

VOLVO
1/6/2006
PART 1 OF 2
ATTACHMENT
RESPONSE NO. 5, 6,
ADDITIONAL INFORMATION

PE05-058

Response to No. 5, Claim Paid Data

Response to No. 5 CLAIM PAID DATA

Source: Volvo's Warranty database. The data provided is current through December 19, 2005.

Make	Model	Count	MY	Count	Category	Count
Volvo	VNL	62	2001	22	Contract Maintenance ¹	3
					Extended Warranty	9
					Good Will	4
					Part Warranty ²	6
			2002	16	Contract Maintenance ¹	4
					Extended Warranty	2
					Good Will	2
					Part Warranty ²	5
					Warranty	3
			2003	24	Extended Warranty	16
					Good Will	5
					Part Warranty ²	1
					Warranty	2
Volvo	VNM	1	2003	1	Warranty	1

¹Contract Maintenance - Cost per mile purchased coverage.

²Part Warranty - one (1) year warranty on purchased replacement parts.

SEC11026

VOLVO TRUCKS NORTH AMERICA, INC.

12:30:25 01/03/06

CLAIMS INQUIRY

DLRA: 52070 CLAIM: VIN: 4V4NC9GG81N MDL: VNL64T MT: 256064
RO: 478147 DATE: 030504 SUBMITTED: 041204 PD: 041704 LABOR RATE: 56.00
TYPE: C AUTH: CTS0058-100 INSP: PTS CODE: DT FITTED:
TEXT: D-I-S: 110300
LINE: 01 REPLACED MISSING LEFT HOOD SHOCK.

F GROUP: 08219 RC: 53 DBC: 62 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS... 13.35 ADJ: 13.35
LABOR COST: 33.50 ADJ: 28.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 46.85 TOTAL PAID: 41.35

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DBC:

AUTH:

P76

ADJ REASON: 02

STATUS: 02

APPROVED WITH ADJUSTM:0414

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11026

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

12:30:33 01/03/06

DEFA: 5207D CLAIM: [REDACTED] LINE: 01

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
82124-2-00	0.5	0.5					

-----PARTS-----	F-GRP	-----DESCRIPTION-----	QTY	ADJ	PRICE(EA)	ADJ
20502948	08219	CONNECTOR	2		0.81	
20541720	08219	SHOCK ABSORBER	1		11.73	

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3=CLXING

SEC11160

VOLVO TRUCKS NORTH AMERICA, INC.

09:56:47 01/05/06

CLAIMS INQUIRY

DLRA: 5181D CLAIM: VIN: 4V4NC9GH71N MOL: VNL64T MI: 433624
RO: 48385 DATE: 051704 SUBMITTED: 052804 PD: 060504 LABOR RATE: 45.00
TYPE: C AUTH: CTS0076-103 INSP: PTS CODE: DT FITTED:
TEXT: D-I-S: 032101

LINE: 02 HOOD STRUT MISSING REMOVE HOOD STRUT STUDS HAD TO RUN A TAP THRU
HOLE DUE TO A HARD TIME GETTING NEW STUD IN RR STRUT EXTRA TIME F
OR STUD INSTALLATION

F GROUP: 08219 RC: 82 DBC: 62 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.8 ADJ: 0.8 TOTAL PARTS: 13.67 ADJ: 13.67
LABOR COST: 59.20 ADJ: 36.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 72.87 TOTAL PAID: 49.67

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DBC:

AUTH:

P63

ADJ REASON: 70 STATUS: 02 APPROVED WITH ADJUSTM: 0602

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11160

VOLVO TRUCKS NORTH AMERICA, INC.

.09:57:00 01/05/06

LABOR-PARTS INQUIRY

DLRA: 5181D CLAIM: [REDACTED] LINE: 02

SRO ENTERED: STD: ADJ: SRO ENTERED: STD: ADJ:
82100-0-00 0.3 0.0 82101-0-00 0.5 0.5

-----PARTS-----	P-GRP	-----DESCRIPTION-----	QTY	ADJ	PRICE(EA)	ADJ
20502948	08219	CONNECTOR	2		0.83	
20541720	08219	SHOCK ABSORBER	1		12.01	

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11122

VOLVO TRUCKS NORTH AMERICA, INC.

12:40:31 01/03/06

CLAIMS INQUIRY

DLRA: 5207D CLAIM: [REDACTED] VIN: 4V4NC9GG21N [REDACTED] MDL: VNL64T MI: 428534
RO.: 485512 DATE.: 101305 SUBMITTED: 111605 PD: 111905 LABOR RATE: 56.00
TYPE: C AUTH.: CTS0068-100 INSP: PTS CODE: DT FITTED.:
TEXT: D-I-S: 110300
LINE: 01 REPLACED MISSING LEFT SIDE HOOD SHOCK, BROKE AND FELL OFF.

F GROUP: 08219 RC: 82 DBC: 20 CAUSAL PART: 20725387 VEND: 51498
LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS.: 22.15 ADJ: 22.15
LABOR COST: 36.50 ADJ: 28.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 56.65 TOTAL PAID: 50.15

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DBC:

AUTH:

P76

ADJ REASON: 02

STATUS: 02 APPROVED WITH ADJUSTM:1116

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11122

VOLVO TRUCKS NORTH AMERICA, INC.

12:40:42 01/03/06

LABOR-PARTS INQUIRY

DLRA: 5207D CLAIM: [REDACTED] LINE: 01

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
82124-2-00	0.5	0.5					

---PARTS---	F-GRP	---DESCRIPTION---	QTY	ADJ	PRICE(EA)	ADJ
20502948	08219	CONNECTOR	2		0.86	
20725387	08219	SHOCK ABSORBER	1		20.43	

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXINQ

SEC11031

VOLVO TRUCKS NORTH AMERICA, INC.

12:49:36 01/04/06

CLAIMS INQUIRY

DLRA: 70310 CLAIM: [REDACTED] VIN: 4V4NC9RH01N MDL: VNL64T MT: 175638
RO.: 135324 DATE.: 100101 SUBMITTED: 102201 PD: 102701 LABOR RATE: 44.00
TYPE: W AUTH.: INSP: PTS CODE: DT FITTED.:
TEXT: D-I-S: 082900

LINE: 02 ONE HOOD SHOCK HAD BROKEN & FALLEN OFF GOING DOWN THE ROAD & THE
OTHER IS BENT. CK & REPLACE BOTH HOOD SHOCKS.

F GROUP: 08210 RC: 82 DEC: 51 CAUSAL PART: 8081651 VEND: 51498
LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS...: 97.30 ADJ: 97.30
LABOR COST: 22.00 ADJ: 22.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 119.30 TOTAL PAID: 119.30

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DEC:

AUTH:

P07

ADJ REASON: 00

STATUS: 01 APPROVED AS SUBMITTED: 1022

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11031

VOLVO TRUCKS NORTH AMERICA, INC.

