
-----R.O NO. : [REDACTED] R.O DATE : 11/22/2022 R.O TYPE : S
MILEAGE : 11827 ADVISOR NO. : 3740JOB NUMBER : 1 OPERATION 08DOZ OP. DESC. *BODY ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 3309
COMPLAINT : CUSTOMER STATES VEHICLE WILL SHUT OFF WHILE DRIVING, SEE RO
865457 FOR INFORMATION ON DIAGNOSIS.
CAUSE : CONTACTED STAR SERVICE CENTER AND WAS INFORMED THE PIM
WILL BE REPLACED
CORRECTION : REPLACED PIM,UPDATED MODULE AND REFILLED COOLANT SYSTEM
[REDACTED] 0.3HRSWARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] [REDACTED] [REDACTED] [REDACTED]-----
R.O NO. : [REDACTED] R.O DATE : 10/24/2022 R.O TYPE : S
MILEAGE : 11783 ADVISOR NO. : 3740JOB NUMBER : 1 OPERATION 90DOZMPI OP. DESC. 27 POINT INSPECTION
SALE TYPE : I TECHNICIAN NO(S). 4312
COMPLAINT : (Multi-point inspection according to maintenance interval)
CAUSE : INSPECTION
CORRECTION : COMPLETED INSPECTION AND CUSTOMER PROVIDED WITH COPY OF
MULTI-POINT INSPECTION FORMJOB NUMBER : 2 OPERATION 08DOZ OP. DESC. *BODY ELECTRICAL
SALE TYPE : I TECHNICIAN NO(S). 4312
COMPLAINT : Customer States vehicle shut off while driving Cluster and R
adio screen black (Body Electrical Concern)
CAUSE : UNABLE TO DUPLICATE CUSTOMER CONCERN
CORRECTION : NO DTC'S STORED IN ANY MODULE. USED GR8 TO TEST 12V SYSTEM,
BATTERY PASSED VEHICLE IS CHARGING AT 13.0 VOLTS. CHARGED
HIGH VOLTAGE SYSTEM TO 50. TEST DROVE FOR 18 MILES AT
HIGHWAY AND CITY SPEEDS. UNABLE TO DUPLICATE CUSTOMERS
CONCERN.

COMMENTS : TAG NUMBER IS 1.

RECOMMEND : [REDACTED]

R.O NO. : [REDACTED] R.O DATE : 08/17/2022 R.O TYPE : S
MILEAGE : 10266 ADVISOR NO. : 3740JOB NUMBER : 1 OPERATION 23DOZ OP. DESC. *EXTERIOR TRIM
SALE TYPE : W TECHNICIAN NO(S). 4312
COMPLAINT : Customer states soft top is not sitting flush with body Spec
ial order parts to be installed (Exterior Concern)
CAUSE : OPENED TOP AND EXAMINED COMPONENTS AND THERE POSITIONS IN

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DIFFERENT COMPONENTS COMPARING TO THE OPPOSITE SIDE. FOUND
THAT THE FOLDING MECHANISM IS BENT AS WELL AS TWO RAILS

CORRECTION : REPLACED DRIVER SIDE FOLDING MECHANISM AND TWO BARS. TESTED
AREA AND BOTH SIDES ARE NOW EVENLY FLUSH

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.



JOB NUMBER : 2 OPERATION 18DOZ OP. DESC. DRIVEABILITY

SALE TYPE : I TECHNICIAN NO(S). 4312

COMPLAINT : Customer states vehicle sounds very loud when I idle or runn
ing (Driveability Concern)

CAUSE : OPERATED VEHICLE FROM A COLD START AND LISTENED FOR THE
ENGINE FAN TO COME ON. COMPARED TO WHEN THE AC IS TURNED ON.
PERFORMED ROAD TEST AND COMPARED SOUND WITH THE WINDOWS ALL
DOWN AND ALL UP.

