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**VEHICLE PROBLEM TRACKING DETAIL REPORT : Rpt-SSV009043434 Version 1**

**Vehicle Information**

VIN: **1J4GA64137L** [REDACTED]

Model Year: 2007

Make/Model: JEEP WRANGLER RUBICON 4X4  
JKJS72

Engine: EGT-3.8L V6 SMPI Engine  
(Ser #:1241602282)

Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans  
(Ser #:K2436E0560)

Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)

MDH: 092908

Warr Bld Dt: 09/29/2006 **Sold Date:** 01/02/2007

**Related Reports**

RO	[Bar]	8
CCC	[Bar]	2
UCN	[Bar]	1
STN	[Bar]	1

**Tips about the report**

► Do you want to refine the list you already have, which includes/excludes some "Key Words" ?  
Add any words you feel is the "Key word" to the list of INCLUDE / EXCLUDE and then press "Go" button to get a drilled down list of reports.

**Additional Sources of Information**

- [GCS Warranty Claims](#)
- [Vehicle Sales Code](#)
- [Component Traceability](#)

**Refine Search**

Including all words : \_\_\_\_\_

Excluding all words : \_\_\_\_\_



**Narrative Information**

*Customer Comment:* P0218 P0846 STORED. TRANS FLUID SMELLS BURNT. OWNER RAN VEHICLE HARD TOWING  
*Service Action:* SEE DIAG TESTS IF CODES REPEAT. CHECK COOLER FLOW. ALSO SEE TSB 21-003-06 IF TRANS REPAIR IS REQUIRED.  
*Correction:*

**Repair and Dealer Information**

<b>STAR</b>	David Peters	<b>Zone/Cd:</b> 66-23833
<b>Contact:</b>		<b>Name:</b> DELMAR HAYNES JEEP-EAGLE
<b>Repair Date:</b>	08/30/2007	<b>Address:</b> 2939 ALCOA HIGHWAY ALCOA, TN 37701
<b>Mileage:</b>	10850	<b>Phone:</b> INACTIVE 865 970-3000
<b>Advisor:</b>		

**Parts and Labor Information**

\*\* No parts information available

( click [LOP](#) to link to WIS MOP/MIS data )

<a href="#">LOP</a>	<b>Cost</b>
21	\$0.00



[Fail Code](#)

**Associated Parts and Labor Information from Warranty**

**Disclaimer : Please be advised the Warranty System is the source for comprehensive Lop and Part information**

\*\* No parts information available  
\*\* No Labor information available

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**VEHICLE PROBLEM TRACKING DETAIL REPORT : Rpt-SSV009535518 Version 2**

**Vehicle Information**

VIN: **1J8GA59107L** [REDACTED]  
 Model Year: 2007  
 Make/Model: JEEP WRANGLER UNLIMITED SAHARA 4X4 JKJP74  
 Engine: EGT-3.8L V6 SMPI Engine  
 (Ser #:1046703148)   
 Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans  
 (Ser #:K0457E2471)   
 Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
 MDH: 021706  
 Warr Bld Dt: 02/17/2007 **Sold Date:** 04/23/2007

**Related Reports**

RO	5
CCC	2
STN	1
RO	1

**Tips about the report**

► Do you want to refine the list you already have, which includes/excludes some "Key Words" ?  
 Add any words you feel is the "Key word" to the list of INCLUDE / EXCLUDE and then press "Go" button to get a drilled down list of reports.

**Refine Search**

Including all words : \_\_\_\_\_

Excluding all words : \_\_\_\_\_



**Additional Sources of Information**

- [GCS Warranty Claims](#)
- [Vehicle Sales Code](#)
- [Component Traceability](#)