12:49:57 01/04/06

LABOR-PARTS INQUIRY

DLRA: 70310

CLAIM: [REDACTED]

LINE: 02

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82124-2-00

0.5

0.5

-----PARTS-----

F-GRP ----DESCRIPTION----

QTY ADJ

PRICE(EA)

ADJ

8081651

08210 GAS SPRING

2

48.65

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11122

VOLVO TRUCKS NORTH AMERICA, INC.

12:44:23 01/03/06

CLAIMS INQUIRY

DLRA: 5115D CLAIM: VIN: 4V4NC9RJK1N MDL: VNL64T MI: 153535
RO.: 656752 DATE.: 022702 SUBMITTED: 030502 PD: 030902 LABOR RATE: 60.00
TYPE: W. AUTH.: INSP: PTS CODE: DT FITTED.:
TEXT: D-I-S: 060700

LINE: 01 HOOD STRUTS ARE BROKEN, NOT HOLDING HOOD. REPLACE HOOD STRUTS AND
CHECK, ALL OK.

F GROUP: 08219 RC: 82 DBC: 51 CAUSAL PART: 20358822 VEND: 51498

LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS.: 63.96 ADJ: 63.96

LABOR COST: 30.00 ADJ: 30.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 93.96 TOTAL PAID: 93.96

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P18

ADJ REASON: 00 STATUS: 01 APPROVED AS SUBMITTED: 0305

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11122

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

12:44:31 01/03/06

DLRA: 5115D

CLAIM: [REDACTED]

LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82100-0-00

0.5

0.0

-----PARTS-----
20358822

F-GRP ----DESCRIPTION----
08219 GAS SPRING

QTY ADJ PRICE(EA) ADJ
2 31.98

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3=CLXING

SEC11197

VOLVO TRUCKS NORTH AMERICA, INC.

12:54:48 01/03/06

CLAIMS INQUIRY

CLRA: 70250 CLAIM: [REDACTED] VIN: 4V4NC9GH71N [REDACTED] MDL: VNL64T MI: 246739
RO.: 243035 DATE.: 031202 SUBMITTED: 042402 PD: 042702 LABOR RATE: 50.00
TYPE: W AUTH.: INSP: PTS CODE: DT FITTED.:
TEXT: D-I-S: 061800
LINE: 01 BOTH HOOD SHOCKS BROKEN AT PIVOTS. R&R SHOCKS.

F GROUP: 08219 RC: 82 DBC: 51 CAUSAL PART: 20358822 VEND: 51498
LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS.: 67.42 ADJ: 67.42
LABOR COST: 25.00 ADJ: 25.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 92.42 TOTAL PAID: 92.42

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DEC:

AUTH:

P07

ADJ REASON: 00

STATUS: 01 APPROVED AS SUBMITTED:0424

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXINQ

SEC11197

VOLVO TRUCKS NORTH AMERICA, INC.

12:54:54 01/03/06

LABOR-PARTS INQUIRY

DLRA: 70257

CLAIM: [REDACTED]

LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82124-2-00

0.5

0.5

-----PARTS-----

F-GRP -----DESCRIPTION-----

QTY ADJ

PRICE(EA)

ADJ

20358822

08219 GAS SPRING

2

33.71

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11197

VOLVO TRUCKS NORTH AMERICA, INC.

12:55:53 01/03/06

CLAIMS INQUIRY

DLRA: 5167D CLAIM: VIN: 4V4NC9RH51N MDL: VNL64T MI: 208679
RO.: 11452 DATE: 040202 SUBMITTED: 040602 PD: 041302 LABOR RATE: 56.00
TYPE: W AUTH.: INSP: PTS CODE: DT FITTED:
TEXT: D-I-S: 082200

LINE: 01 REPL HOOD SHOCKS: FOUND HOOD SHOCKS HAD BROKEN INTO PIECES DUE TO
FATIGUE. REMOVE THE BROKEN PIECES OF HOOD SHOCK & INSTALL A NEW
ONE

F GROUP: 08219 RC: 82 DBC: 51 CAUSAL PART: 20358822 VEND: 51498
LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS.: 31.98 ADJ: 31.98
LABOR COST: 28.00 ADJ: 28.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 59.98 TOTAL PAID: 59.98

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HRS:

PARTS:

OUTSIDE:

DBC:

AUTH:

P22:

ADJ REASON: 00

STATUS: 01 APPROVED AS SUBMITTED: 0406

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11197

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

12:56:00 01/03/06

DLRA: 5167D CLAIM: LINE: 01

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
82124-2-00	0.5	0.5					

---PARTS---	F-GRP	---DESCRIPTION---	QTY ADJ	PRICE(EA)	ADJ
20358822	08219	GAS SPRING	1	31.98	

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY.

E=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11026

VOLVO TRUCKS NORTH AMERICA, INC.

12:26:23 01/03/06

CLAIMS INQUIRY

DLRA: 69600 CLAIM: [REDACTED] VIN: AV4NC9JH41K MDL: VNL64T MI: 155391
RO.: 445693 DATE: 051102 SUBMITTED: 051502 PD: 051802 LABOR RATE: 53.00
TYPE: W AUTH.: INSP: PTS CODE: DT FITTED.:
TEXT: D-I-S: 022101
LINE: 01 003KNX T10864 HOOD SHOCK END-BROKEN DEF SHOCK R&B SHOCK

F GROUP: 08219 RC: 82 DBC: 51 CAUSAL PART: 20358822 VEND: 51498
LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS... 33.71 ADJ: 33.71
LABOR COST: 26.50 ADJ: 26.50 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 60.21 TOTAL PAID: 60.21

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P07

ADJ REASON: 00 STATUS: 01 APPROVED AS SUBMITTED: 0515

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11026

VOLVO TRUCKS NORTH AMERICA, INC.

12:26:35 01/03/06

LABOR-PARTS INQUIRY

DLRA: 69600

CLAIM: [REDACTED]

LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82124-2-00

0.5

0.5

-----PARTS-----

F-GRE

-----DESCRIPTION-----

QTY ADJ

PRICE(EA)

ADJ

20358822

08219 GAS SPRING

1

33.71

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ. PF3-CLXING

SEC11197

VOLVO TRUCKS NORTH AMERICA, INC.

12:55:15 01/03/06

CLAIMS INQUIRY

OLRA: 5153D CLAIM: VIN: 4V4NC9RF01M MDL: VNL64T MI: 259109
RO.: 02884 DATE: 110702 SUBMITTED: 120302 PD: 011803 LABOR RATE: 72.00
TYPE: W AUTH: INSP: PTS CODE: DT FITTED.:
TEXT: D-I-S: 041000

LINE: 01 HOOD OPENS AND FALLS OVER. ENDS BROKE OFF BOTH HOOD TILT CYLINDERS
R&R CYLINDERS.