CORRECTION : THE CONDITION(S) YOUR VEHICLE WAS UNDER ARE NOT PRESENT AT
THIS TIME. THE FAN SOUND THAT WE ARE ABLE TO DUPLICATE IS
OPERATING AS INTENDED. IF THIS ISSUE OCCURS BRING BACK TO US
FOR FURTHER INSPECTION

JOB NUMBER : 3 OPERATION [REDACTED] OP. DESC. EXTERIOR TRIM

SALE TYPE : I TECHNICIAN NO(S). 4312

COMPLAINT : CUSTOMER STATES REAR WINDOW ZIPPER IS HARD MAKING IT
DIFFICULT TO REMOVE THE REAR WINDOW.

CORRECTION : ADJUSTED BACK WINDOW AND SIDE WINDOWS

JOB NUMBER : 4 OPERATION 33DOZRENTAL OP. DESC. RENTAL CAR

SALE TYPE : I TECHNICIAN NO(S). 4312

COMPLAINT : RENTAL CAR

CORRECTION : RENTAL

JOB NUMBER : 5 OPERATION 90DOZMPI OP. DESC. 27 POINT INSPECTION

SALE TYPE : I TECHNICIAN NO(S). 4312

COMPLAINT : PERFORM COURTESY MULTI-POINT INSPECTION

CAUSE : INSPECTION

CORRECTION : COMPLETED INSPECTION AND CUSTOMER PROVIDED WITH COPY OF
MULTI-POINT INSPECTION FORM

COMMENTS : SB BDC DROP - TAG NUMBER [REDACTED]

R.O NO. : [REDACTED] R.O DATE : 06/29/2022 R.O TYPE : S

MILEAGE : 7836

ADVISOR NO. : 3740

JOB NUMBER : 1 OPERATION 23DOZ OP. DESC. *EXTERIOR TRIM

SALE TYPE : I TECHNICIAN NO(S). 4312

COMPLAINT : CUSTOMER STATES SOFT TOP SEEMS TO BE UNEVEN AND GETS STUCK
WHEN OPENING AND CLOSING.

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CORRECTION : PARTS HAVE BEEN ORDERED FOR VEHICLE

R.O NO. : [REDACTED] R.O DATE : 04/04/2022 R.O TYPE : S
MILEAGE : 7836 ADVISOR NO. : 3740

JOB NUMBER : 1 OPERATION 55DOZ01S OP. DESC. *OIL CHANGE SYN
SALE TYPE : W TECHNICIAN NO(S). 4323
COMPLAINT : This service is fully covered under Jeep Wave membership Please ensure the price is 0 To receive proper reimbursement for services performed please adjust pay type accordingly (Change synthetic engine oil and filter 5qt 5W30 SN Plus)
CAUSE : MOPAR DISCOUNT COUPON APPLIED
CORRECTION : COMPLETED

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED]

JOB NUMBER : 2 OPERATION 55DOZ04 OP. DESC. *ROTATE TIRES
SALE TYPE : W TECHNICIAN NO(S). 4323
COMPLAINT : This service is fully covered under Jeep Wave membership Please ensure the price is 0 To receive proper reimbursement for services performed please adjust pay type accordingly (Rotate tires)
CAUSE : MOPAR DISCOUNT COUPON APPLIED
CORRECTION : ROTATE TIRES AND CHECK & RESET TIRE PRESSURES

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED]

JOB NUMBER : 3 OPERATION 90DOZMPI OP. DESC. 27 POINT INSPECTION
SALE TYPE : I TECHNICIAN NO(S). 4323
COMPLAINT : (Multi-point inspection according to maintenance interval)
CAUSE : INSPECTION
CORRECTION : COMPLETED INSPECTION AND CUSTOMER PROVIDED WITH COPY OF MULTI-POINT INSPECTION FORM

JOB NUMBER : 4 OPERATION 40DOZ01 OP. DESC. RECALL
SALE TYPE : W TECHNICIAN NO(S). 4368 3309
COMPLAINT : RECALL Y46 (HIGH VOLTAGE CABLE CONNECTOR SEAL) IS OPEN
CAUSE : OPEN RECALL.
E
CORRECTION : LOP [REDACTED]
INSPECTED P1 AND P2 CONNECTOR SEALS PER RECALL.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] [REDACTED]