**Narrative Information**

**Customer Comment:** TECH STATES THAT HE HAS 3 WRANGLERS THAT LOOKS LIKE THEY WERE DRIVEN IN THE SAND WITH TRANSMISSIONS SLIPPING BECAUSE THEY HAVE BEEN OVERHEATED.WIRING IN TRANS WAS MELTED.  
**Service Action:** STAR WILL CALL ENGINEERING TO REVIEW CASE. STAR ADVISES TECH OF NO KNOWN OVERHEATING ISSUES.STAR ADVISES TECH TO POSSIBLY INSTALL AUXILARY TRANS COOLER,REPL TRANS ,COOLER AND LINES.INSTALL AUXILERY TRANS COOLER. . JASON STATES THEY HAVE RETURNED AFTER 100 MILES OF USE. THE PLASTIC IN THE TRANS HAS MELTED. THE PLASTIC CLIPS HOLDING THE COOLER LINES. JASON STATES THIS CUST USES THIS ON THE BEACH. TECH STATES THERE IS OBVIOUS ABUSE. AN AUX COOLER WAS NEVER INSTALLED. STAR ADVISED JASON TO CONTACT THE BUSINESS CENTER FOR FURTHER REVIEW DUE TO ABUSIVE DRIVING.  
**Correction:**

**Repair and Dealer Information**

STAR **Brian Mocerri** *Zone/Cd:* 66-66933  
*Contact:* **Brian Mocerri** *Name:* NEUWIRTH MOTORS INC  
*Repair Date:* 06/16/2008 *Address:* 219 S COLLEGE RD  
 Mileage: 7981 *WILMINGTON , NC 284031609*  
 Advisor: *Phone:* 910 799-1815

**Parts and Labor Information**

\*\* No parts information available

( click [LOP](#) to link to WIS MOP/MIS data )

<a href="#">LOP</a>	<b>Cost</b>
21	\$0.00



[Fail Code](#)

**Associated Parts and Labor Information from Warranty**

**Disclaimer : Please be advised the Warranty System is the source for comprehensive Lop and Part information**

\*\* No parts information available

\*\* No Labor information available

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**VEHICLE PROBLEM TRACKING DETAIL REPORT : Rpt-SSV008946779 Version 1**

**Vehicle Information**

VIN: **1J8GA59157L** [REDACTED]

Model Year: 2007

Make/Model: JEEP WRANGLER UNLIMITED SAHARA 4X4 JKJP74

Engine: EGT-3.8L V6 SMPI Engine (Ser #:1064702072)

Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K0787E2015)

Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)

MDH: 032419

Warr Bld Dt: 03/24/2007 **Sold Date:** 04/16/2007

**Related Reports**

RO [REDACTED] 7

STN [REDACTED] 2

**Additional Sources of Information**

- ▶ [GCS Warranty Claims](#)
- ▶ [Vehicle Sales Code](#)
- ▶ [Component Traceability](#)

**Tips about the report**

▶ Do you want to refine the list you already have, which includes/excludes some "Key Words" ? Add any words you feel is the "Key word" to the list of INCLUDE / EXCLUDE and then press "Go" button to get a drilled down list of reports.

**Refine Search**

Including all words : \_\_\_\_\_

Excluding all words : \_\_\_\_\_



**Narrative Information**

*Customer Comment:* P0846 P0218 ARE STORED. CANNOT DUPLICATE. OWNER HAS BEEN DRIVING ON SOFT SAND BEACH.

*Service Action:* MAY NEED TO ADD AUX TRANS COOLER.

*Correction:*

**Repair and Dealer Information**

STAR Steven Gillette Zone/Cd: 66-68172

Contact: Name: OUTER BANKS CHRYSLER DODGE JEE

Repair 07/09/2007 Address: 3000 NORTH CROATAN HIGHWAY

Date: KILL DEVIL HILLS , NC 27948

Mileage: 3418 Phone: 252 441-1146

Advisor:

**Parts and Labor Information**

\*\* No parts information available

( click [LOP](#) to link to WIS MOP/MIS data )

<a href="#">LOP</a>	<a href="#">Cost</a>
21	\$0.00



[Fail Code](#)

**Associated Parts and Labor Information from Warranty**

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\*\* No parts information available

\*\* No Labor information available

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**VEHICLE PROBLEM TRACKING DETAIL REPORT : Rpt-SSV009543271 Version 1**

**Vehicle Information**

VIN: **1J4GB59198L** [REDACTED]  
 Model Year: 2008  
 Make/Model: JEEP WRANGLER 4-DR PREMIUM 4X2 JKTP74  
 Engine: EGT-3.8L V6 SMPI Engine (Ser #:1233701594)  
 Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K2347E2427)  
 Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
 MDH: 090600  
 Warr Bld Dt: 09/06/2007 **Sold Date:** 03/04/2008

**Related Reports**

RO [REDACTED] 1  
 RO [REDACTED] 1

**Tips about the report**

▶ Do you want to refine the list you already have, which includes/excludes some "Key Words" ?  
 Add any words you feel is the "Key word" to the list of INCLUDE / EXCLUDE and then press "Go" button to get a drilled down list of reports.