F GROUP: 08219 RC: 82 DBC: 51 CAUSAL PART: 20358822 VEND: 51498
LABOR HRS: 1.0 ADJ: 1.0 TOTAL PARTS.: 63.96 ADJ: 63.96
LABOR COST: 72.00 ADJ: 72.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 135.96 TOTAL PAID: 135.96

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DBC:

AUTH:

PS7

ADJ REASON: 00

STATUS: 00 APPROVED AS SUBMITTED: 0115

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXINQ

SEC11197

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

12:55:22 01/03/06

DLRA: 5153D

CLAIM: [REDACTED]

LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82124-2-00

1.0

0.5

-----PARTS-----

F-GRP ----DESCRIPTION----

QTY ADJ

PRICE(EA)

ADJ

20358822

08219 GAS SPRING

2

31.98

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11122

VOLVO TRUCKS NORTH AMERICA, INC.

12:44:56 01/03/06

CLAIMS INQUIRY

DLRA: 70320 CLAIM: [REDACTED] VIN: 4V4NC9RH11N MDL: VNL64T MI: 210047
RO: 545517 DATE: 021403 SUBMITTED: 021803 PD: 022203 LABOR RATE: 55.00
TYPE: W AUTH: INSP: PTS CODE: DT FITTED: P
TEXT: D-I-S: 031901
LINE: 01 CHECK HOOD SHOCKS. FOUND HOOD SHOCKS PULLED APART. REPLACED BOTH
HOOD SHOCKS.

F GROUP: 08219 RC: 82 DEC: 51 CAUSAL PART: 20358822 VEND: 51498
LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS... 70.12 ADJ: 70.12
LABOR COST: 27.50 ADJ: 27.50 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 97.62 TOTAL PAID: 97.62

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DEC:

AUTH:

P07

ADJ REASON: 00

STATUS: 01 APPROVED AS SUBMITTED: 0218

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11122

VOLVO TRUCKS NORTH AMERICA, INC.

12:45:04 01/03/06

LABOR-PARTS INQUIRY

DLRA: 70320

CLAIM: [REDACTED]

LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82101-0-00

0.5

0.5

-----PARTS-----

20358822

F-GRP ----DESCRIPTION----

08219 GAS SPRING

QTY ADJ

2

PRICE(EA)

35.06

ADJ

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11122

VOLVO TRUCKS NORTH AMERICA, INC.

12:41:12 01/03/06

CLAIMS INQUIRY

DLRA: 5720D CLAIM: [REDACTED] VIN: 4V4NC9GH01N [REDACTED] MDL: VNL64T MI: 270310
RC: 276646 DATE: 040103 SUBMITTED: 042203 PD: 042503 LABOR RATE: 71.00
TYPE: W AUTH: INSP: PTS CODE: DT FITTED:
TEXT: D-I-S: 111600
LINE: 01 HOOD WON'T STAY UP. FOUND HOOD SHOCKS HAD COME APART. REPLACE HO
OD SHOCKS

F GROUP: 08219 RC: 82 DBC: 51 CAUSAL PART: 20502741 VEND: 51498
LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS... 36.28 ADJ: 36.28
LABOR COST: 35.50 ADJ: 35.50 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 71.78 TOTAL PAID: 71.78

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DBC:

AUTH:

P50

ADJ REASON: 00

STATUS: 01

APPROVED AS SUBMITTED: 0422

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11122

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

12:41:21 01/03/06

DLRA: 5720D

CLAIM: [REDACTED]

LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82124-2-00

0.5

0.5

-----PARTS-----

F-GRP -----DESCRIPTION-----

QTY ADJ PRICE(EA) ADJ

20502741

08219 SHOCK ABSORBER

2

16.50

20502948

08219 CONNECTOR

4

0.82

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3=CLXING

SEC11122

VOLVO TRUCKS NORTH AMERICA, INC.

12:42:33 01/03/06

CLAIMS INQUIRY

DLRA: 5545D CLAIM: [REDACTED] VIN: 4V4NC9GH51N [REDACTED] MDL: VNL64T MI: 311512
RO.: 19010 DATE.: 012105 SUBMITTED: 020105 PD: 020505 LABOR RATE: 73.50
TYPE: W AUTH.: INSP: PTS CODE: DT FITTED.:
TEXT: D-I-S: 042502
LINE: 01 REPLACE HOOD SHOCK ON RIGHT SIDE OF RETAINER, CLIP WAS BROKEN

F GROUP: 08219 RC: 82 DBC: 29 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.8 ADJ: 0.8 TOTAL PARTS.: 13.05 ADJ: 13.05
LABOR COST: 58.80 ADJ: 58.80 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 71.85 TOTAL PAID: 71.85

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DBC:

AUTH:

P18

ADJ REASON: 00

STATUS: 01

APPROVED AS SUBMITTED:0201

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11122

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

12:42:41 01/03/06

DLRA: 5545D

CLAIM: [REDACTED]

LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

17003-0-01

0.3

0.3

82124-2-00

0.5

0.5

-----PARTS-----

F-GRP

-----DESCRIPTION-----

QTY ADJ

PRICE(EA)

ADJ

20541720

08219 SHOCK ABSORBER

1

13.05

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3=CLXING

DLRA: 5545D CLAIM: [REDACTED] LINE: 01
SRO ENTERED STD ADJ SRO ENTERED STD ADJ
17003-0-01 0.3 0.3 82124-2-00 0.5 0.5

-----PARTS----- F-GRP -----DESCRIPTION----- QTY ADJ PRICE(EA) ADJ
20541720 08219 SHOCK ABSORBER 1 13.05

DLRA: 5545D CLAIM: [REDACTED] LINE: 01
SRO ENTERED STD ADJ SRO ENTERED STD ADJ
17003-0-01 0.3 0.3 82124-2-00 0.5 0.5

SEC11026

VOLVO TRUCKS NORTH AMERICA, INC.

12:27:44 01/03/06

CLAIMS INQUIRY

DLRA: 6906U CLAIM: VIN: 4V4NC9JH11N MDL: VNL64T MI: 182449
RO: 116227 DATE: 072202 SUBMITTED: 081402 PD: 082402 LABOR RATE: 47.00
TYPE: P AUTH: NND02AUG INSP: PTS CODE: DT FITTED:
TEXT: D-I-S: 012401
LINE: 01 HOOD SHOCK INOP BROKE OUT REPL HOOD SHOCK SUPPORT ROD

F GROUP: 08219 RC: VN DBC: 00 CAUSAL PART: 20358822 VEND: 51498
LABOR HRS: 0.0 ADJ: 0.0 TOTAL PARTS... 0.00 ADJ: 0.00
LABOR COST: 0.00 ADJ: 0.00 TOTAL OUTSIDE: 59.88 ADJ: 37.28

TOTAL ENTERED: 59.88 TOTAL PAID: 37.28

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P67

ADJ REASON: 02 STATUS: 02 APPROVED WITH ADJUSTM:0819

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11026

VOLVO TRUCKS NORTH AMERICA, INC.