JOB NUMBER : 5 OPERATION 77DOZ04 OP. DESC. RRTS
SALE TYPE : W TECHNICIAN NO(S). 4368

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COMPLAINT : RRT 21-127 JL PHEV POWER CUBE RELEASE IDCM

CAUSE : OPEN RRT

CORRECTION : LOP: [REDACTED]
UPDATED SOFTWARE IN IDCM FROM [REDACTED] TO AQ.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED]

JOB NUMBER : 6 OPERATION 77DOZ05 OP. DESC. RRTS

SALE TYPE : W TECHNICIAN NO(S). 4368

COMPLAINT : [REDACTED] GAS CAP TETHER TOO LONG

CAUSE : OPEN RRT.

CORRECTION : LOP: [REDACTED]
REPLACED GAS CAP TETHER PER RECALL.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED]

JOB NUMBER : 7 OPERATION [REDACTED] OP. DESC. RRTS

SALE TYPE : W TECHNICIAN NO(S). 4368

COMPLAINT : [REDACTED] JLJT FRONT LOWER BALL JOINT CLICK

CAUSE : OPEN RRT.

CORRECTION : LOP: [REDACTED]
RE-TORQUED FRONT LOWER BALLJOINTS AND INSTALLED NEW COTTER
PINS PER RRT.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED]

JOB NUMBER : 8 OPERATION 77DOZ07 OP. DESC. RRTS

SALE TYPE : W TECHNICIAN NO(S). 4368

COMPLAINT : [REDACTED] JL PHEV POWER CUBE RELEASE AHCP & HCP

CAUSE : OPEN RRT.

CORRECTION : LOP: [REDACTED]
UPDATED SOFTWARE IN HCP AND AHCP PER RRT.
HCP: [REDACTED]
AHCP: [REDACTED]

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED]

JOB NUMBER : 9 OPERATION 77DOZ08 OP. DESC. RRTS

SALE TYPE : W TECHNICIAN NO(S). 4368

COMPLAINT : [REDACTED] JL PHEV POWER CUBE RELEASE PCM

CAUSE : OPEN RRT.

CORRECTION : LOP: [REDACTED] 0.3HR
UPDATED SOFTWARE IN PCM FROM 68477599AL TO AN.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED]

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JOB NUMBER : 10 OPERATION 77DOZ09 OP. DESC. RRTS
SALE TYPE : W TECHNICIAN NO(S). 4368
COMPLAINT : [REDACTED] JL PHEV POWER CUBE RELEASE BPCM
CAUSE : OPEN RRT.
CORRECTION : [REDACTED]
UPDATED SOFTWARE IN BPCM FROM 05193168AF TO AH.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED]

JOB NUMBER : 11 OPERATION 77DOZ10 OP. DESC. RRTS
SALE TYPE : W TECHNICIAN NO(S). 4368
COMPLAINT : RRT 21-122 21MY JL PHEV POWER CUBE RELEASE TCM
CAUSE : OPEN RRT.
CORRECTION : LOP: [REDACTED]
UPDATED SOFTWARE IN TCM FROM 68478031AL TO AN.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED]

JOB NUMBER : 12 OPERATION 18DOZ01 OP. DESC. *CHECK ENGINE LIGHT
SALE TYPE : W TECHNICIAN NO(S). 4368 3309
COMPLAINT : CUSTOMER STATES CHECK ENGINE LIGHT IS ON...PLEASE CHECK AND
ADVISE
CAUSE : BPCM P0AA6-00 Hybrid Battery Voltage System Isolation Fault
PERFORMED DIAGNOSTIC PER SERVICE LIBRAY
FOUND PIM MODULE LEAKED COOANT THRU HIGH VOLTAGE CONNECTER
AND CAUSED LOSS OF ISOLATION,CABLE AND PIM MELTED
CORRECTION : REPLACED HIGH VOLTAGE CABLE,REFILLED ENGINE COOLANT AND
BATTERY COOLANT ALSO REMOVED AND REPLACED POWER INVETER
08901623 FCUC 7.1HRS 07FF0150 0.3HRS 07FF0352 0.3HRS
08198202 FC58 3.5HRS