**Refine Search**

Including all words : \_\_\_\_\_

Excluding all words : \_\_\_\_\_



**Additional Sources of Information**

- ▶ [GCS Warranty Claims](#)
- ▶ [Vehicle Sales Code](#)
- ▶ [Component Traceability](#)

**Narrative Information**

**Customer Comment:** BURNT TRANS UP.OVERHEATED. REPLACED UNIT AND COOLER. NEED APPROVAL FOR LABOR.  
**Service Action:** REVIEW WITH 42RLE FFB GROUP. RB5 CLAIM...CLAIM DENIED ...TECH DID NOT CALL IN FOR REPAIR AUTHORIZATION PRIOR TO REPAIR...  
**Correction:**

**Repair and Dealer Information**

STAR **Jeff Campbell** **Zone/Cd:** 66-60340  
 Contact: **Name:** CAROLINA CHRYSLER JEEP DODGE,  
 Repair **Date:** 06/03/2008 **Address:** 891 HIGHWAY 1 S  
 Mileage: **8875** **Phone:** 803 438-9160  
 Advisor:

**Parts and Labor Information**

\*\* No parts information available

(click LOP to link to WIS MOP/MIS data)  
 LOP **Cost**  
 21 \$0.00



[Fail Code](#)

**Associated Parts and Labor Information from Warranty**

**Disclaimer : Please be advised the Warranty System is the source for comprehensive Lop and Part information**

\*\* No parts information available

\*\* No Labor information available

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**VEHICLE PROBLEM TRACKING DETAIL REPORT : Rpt-SSV009446345 Version 4**

**Vehicle Information**

VIN: **1J4FA24138L** [REDACTED]

Model Year: 2008

Make/Model: JEEP WRANGLER 2-DR BASE 4X4 JKJL72

Engine: EGT-3.8L V6 SMPI Engine (Ser #:1289700174)

Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K1847E0035)

Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)

MDH: 101820

Warr Bld Dt: 10/18/2007 **Sold Date:** 11/21/2007

**Related Reports**

UCN [REDACTED] 1

STN [REDACTED] 1

**Additional Sources of Information**

- ▶ GCS Warranty Claims
- ▶ Vehicle Sales Code
- ▶ Component Traceability

**Tips about the report**

▶ Do you want to refine the list you already have, which includes/excludes some "Key Words" ? Add any words you feel is the "Key word" to the list of INCLUDE / EXCLUDE and then press "Go" button to get a drilled down list of reports.

**Refine Search**

Including all words : \_\_\_\_\_

Excluding all words : \_\_\_\_\_ **GO!**

**Narrative Information**

**Customer Comment:** TRANS BURNT UP. ROOT CAUSE UNDEFINED. TRANS RECONDITIONED. NOW SLIPS, ERRATIC SHIFTING. NO CODES. REFERRED CALLER TO FFB GROUP. ALL THE CLUTCHES WERE DISCOLORED THE THRUST WASHER WAS BACKWARDS ON THE INPUT HUB. CLUTCH PACKS AND SEALS, FRONT PUMP, UNDER DRIVE HUB & PISTON, THRUST WASHER, SNAP RING. I ASKED TO SPEAK TO THE TRANS TECH ON THIS CLYDE AKINO LINE PRESSURE SENSOR AND OIL PUMP PSI FOR LINE PRESSURE WAS 35 PER THE STAR SCAN TECH DID NOT DO A MANUAL GAUGE CHECK. VALVE BODY GASKET WAS CHECKED TO MAKE SURE IT WAS NOT FOLDED OVER. TRIED REACHING ENGINEERS BY PHONE, SENDING EMAIL. \*\*\*\*\* TECHNICIAN CLYDE AKINO IS LEVEL 2 PER THE TRAINING AND CURRICULUM INFO.\*\*\*\*\* 21002701 TRANS ASSY PER TRACEABILITY PK TK1847E0035 68037048AA LOP AUTH IN PROGRESS NEED DLR R.O. # R.O. 031710 AUTH# UW03643040402 DEALER HAVING PROBLEM SUBMITTING CLAIM REAUTHORIZED...UW08910671007 CLAIM PAID...CASE CLOSED...