12:27:53 01/03/06

LABOR-PARTS INQUIRY

DLRA: 6906U

CLAIM: [REDACTED]

LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82100-0-00

0.0

0.0

-----PARTS-----

F-GRP ----DESCRIPTION----

QTY ADJ

PRICE(EA)

ADJ

*20358822

1

59.88

37.28

20358822

08219 GAS SPRING

0

37.28

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLAIMQ

SEC11122

VOLVO TRUCKS NORTH AMERICA, INC.

12:41:55 01/03/06

CLAIMS INQUIRY

DELA: 6906U CLAIM: [REDACTED] VIN: 4V4NC9JJ61N MDL: VNL64T MI: 24686
RO.: 107203 DATE.: 011603 SUBMITTED: 012703 PD: 022203 LABOR RATE: 47.00
TYPE: P AUTH.: NND03JAN INSP: PTS CODE: DT FITTED.:
TEXT: D-I-S: 091200
LINE: 01 HOOD SHOCKS INOP, BOTH SIDES COMING APART, REPL SHOCKS

F GROUP: 08219 RC: VN DBC: 00 CAUSAL PART: 20358822 VEND: 51498
LABOR HRS: 0.0 ADJ: 0.0 TOTAL PARTS.: 0.00 ADJ: 0.00
LABOR COST: 0.00 ADJ: 0.00 TOTAL OUTSIDE: 37.08 ADJ: 37.08

TOTAL ENTERED: 37.08 TOTAL PAID: 37.08

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

R67

ADJ REASON: 00 00 STATUS: 00 APPROVED AS SUBMITTED: 0220

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXINQ

SEC11122

VOLVO TRUCKS NORTH AMERICA, INC.

12:42:04 01/03/06

LABOR-PARTS INQUIRY

DLRA: 6906U CLAIM: LINE: 01

SRC	ENTERED	STD	ADJ	SRC	ENTERED	STD	ADJ
82100-Q-00	0.0	0.0					

---PARTS---	F-GRP	---DESCRIPTION---	QTY	ADJ	PRICE(EA)	ADJ
*20358822			2		18.54	
20358822	08219	GAS SPRING	0		38.77	

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3=CLXINQ

SEC11122

VOLVO TRUCKS NORTH AMERICA, INC.

12:45:32 01/03/06

CLAIMS INQUIRY

DELA: 6918U CLAIM: VIN: 4V4NC9JH01N MDL: VNL64T MI: 256238
RO...: 397B15 DATE: 042903 SUBMITTED: 072403 PD: 072603 LABOR RATE: 52.00
TYPE: P AUTH: NMP050301 INSP: PTS CODE: DT FITTED.:
TEXT: D-I-S: 051500
LINE: 01 GRILL BROKEN. HOOD STRUTS BROKE OFF, WHEN HOOD WAS SHUT, TRUT PUSHED
INTO GRILL AND BROKE AT BOTTOM. REPALCE GRILL AND HOOD STRUTS

F GROUP: 08231 RC: VM DBC: 00 CAUSAL PART: 8084221 VEND: 50826
LABOR HRS: 0.0 ADJ: 0.0 TOTAL PARTS...: 345.03 ADJ: 345.03
LABOR COST: 0.00 ADJ: 0.00 TOTAL OUTSIDE: 39.48 ADJ: 39.48

TOTAL ENTERED: 384.51 TOTAL PAID: 384.51

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P81

ADJ REASON: 00 STATUS: 01 APPROVED AS SUBMITTED: 0724

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11122

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

12:45:38 01/03/06

CLRA: 69180
SRO
82500-0-00

CLAIM: XXXXXXXXXX
ENTERED STD
0.0 0.0

LINE: 01

SRO

ENTERED STD ADJ

---PARTS---
*980836
8084221

F-GRP ----DESCRIPTION----
08231 GRILLE

QTY	ADJ	PRICE(EA)	ADJ
14		2.82	
1		345.03	

WHAT NEXT? CLAIMQ
ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11122

VOLVO TRUCKS NORTH AMERICA, INC.

12:43:14 01/03/06

CLAIMS INQUIRY

CLERK: 69060 CLAIM: [REDACTED] VIN: 4V4NC9JH81N [REDACTED] MDL: VNL64T MI: 223760
RO.: 161512 DATE.: 082103 SUBMITTED: 090503 PD: 090603 LABOR RATE: 49.00
TYPE: P AUTH.: NNDQ3SEP INSP: PTS CODE: DT. FITTED.:
TEXT: D-I-B: 102100
LINE: 01 HOOD OPENS TOO FAR, HOOD STRUT BROKEN; REPL HOOD STOP CABLE

F GROUP: 08219 RC: VN DBC: 00 CAUSAL PART: 20502741 VEND: 51498
LABOR HRS: 0.0 ADJ: 0.0 TOTAL PARTS.: 14.70 ADJ: 7.35
LABOR COST: 0.00 ADJ: 0.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 14.70 TOTAL PAID: 7.35

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P67

ADJ REASON: 02 STATUS: 02 APPROVED WITE ADJUSTM:0905

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11122

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

12:43:23 01/03/06

DLRA: 6906U CLAIM: [REDACTED] LINE: 01

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
82100-0-00	0.0	0.0					

-----PARTS-----	F-GRP	---DESCRIPTION---	QTY	ADJ	PRICE (EA)	ADJ
20502741	08219	SHOCK ABSORBER	1		13.74	6.87
20502948	08219	CONNECTOR	1		0.96	0.48

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3=CLXINQ

TV513004

VOLVO TRUCKS NORTH AMERICA, INC.

11:56:25 01/03/06

CLAIMS INQUIRY

OLRA: 69060 CLAIM: [REDACTED] VIN: PART MDL: MI: 0
RO.: 129854 DATE.: 062604 SUBMITTED: 071404 PD: 071704 LABOR RATE: 51.00
TYPE: W AUTH.: INSP: PTS CODE: 1 DT FITTED.: 041604
TEXT: D-I-S: 000000

LINE: 01 WGM - VIN [REDACTED] - PREV. REPL. ON ROA 2315-129392 DTD 4-16-04 -
L. HOOD CYLINDER IS COMING OFF, BROKEN HOOD SHOCKS - REPLACED BOT
H - REPL HOOD SHOCK

F GROUP: 08219 RC: 82 DEC: 09 CAUSAL PART: 20541720 VEND: 51498

LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS.: 29.26 ADJ: 29.26

LABOR COST: 25.50 ADJ: 25.50 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 54.76 TOTAL PAID: 54.76

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DEC: AUTH:

P07

ADJ REASON: 00 STATUS: 00 APPROVED AS SUBMITTED: 0714

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXINQ

TV513004

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

11:56:40 01/03/06

DLRA: 6906U

CLAIM: [REDACTED]

LINE: 01

SRO
82124-2-00ENTERED
0.5STD
0.0

ADJ

SRO

ENTERED

STD

ADJ

-----PARTS-----

F-GRP ----DESCRIPTION----

QTY ADJ PRICE(EA) ADJ

20502948

08219 CONNECTOR

4

0.88

20541720

08219 SHOCK ABSORBER

2

12.87

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E=TEXT ENTRY I=TEXT INQ PF3=CLXINQ

SEC11026

VOLVO TRUCKS NORTH AMERICA, INC.

