

# Customer Assistance Report



## General Details

Breakdown No. V806PD761  
Patrol 4174 Richard Thomas  
Reg No. NG59RZA  
Mileage 119757

Time Called 13:12 06/08/2018  
Time Complete 14:43 06/08/2018  
Email aj.fenshamsmith@gmail.com

## Location Details

### Breakdown Location

M6 WARWICKSHIRE: @M6 P144.0 B SBND J2 TO  
1:HARD.S SOUTH /B MARKER 144.0 M6 P144.0 B  
SBND J2 TO 1

## Comments

Suspected Diagnosis – Verify all diagnosis with your preferred repairer prior to any work being completed or ordering any parts

Non start - cut out - immobiliser problem - disconnected battery and deleted fault codes - engine started - followed for several miles.

Refer to garage for further investigation - vehicle still under warranty with garage purchased from.

Customer driving back home

## Diagnostic Codes

### RAC DIAGNOSTIC SYSTEM

System Type: IMMOBILISER

Name: IMMOBILISER - DIAGNOSE (CEM)

DTC: DE11,Engine control unit; communication faulty

DTC: DE30,Communication fault, control unit power steering (EPS)

DTC: 3A00,Control unit engine (ECM), incorrect signal

DTC: E000,(CAN) and (ECU) communications failure

DTC: DF17,CAN-L, high speed network, incorrect signal

DTC: 4F331,unknown

DTC: DE11,Engine control unit

DTC: DE30,Control unit power steering (EPS)

DTC: 4F33,Battery temperature

DTC: 3A00,Engine control unit

DTC: E000,control unit

DTC: DF17,CAN-L, high speed network

DTC: DE63,Communication fault, control unit reverse warning system (PAM)

DTC: DE63,Communication With Parking Assist Control Module

System Type: CENTRAL ELECTRONIC UNIT

Name: CENTRAL ELECTRONICS - CONTROL UNIT CENTRAL ELECTRONIC (CEM)

CENTRAL ELECTRONICS - DIAGNOS CEM 2

DTC: 8D08,Left brake light

DTC: 4F82,Belt reminder

System Type: CENTRAL ELECTRONIC UNIT

Name: CENTRAL ELECTRONICS - DIAGNOS CEM 1

DTC: DE11,Engine control unit

DTC: DE30,Control unit power steering (EPS)

DTC: 4F33,Battery temperature  
DTC: 3A00,Engine control unit  
DTC: E000,control unit  
DTC: DF17,CAN-L, high speed network  
DTC: DE11,Engine control unit; communication faulty  
DTC: DE30,Communication fault, control unit power steering (EPS)  
DTC: 3A00,Control unit engine (ECM), incorrect signal  
DTC: E000,(CAN) and (ECU) communications failure  
DTC: DF17,CAN-L, high speed network, incorrect signal  
DTC: 4F331,unknown  
DTC: DE63,Communication With Parking Assist Control Module  
DTC: DE63,Communication fault, control unit reverse warning system (PAM)

System Type: CENTRAL ELECTRONIC UNIT  
Name: CENTRAL ELECTRONICS - DIAGNOS CEM 2

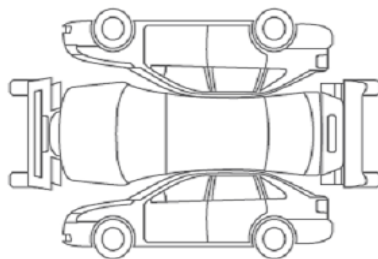
DTC: 8D08,Brake lights left side, defective  
DTC: 4F82,Belt reminder, incorrect signal

System Type: STEERING WHEEL ELECTRONICS  
Name: STEERING WHEEL ELECTRONICS - SWM (STEERING WHEEL MODULE)

DTC: 0A11,Communication  
DTC: 0A10,Communication  
DTC: E003,Module Configuration Failure  
DTC: 0A11,Communication between control units  
DTC: 0A

## Condition

Marked condition of vehicle



Scratch  
Missing  
Broken  
Dent

The RAC Patrol has clearly explained the details and I accept :-

A temporary repair has been carried out which requires a permanent workshop repair at the earliest opportunity

By signing this form, I acknowledge that:-

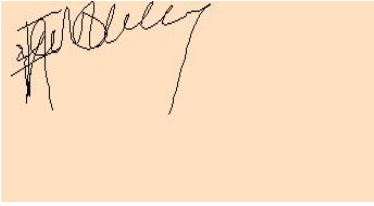
- I have read and understood the instructions on this form
- All effects removed from the vehicle have been returned to me or refitted
- The diagnosis given by the RAC Patrol requires confirmation by a qualified technician in a workshop environment prior to any further work or parts replacement is considered.
- The vehicle condition stated above is a true record of its condition at the time of the signature below.
- If the RAC have provided a repair solution and I have chosen to make my own arrangements to resolve a battery fault, I understand that following a breakdown arising from the original fault where the battery has not been properly repaired or replaced, the RAC, acting reasonably, may:
  - i) decline service and/or attendance in accordance with the Terms & Conditions of my Membership; or
  - ii) an attendance surcharge may be payable if I require attendance

Customer

3rd Party

Name: AMBER FENSHAM

Signature

A handwritten signature in black ink on a solid orange rectangular background. The signature is cursive and appears to read 'Amber Fensham'.

06/08/2018 14:40