**Service Action:**

**Correction:**

**Repair and Dealer Information**

STAR **Jeff Campbell** **Zone/Cd:** T1-57812

Contact: **Name:** ISLAND DODGE

Repair **Date:** 10/07/2008 **Address:** 110 SOUTH HANA HIGHWAY KAHULUI, HI 967322399

Mileage: 39 **Phone:** INACTIVE

Advisor: **808 877-0031**

**Parts and Labor Information**

\*\* No parts information available

LOP	Cost	Fail Code
21	\$0.00	

(click LOP to link to WIS MOP/MIS data) **New**

**Associated Parts and Labor Information from Warranty**

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\*\* No parts information available

\*\* No Labor information available

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**VEHICLE PROBLEM TRACKING DETAIL REPORT : Rpt-SSV009726440 Version 4**

**Vehicle Information**

VIN: **1J4FA541281** [REDACTED]  
 Model Year: 2008  
 Make/Model: JEEP WRANGLER 2-DR PREMIUM 4X4  
 JKJP72  
 Engine: EGT-3.8L V6 SMPI Engine  
 (Ser #:1339701312)   
 Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans  
 (Ser #:K1927E4060)   
 Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)  
 MDH: 120620  
 Warr Bld Dt: 12/06/2007 **Sold Date:** 12/17/2007

**Related Reports**

CCC	[REDACTED]	8
RO	[REDACTED]	7
UCN	[REDACTED]	3
VPT	[REDACTED]	1
STN	[REDACTED]	1

**Tips about the report**

▶ Do you want to refine the list you already have, which includes/excludes some "Key Words" ?  
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**Refine Search**

Including all words : \_\_\_\_\_

Excluding all words : \_\_\_\_\_



**Additional Sources of Information**

- ▶ [GCS Warranty Claims](#)
- ▶ [Vehicle Sales Code](#)
- ▶ [Component Traceability](#)

**Narrative Information**

**Customer Comment:** TECH (JASON) CALLED PSC AND STATES THAT THIOS VEHICLE IS IN AT THE DEALER WITH NO ENGAGEMENT FROM THE TRANS. TECH STATES THAT THIS IS THE SECOND FAILED TRANS FOR THIS VEHICLE. TECH STATES THAT BOTH TRANSMISSIONS FAILED WHILE DRIVING THE VEHICLE IN THE DEEP SOFT SAND AT THE NEAR BY BEACH. TECH STATES THAT THE COOLER LINE CONNECTORS ARE STARTING TO MELT.