12:28:22. 01/03/06

CLAIMS INQUIRY

DLRA: 5558D CLAIM: VIN: PARTS MDL: MI: 0
RO.: 74177 DATE: 112604 SUBMITTED: 120704 PD: 121104 LABOR RATE: 55.00
TYPE: W AUTH.: INSP: PTS CODE: 1 DT FITTED.: 091004
TEXT: D-I-S: 000000

LINE: 01 01 VNL SN ORIGINAL INVOICE#72751; REPAIR LEFT HOOD STRUT
WON'T STAY ON, FOUND HOOD STRUT NOT HOLDING ONTO BALL SOCKET, REP
LACED & RECHECKED, OK

F GROUP: 08219 RC: 82 DBC: 16 CAUSAL PART: 20541720 VEND: 51498

LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS...: 12.56 ADJ: 12.56

LABOR COST: 27.50 ADJ: 27.50 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 40.06 TOTAL PAID: 40.06

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

F26

ADJ REASON: 00 STATUS: 01 APPROVED AS SUBMITTED:1207

WHAT NEXT? CLAIM

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11026

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

12:28:32. 01/03/06

DERA: 55580 CLAIM: [REDACTED] LINE: 01

SRO ENTERED STD ADJ SRO
82124-2-00 0.5 0.0

ENTERED STD ADJ

-----PARTS-----
20541720

F-GRP ----DESCRIPTION----
08219 SHOCK ABSORBER

QTY ADJ PRICE(EA) ADJ
1 12.56

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11026

VOLVO TRUCKS NORTH AMERICA, INC.

12:17:58 01/03/06

CLAIMS INQUIRY

DLRA: 6906U CLAIM: VIN: PARTS MDL: MI: 0
RO.: 134858 DATE.: 120404 SUBMITTED: 121004 PD: 121104 LABOR RATE: 51.00
TYPE: W AUTH.: INSP: PTS CODE: 1 DT FITTED.: 090404
TEXT: D-I-S: 000000
LINE: 01 WGM VIN PREV RPR ON RO 2315-132486 DTD 9-4-04, RPR HOOD SH
OCK, CLIP BROKEN, REPL HOOD SUPPORT ROD

F GROUP: 08219 RC: 82 DBC: 16 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS...: 14.63 ADJ: 14.63
LABOR COST: 25.50 ADJ: 25.50 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 40.13 TOTAL PAID: 40.13

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

PC7

ADJ REASON: 00 STATUS: 01 APPROVED AS SUBMITTED: 1210

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3=CLXINQ

SEC11026

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

12:23:14 01/03/06

DLRA: 69060

CLAIM: [REDACTED]

LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82124-2-00

0.5

0.0

-----PARTS-----

F-GRP ----DESCRIPTION----

QTY ADJ

PRICE(EA)

ADJ

20502948

08219 CONNECTOR

2

0.88

20541720

08219 SHOCK ABSORBER

1

12.87

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E=TEXT ENTRY I=TEXT INQ PF3=CLXINQ

SEC11122

VOLVO TRUCKS NORTH AMERICA, INC.

12:43:50 01/03/06

CLAIMS INQUIRY

OLRA: 6906U CLAIM: [REDACTED] VIN: PARTS MDL: MI: 0
RQ.: 162526 DATE.: 020105 SUBMITTED: 022405 PD: 022605 LABOR RATE: 51.00
TYPE: W AUTH.: INSP: PTS CODE: 1 DT FITTED.: 100504
TEXT: D-I-S: 000000
LINE: 01 WGM - VIN [REDACTED] - PREV RPR ON ROA 0597-159863 DTD 10-5-04 - HOO
D SHOCKS CAME APART, REPL HOOD SUPPORT ROD

F GROUP: 08219 RC: 33 DEC: 16 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS.: 13.38 ADJ: 13.38
LABOR COST: 25.50 ADJ: 25.50 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 38.88 TOTAL PAID: 36.88

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR SR: PARTS: OUTSIDE: DBC: AUTH:

P07

ADJ REASON: 00 STATUS: 01 APPROVED AS SUBMITTED: 0224

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLKING

SEC11122

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

12:43:58 01/03/06

DLRA: 6906U

CLAIM: [REDACTED]

LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82124-2-00

0.5

0.0

-----PARTS-----
20541720F-GRP ----DESCRIPTION----
08219 SHOCK ABSORBERQTY ADJ PRICE(EA) ADJ
1 13.38

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11026

VOLVO TRUCKS NORTH AMERICA, INC.

12:27:09 01/03/06

CLAIMS INQUIRY

DLRA: 6906U CLAIM: [REDACTED] VIN: PARTS MDL: MI: 0
 RO: 169838 DATE: 051805 SUBMITTED: 060805 PD: 061805 LABOR RATE: 51.00
 TYPE: W AUTH: INSP: PTS CODE: 1 DT FITTED: 040705
 TEXT: D-I-S: 000000
 LINE: 01 VIN [REDACTED] PREV RPR ON RO4517-168829 DTD 4-7-05, BOTH HOOD SHOCKS
 & MOUNTS NEED REPL, FELL OFF, REPL HOOD SUPPORT ROD

F GROUP: 08219 RC: 33 DEC: 16 CAUSAL PART: 20541720 VEND: 51498
 LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS: 26.76 ADJ: 26.76
 LABOR COST: 25.50 ADJ: 25.50 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 52.26 TOTAL PAID: 52.26

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DEC: AUTH:

PC7

ADJ REASON: 00 STATUS: 00 APPROVED AS SUBMITTED: 0613

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3=CLXING

SEC11026

VOLVO TRUCKS NORTH AMERICA, INC.

12:27:17 01/03/06

LABOR-PARTS INQUIRY

DLRA: 69060

CLAIM: [REDACTED]

LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82124-2-00

0.5

0.0

-----PARTS-----

F-GRE

-----DESCRIPTION-----

QTY ADJ

PRICE(EA)

ADJ

20541720

08219 SHOCK ABSORBER

2

13.38

WHAT NEXT? CLAIMING

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11026

VOLVO TRUCKS NORTH AMERICA, INC.

12:29:57 01/03/06

CLAIMS INQUIRY

DLRA: 5207D CLAIM: [REDACTED] VIN: PARTS MDL: ME: 0
RO.: 483869 DATE.: 061605 SUBMITTED: 071805 PD: 073005 LABOR RATE: 73.00
TYPE: W AUTH.: INSP: PTS CODE: 1 DT FITTED.: 040505
TEXT: D-I-S: 000000

LINE: 01 VOLVO [REDACTED] REPLACEMENT PART WARRANTY. LEFT HOOD SHOCK BROKEN,
WILL NOT HOLD. REPLACED HOOD SHOCK. INSTALLED ON 4/5/05, ON JOB
482889.