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED]

JOB NUMBER : 13 OPERATION 23DOZ01 OP. DESC. EXTERIOR TRIM
SALE TYPE : I TECHNICIAN NO(S). 4312
COMPLAINT : CUSTOMER STATES SOFT TOP SEEMS TO BE UNEVEN AND GETS STUCK
WHEN YOUR TRYING TO REINSTALL AFTER TAKING IT OFF. CHECK AND
ADVISE
CORRECTION : TOP HAS BEEN SUBMITTED FOR REVIEW WITH STALANTIS

JOB NUMBER : 14 OPERATION 33DOZSUDS OP. DESC. SUDS WASH
SALE TYPE : C TECHNICIAN NO(S). 9999
COMPLAINT : SUBLET TO SUDS CAR WASH FOR WASH AND VAC
CAUSE : SUBLET
CORRECTION : SERVICE COMPLETED

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COMMENTS : TAG NUMBER [REDACTED]

RECOMMEND : CHECK ENGINE LIGHT IS ON

R.O NO. : [REDACTED] R.O DATE : 07/23/2021 R.O TYPE : S
MILEAGE : 3130 ADVISOR NO. : 4373

JOB NUMBER : 1 OPERATION 90DOZMPI OP. DESC. 27 POINT INSPECTION
SALE TYPE : I TECHNICIAN NO(S). 4183
COMPLAINT : (Multi-point inspection according to maintenance interval)
CAUSE : INSPECTION
CORRECTION : COMPLETED INSPECTION AND CUSTOMER PROVIDED WITH COPY OF
MULTI-POINT INSPECTION FORM

JOB NUMBER : 2 OPERATION 18DOZ01 OP. DESC. *CHECK ENGINE LIGHT
SALE TYPE : I TECHNICIAN NO(S). 4183
COMPLAINT : CHECK ENGINE LIGHT (IndicatorWarning Lights - MIL)
CAUSE : A/C CONCERN
CORRECTION : SEE LINE 3 FOR REPAIR

JOB NUMBER : 3 OPERATION 24DOZ01 OP. DESC. *A/C SERVICE
SALE TYPE : W TECHNICIAN NO(S). 4183
COMPLAINT : AC ISNT COOLING HOT AIR BLOWN ONLY (AC Heating concern)
CAUSE : COMPRESSOR INTERNAL FAILURE
CORRECTION : VEHICLE WOULDN'T BLOW COLD AND THE A/C COMPRESSOR WAS MAKING
A LOUD RATTLE NOISE. FOUND CODE P26FD-00 A/C COMPRESSOR "A"
INTERNAL CONTROL MODULE PERFORMANCE. DISCHARGED A/C SYSTEM
AND REPLACED THE COMPRESSOR. REMOVED THE FRONT GRILL,
COOLING FAN, HEADLIGHTS AND REPLACED THE A/C CONDENSOR DUE
TO COMPRESSOR INTERNAL FAILURE REQUIRING CONDESER TO
BEING REPLACED. INSTALLED HEADLIGHTS, GRILL AND COOLING FAN,
RECHARGED THE A/C SYSTEM AND VEHICLE
PERFORMS CORRECTLY. [REDACTED]

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED]

JOB NUMBER : 4 OPERATION 99DOZ03 OP. DESC. MISC REPAIR
SALE TYPE : I TECHNICIAN NO(S). 4183
COMPLAINT : LOUD NOISE COMING FROM ENGINE (General Concern 3)
CAUSE : A/C CONCERN
CORRECTION : SEE LINE 3 FOR REPAIR

COMMENTS : TAG NUMBER [REDACTED]