**Service Action:** INFORMED TECH THAT I WILL REVIEW THIS WITH ENGINEERING AND CALL HIM BACK. PSC REVIEWED THIS INFO WITH ENGINEERING AND IT STATES IN THE OWNERS MANUAL THAT THE VEHICLE NEEDS TO BE IN 4 LOW WHILE DRIVING ON SAND. PSC CALLED THE DEALER SA BACK AND INFORMED HIM THAT WE WOULD LIKE HIM TO SEND US THE EVENT DATA FOR THE CODES THAT SET. TECH TO CALL PSC BACK AFTER SENDING THE EVENT DATA FOR THE TRANS CODES THAT SET. PSC REVIEWED WITH DTO AND THEY WILL BE CONTACTING THE BC TO GET A DM OR TA INVOLVED. SA (QUENTON) CALLED PSC BACK AND STATES THAT THE TECH IS SICK BUT HE WNET IN TO TRY AND PULL THE EVENT DATA AN IT HAS BEEN CLEARED BY THE TECH. SA STATES THAT HE HAS THE NOTES FROM THE TECH THAT LOOKS LIKE HE WROTE DOWN THE EVENT DATA. SA TO FAX PSC THE NOTES. SA (QUENTON) CALLED PSC AND STATES THAT HE FAXED THE TECHS NOTES. PSC REVIEWED THE NOTES AND IT LOOKS LIKE THE VEHICLE WAS IN 1ST GEAR. AND THE CVI S ARE IN SPEC. TRANS TEMP WAS AT 422 DEGREES. PSC REVIEWED THIS CASE WITH THE CUSTOMER CALL CENTER AND THEY STATE THAT THE VEHICLE HAS BEEN BOUGHT BACK AND IS SUPPOSED TIO BE AT ANOTHER DEALER FOR REPAIRS FOR AUCTION. CAIR IS GOING TO RESEARCH AND CALL THE DEALER BACK.

**Correction:**

**Repair and Dealer Information**

STAR **Zone/Cd:** 66-66933  
 Contact: Ron Culbert **Name:** NEUWIRTH MOTORS INC  
 Repair **Address:** 219 S COLLEGE RD  
 Date: 09/25/2008 **WILMINGTON , NC 284031609**  
 Mileage: 7687 **Phone:** 910 799-1815  
 Advisor:

**Parts and Labor Information**

\*\* No parts information available

(click LQP to link to WIS MOP/MIS data)   
 LQP **Cost**  
 21 \$0.00

**Fail Code**

**Associated Parts and Labor Information from Warranty**

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\*\* No parts information available  
 \*\* No Labor information available

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**VEHICLE PROBLEM TRACKING DETAIL REPORT : Rpt-SSV009528859 Version 2**

**Vehicle Information**

VIN: **1J4GA591X8L** [REDACTED]

Model Year: 2008

Make/Model: JEEP WRANGLER 4-DR PREMIUM 4X4 JKJP74

Engine: EGT-3.8L V6 SMPI Engine  
(Ser #:1085800765)

Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans  
(Ser #:K0748E4386)

Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)

MDH: 032816

Warr Bld Dt: 03/28/2008 **Sold Date:** 04/25/2008

**Related Reports**

RO [REDACTED] 6

CCC [REDACTED] 4

**Additional Sources of Information**

- ▶ [GCS Warranty Claims](#)
- ▶ [Vehicle Sales Code](#)
- ▶ [Component Traceability](#)

**Tips about the report**

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**Refine Search**

Including all words : \_\_\_\_\_

Excluding all words : \_\_\_\_\_



**Narrative Information**

**Customer Comment:** TOWED IN BECAUSE TRANS WILL NOT MOVE...TOWED IN FROM ANOTHER DEALER...NO MIL..P0218...TECH DROVE VEHICLE...FLUID FULL/BURNT...DID FLOW CHECK..OK....TECH TORN DONE ...NOTICED BLUEING OF TORQUE CONVERTER...REPLACED TORQUE CONVERTER/PUMP/AND VALVE BODY....

**Service Action:** TECH DID NOT FOLLOW WARRANTY PROCEDURES... RO #052281.....AUTH# UW05062170523 -INFORMED BRIAN SERVICE WRITER AND JOHN TECH ON CURRENT WARRANTY PROCEDURES...

**Correction:**

**Repair and Dealer Information**

STAR **Jeff Campbell** Zone/Cd: 63-60196

Contact: **Jeff Campbell** Name: MAC HAIK DODGE CHRYSLER JEEP

Repair Date: **05/23/2008** Address: 5255 S IH 35

Mileage: **1529** GEORGETOWN , TX 786267549

Advisor: Phone: 512 930-7900

**Parts and Labor Information**

\*\* No parts information available

(click [LOP](#) to link to WIS MOP/MIS data)

<b>LOP</b>	<b>Cost</b>
<b>21</b>	<b>\$0.00</b>



[Fail Code](#)

**Associated Parts and Labor Information from Warranty**

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\*\* No parts information available  
\*\* No Labor information available

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