F GROUP: 08219 RC: 82 DBC: 16 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.8 ADJ: 0.8 TOTAL PARTS... 13.05 ADJ: 13.05
LABOR COST: 58.40 ADJ: 58.40 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 71.45 TOTAL PAID: 71.45

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DBC:

AUTH:

P18

ADJ REASON: 00

STATUS: 00

APPROVED AS SUBMITTED: 0726

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXINQ

SEC11026

VOLVO TRUCKS, NORTH AMERICA, INC.

12:30:03 01/03/06

LABOR-PARTS INQUIRY

DLRA: 5207D CLAIM: [REDACTED] LINE: 01

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
17003-0-01	0.3	0.0		82124-2-00	0.5	0.0	

-----PARTS-----	F-GRP	-----DESCRIPTION-----	QTY	ADJ	PRICE(EA)	ADJ
20541720	08219	SHOCK ABSORBER	1		13.05	

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11031

VOLVO TRUCKS NORTH AMERICA, INC.

12:58:59 01/04/06

CLAIMS INQUIRY

DIRA: 5672B CLAIM: [REDACTED] VIN: 4V4NC9GG12 [REDACTED] MDL: VNL64T MI: 121877
RO... 16365 DATE: 072702 SUBMITTED: 072902 PD: 080302 LABOR RATE: 65.00
TYPE: C AUTH.: CTS0080-700 INSP: PTS CODE: DT FITTED.:
TEXT: D-I-S: 111901
LINE: 03 HOOD PISTONS CAME APART: REPLACED PISTONS

F GROUP: 08219 RC: 82 DEC: 62 CAUSAL PART: 20358822 VEND: 51498
LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS...: 61.50 ADJ: 61.50
LABOR COST: 35.50 ADJ: 32.50 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 97.00 TOTAL PAID: 94.00

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DEC: AUTH:

P46

ADJ REASON: 02 STATUS: 02 APPROVED WITH ADJUSTM: 0731

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXINQ

SEC11031

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

12:59:20 01/04/06

DIRA: 5672B

CLAIM: [REDACTED]

LINE: 03

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82124-2-00

0.5

0.5

---PARTS---

F-GRP ----DESCRIPTION----

QTY ADJ PRICE(EA) ADJ

20358822

08219 GAS SPRING

2

30.75

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3=CLXING

SEC11031

VOLVO TRUCKS NORTH AMERICA, INC.

14:05:58 01/04/06

CLAIMS INQUIRY

DLRA: 5672B CLAIM: VIN: 4V4NC9GG42N MDL: VNL64T MI: 119191
RO...: 16856 DATE: 082602 SUBMITTED: 082902 PD: 090702 LABOR RATE: 65.00
TYPE: C AUTH: CTS0080-700 INSP: PTS CODE: DT FITTED.:
TEXT: D-I-S: 111901
LINE: 03 HOOD PISTONS CAME APART. REPLACE PISTONS

F GROUP: 08219 RC: 82 DBC: 62 CAUSAL PART: 20358822 VEND: 51498
LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS...: 61.50 ADJ: 61.50
LABOR COST: 35.50 ADJ: 32.50 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 97.00 TOTAL PAID: 94.00

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DBC:

AUTH:

P46

ADJ REASON: 02

STATUS: 02

APPROVED WITH ADJUSTM:0905

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3=CLXINQ

SEC11031

VOLVO TRUCKS NORTH AMERICA, INC.

14:06:09 01/04/06

LABOR-PARTS INQUIRY

DIRA: 5672B CLAIM: [REDACTED] LINE: 03

SRC	ENTERED	STD	ADJ	SRC	ENTERED	STD	ADJ
82124-2-00	0.5	0.5					

-----PARTS-----	F-GRP	-----DESCRIPTION-----	QTY ADJ	PRICE(EA)	ADJ
20358822	08219	GAS SPRING	2	30.75	

WHAT NEXT? CLAINQ

ENTER X TO RETURN TO CLAIM INQUIRY

E=TEXT ENTRY I=TEXT INQ PF3=CLXINQ

SEC11031

VOLVO TRUCKS NORTH AMERICA, INC.

13:59:26 01/04/06

CLAIMS INQUIRY

DTRA: 56728 CLAIM: VIN: 4V4NC9GG12N MDL: VNL64T. MI: 164375

RO: 17626 DATE: 101802 SUBMITTED: 102202 PD: 111602 LABOR RATE: 65.00

TYPE: C AUTH: CTS0080-700 INSP: PTS CODE: DT FITTED: B-I-S: 111901

TEXT: B-I-S: 111901

LINE: 03 HOOD SHOCKS PULLED OUT OF HOOD. PO 97849BN PER BRIAN. REPLACED HO
OD

F-GROUP: 08211 RC: 82 DBC: 62 CAUSAL PART: 20377848 VEND: 62381

LABOR HRS: 6.8 ADJ: 6.8 TOTAL PARTS: 2334.26 ADJ: 2334.26

LABOR COST: 482.80 ADJ: 442.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 2817.06 TOTAL PAID: 2776.26

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P46

ADJ REASON: 02 STATUS: 02 APPROVED WITH ADJUSTM:1029

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLAIMQ

SEC11031

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

13:59:36 01/04/06

DLRA: 5672B

CLAIM: [REDACTED]

LINE: 03

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82107-0-01

6.8

6.8

-----PARTS-----

F-GRP -----DESCRIPTION-----

QTY ADJ

PRICE(EA)

ADJ

20358822

08219 GAS SPRING

2

30.75

20377848

08211 HOOD

1

2272.76

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3=CLXINQ

SEC11031

VOLVO TRUCKS NORTH AMERICA, INC.

14:10:06 01/04/06

CLAIMS INQUIRY

DLRA: 5181D CLAIM: VIN: 4V4NC9GH52N MDL: VNL64T MI: 437611
RO: 54066 DATE: 041505 SUBMITTED: 050405 PD: 051405 LABOR RATE: 45.00
TYPE: C AUTH: CTS0076-105 INSP: PTS CODE: DT FITTED:
TEXT: D-I-S: 072602
LINE: 02 HOOD FALLS OPEN END BOTH HOOD STRUTS BLWN RR STRUTS TO REPL

F GROUP: 08219 RC: 82 DBC: 20 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.8 ADJ: 0.8 TOTAL PARTS...: 30.00 ADJ: 30.00
LABOR COST: 62.40 ADJ: 36.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 92.40 TOTAL PAID: 66.00

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P63

ADJ REASON: 70 STATUS: 02 APPROVED WITH ADJUSTM: 0510

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I=TEXT INQ PF3-CLXING

SEC11031

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

14:10:15 01/04/86

DIRA: 5181D CLAIM: [REDACTED]

LINE: 02

SRO
17003-0-01ENTERED
0.3STD
0.3

ADJ

SRO
82100-0-00ENTERED
0.5STD
0.0

ADJ

-----PARTS-----

F-GRP ----DESCRIPTION----

QTY ADJ

PRICE(EA)

ADJ

20502948

08219 CONNECTOR

4

0.86

20541720

08219 SHOCK ABSORBER

2

12.55

971098

01144 FLANGE LOCK NUT

2

0.73

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

14:44:55 01/03/06

CLAIMS INQUIRY

DLRA: 5383D CLAIM: VIN: 4V4NC9TH72N MDL: VNL64T MI: 225804

RO.: 46738 DATE.: 060403 SUBMITTED: 061103 FD: 061403 LABOR RATE: 67.25

TYPE: W AUTH.: INSP: PTS CODE: DT FITTED.:

TEXT: COMPLETE D-I-8: 122601

LINE: 01 CK HOOD SHCK BROKEN. INSPCTD-HOLE IN HOOD WALLOWED OUT LETTING NUT

SERT COME OUT. MADE UP A NEW BACKING PLATE, DRILLED HOLE IN PLATE,

MOUNTED AND WELDED PLATE ON AND INSTALLED NUTSERT. REPLCD BOTH SHCK

F GROUP: 08219 RC: 82 DBC: 51 CAUSAL PART: 20502741 VEND: 51498

LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS...: 36.28 ADJ: 36.28

LABOR COST: 33.63 ADJ: 33.63 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 69.91 TOTAL PAID: 69.91

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P26

ADJ REASON: 00 STATUS: 01 APPROVED AS SUBMITTED: 0611

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

14:45:05 01/03/06

LABOR-PARTS INQUIRY

DIRA: 5383D CLAIM: LINE: 01

SRO ENTERED STD ADJ SRO ENTERED STD ADJ

82101-0-00

0.5

0.5

-----PARTS-----

F-GRE ----DESCRIPTION----

QTY ADJ PRICE(EA) ADJ

20502741 08219 SHOCK ABSORBER

2

16.50

20502948 08219 CONNECTOR

4

0.82

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E=TEXT ENTRY I=TEXT INQ PF3=CLXINQ

SEC11101
DEALER: 53830
CLAIMA: [REDACTED]
STATUS: 3 COMPLETE

VOLVO TRUCKS NORTH AMERICA, INC.
CLAIM FOLLOW-UP MESSAGE INQUIRY

14:45:11 01/03/06
PAGE 01 OF 01

FOLLOW-UP MESSAGE TEXT:

TH NEW HOOD SHOCKS AND INSTALLED PLATE WITH 4 RIVOTS. AND PLEASE ADD X D06/11
TIME FOR 1.5 HRS FOR MAKING UP BACKING PLATE AND DRILLING NEW HOLES. E D06/11

WHAT NEXT? CLTING
TEXT DISPLAYED

E-TEXT ENTRY

PF3-CLTEST

PF9-CS1450

SEC11031

VOLVO TRUCKS NORTH AMERICA, INC.

14:11:37 01/04/06

CLAIMS INQUIRY

DLRA: 5817D CLAIM: VIN: 4V4NC9GH52N MDL: VNL64T MI: 49A597
RO: 26986 DATE: 071305 SUBMITTED: 071805 PD: 081305 LABOR RATE: 76.65
TYPE: W AUTH: INSP: PTS CODE: DT FITTED:
TEXT: D-I-S: 021102

LINE: 02 THE ENDS HAVE BROKEN OFF OF THE HOOD CYLINDERS, HOOD WILL NOT STOP
FROM COMING ALL THE WAY OVER. REPLACED BROKEN HOOD CYLINDERS AND
INSTALLED RETRO FIT STUDS FOR NEW STYLE CYLINDERS TO ATTACH

F GROUP: 08219 RC: CG DBC: 28 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.8 ADJ: 0.8 TOTAL PARTS: 29.70 ADJ: 29.70
LABOR COST: 61.33 ADJ: 61.33 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 91.03 TOTAL PAID: 91.03

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DBC:

AUTH:

P26

ADJ REASON: 00

STATUS: 01 APPROVED AS SUBMITTED: 0718

WHAT NEXT? CLAIM

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11031

VOLVO TRUCKS NORTH AMERICA, INC.

14:11:46 01/04/06

LABOR-PARTS INQUIRY

DLRA: 5817D CLAIM: [REDACTED] LINE: 02

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
82100-0-00	0.5	0.0		82124-2-00	0.3	0.5	

-----PARTS-----	F-GRP	-----DESCRIPTION-----	QTY	ADJ	PRICE(EA)	ADJ
20502948	08219	CONNECTOR	4		0.90	
20541720	08219	SHOCK ABSORBER	2		13.05	

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY:

E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11197

VOLVO TRUCKS NORTH AMERICA, INC.

12:57:29 01/03/06

CLAIMS INQUIRY

DLRA: 69060 CLAIM: VIN: 4V4NC9JH22N MDL: VNL64T MI: 229996
RO...: 173169 DATE: 191903 SUBMITTED: 042604 PD: 050104 LABOR RATE: 49.00
TYPE: P AUTH: EPEMSKE2 INSP: PTS CODE: DT FITTED:
TEXT: D-I-S: 011402
LINE: 01 HOOD SHOCK FAILED, BALL JOINT AT END OF SHOCK THAT HOOKS TO HOOD
BROKE, REPLACE SHOCKS

F GROUP: 08219 RC: 82 DEC: 00 CAUSAL PART: 20358822 VEND: 51498
LABOR HRS: 0.0 ADJ: 0.0 TOTAL PARTS...: 35.58 ADJ: 35.58
LABOR COST: 0.00 ADJ: 0.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 35.58 TOTAL PAID: 35.58

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P67

ADJ REASON: 00 STATUS: 00 APPROVED AS SUBMITTED:0430

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11197

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

12:57:34 01/03/06

OLRA: 6906U CLAIM: [REDACTED] LINE: 01

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
82100-0-00	0.0	0.0					

---PARTS---	F-GRP	---DESCRIPTION---	QTY ADJ	PRICE (EA)	ADJ
20358822	08219	GAS SPRING	2	17.79	

WHAT NEXT? CLAIM?

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11197

VOLVO TRUCKS NORTH AMERICA, INC.

12:57:01 01/03/06

CLAIMS INQUIRY

DIRA: 69060 CLAIM: VIN: 4V4NC9JH22N MDL: VNL64T MI: 247028
RO.: 263267 DATE.: 061404 SUBMITTED: 080404 PD: 090404 LABOR RATE: 51.00
TYPE: P AUTH.: EPENSKE2 INSP: PTS CODE: DT FITTED.:
TEXT: D-I-S: 011802
LINE: 01 HOOD SHOCKS BROKEN WHERE SHOCK ATTACHES TO ENGINE, REPL HOOD SUPP
ORT ROD

F GROUP: 08219 RC: 82 DBC: 00 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.0 ADJ: 0.0 TOTAL PARTS.: 12.88 ADJ: 12.88
LABOR COST: 0.00 ADJ: 0.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 12.88 TOTAL PAID: 12.88

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

E67

ADJ REASON: 00 STATUS: 00 APPROVED AS SUBMITTED: 0829

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3=CLXINQ

SEC11197

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

12:57:07 01/03/06

DLRA: 69060 CLAIM: [REDACTED] LINE: 01

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
82100-0-00	0.0	0.0					

-----PARTS-----
20541720

F-GRP ----DESCRIPTION-----
08219 SHOCK ABSORBER

QTY	ADJ	PRICE (EA)	ADJ
2		5.44	

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

14:46:33 01/03/06

CLAIMS INQUIRY

DLRA: 5089D CLAIM: [REDACTED] VIN: PARTS MDL: [REDACTED] ML: [REDACTED]
NO.: 172943 DATE: 081803 SUBMITTED: 091603 PD: 092003 LABOR RATE: 85.00
TYPE: W AUTH: [REDACTED] INSP: [REDACTED] PTS CODE: 1 DT FITTED: 071603
TEXT: [REDACTED] D-I-S: 000000

LINE: 01 PARTS WARRANTY VIN A [REDACTED] CUSTOMER PURCHASED SHOCKS AND CONNec
TORS ON OUR INVA 174317W AND INSTALLED. HOOCS SHOCKS HAVE NOW FAIL
ED BREAKING SHOCK AND STRIKING BUMPER. REPLACEMENT INV A 174952W.

F GROUP: 08219 RC: 82 DBC: 09 CAUSAL PART: 20502741 VEND: 51498
LABOR HRS: 0.0 ADJ: 0.0 TOTAL PARTS... 26.86 ADJ: 26.86
LABOR COST: 0.00 ADJ: 0.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 26.86 TOTAL PAID: 26.86

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P60

ADJ REASON: 00 STATUS: 01 APPROVED AS SUBMITTED: 0916

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXINQ

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

14:46:40 01/03/06

LABOR-PARTS INQUIRY

ELRA: 5089D CLAIM: [REDACTED] LINE: 01

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
82101-0-00	0.0	0.0					

PARTS	F-GRP	DESCRIPTION	QTY	ADJ	PRICE(EA)	ADJ
20502741	08219	SHOCK ABSORBER	2		11.79	
20502948	08219	CONNECTOR	4		0.82	

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC..

15:01:17 01/03/06

CLAIMS INQUIRY

DIRA: 5377D CLAIM: [REDACTED] VIN: PARTS MDL: MI: 0
RO: 264025 DATE: 041505 SUBMITTED: 053105 PFD: 060405 LABOR RATE: 75.50
TYPE: W AUTH: INSP: PPS CODE: 1 DT FITTED: 041105
TEXT: D-I-S: 000000

LINE: 01 INVOICE [REDACTED] VOLVO, [REDACTED] CUSTOMER STATES THAT ENDS POP OFF
SHOCKS WHEN YOU OPEN HOOD. GAVE CUSTOMER REPLACEMENT PARTS

F GROUP: 08219 RC: 82 DBC: 16 CAUSAL PART: 20502948 VEND: 51498
LABOR HRS: 0.0 ADJ: 0.0 TOTAL PARTS: 14.85 ADJ: 14.85
LABOR COST: 0.00 ADJ: 0.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 14.85 TOTAL PAID: 14.85

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P26

ADJ REASON: 00 STATUS: 01 APPROVED AS SUBMITTED: 0531

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:01:23 01/03/06

LABOR-PARTS INQUIRY

DLRA: 5377D CLAIM: [REDACTED] LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

-----PARTS-----

F-GRP ----DESCRIPTION----

QTY ADJ PRICE(EA) ADJ

20502948

08219 CONNECTOR

2

6.90

20541720

08219 SHOCK ABSORBER

1

13.05

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:00:53 01/03/06

CLAIMS INQUIRY

DLRA: 5377D CLAIM: [REDACTED] VIN: 4V4NC9TJ621 [REDACTED] MBL: VNL64T [REDACTED] MI: 538397
RQ: 270264 DATE: 052205 SUBMITTED: 071405 PD: 072305 LABOR RATE: 75.50
TYPE: W AUTH: SPART-00002 INSP: [REDACTED] PTS CODE: 1 DT EDITED: 041205
TEXT: D-I-S: 113001
LINE: 01 INVOICE [REDACTED] VOLVO, [REDACTED] CLIP ON HOOD SHOCK BROKE. GAVE CUST
OMER REPLACEMENT PART

F GROUP: 08219 RC: 82 DBC: 16 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.0 ADJ: 0.0 TOTAL PARTS: 14.85 ADJ: 14.85
LABOR COST: 0.00 ADJ: 0.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 14.85 TOTAL PAID: 14.85

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

F27

ADJ REASON: 54 STATUS: 00 APPROVED AS SUBMITTED: 0715

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

15:01:00 01/03/06

DLRA: 5377D CLAIM: [REDACTED] LINE: 01

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
E2100-0-00	0.6	0.7					

PARTS	F-GRP	DESCRIPTION	QTY	ADJ	PRICE(EA)	ADJ
20502948	08219	CONNECTOR	2		0.69	
20541720	08219	SHOCK ABSORBER	1		10.04	

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3=CLXING

SEC11101 VOLVO TRUCKS NORTH AMERICA, INC. 14:46:01 01/03/06

CLAIMS INQUIRY

DLRA: 6906U CLAIM: VIN: PARTS MDL: MI: 0
RO.: 102328 DATE: 062205 SUBMITTED: 071305 PD: 071605 LABOR RATE: 51.00
TYPE: W AUTH: INSP: PTS CODE: 1 DT EDITED: 052505
TEXT: D-I-S: 000000

LINE: 01 VIN PREV RPR ON RO 0011-153628 DTD 5-25-05, HOOD ASSIST RO
D KEEPS FALLING OFF, ROD END FAILURE, REPL HOOD SUPPORT ROD

F GROUP: 08219 RC: 82 DBC: 16 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS.: 13.74 ADJ: 13.74
LABOR COST: 25.50 ADJ: 25.50 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 39.24 TOTAL PAID: 39.24

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P07

ADJ REASON: 00 STATUS: 01 APPROVED AS SUBMITTED: 0713

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXINQ

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

14:46:07 01/03/06

LABOR-PARTS INQUIRY

DLRA: 69060

CLAIM: [REDACTED]

LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82124-2-00

0.5

0.0

-----PARTS-----

F-GRP ----DESCRIPTION----

QTY ADJ

PRICE(EA)

ADJ

20541720

08219 SHOCK ABSORBER

1

13.74

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY.

E-TEXT ENTRY I-TEXT INQ PF3=CLXING

SEC11197

VOLVO TRUCKS NORTH AMERICA, INC.

12:56:28 01/03/06

CLAIMS INQUIRY

DLRA: 6906U CLAIM: [REDACTED] VIN: PARTS MDL: MI: 0
RO.: 127531 DATE: 071005 SUBMITTED: 081805 PD: 082005 LABOR RATE: 51.00
TYPE: W AUTH.: INSP: PTS CODE: 1 DT FITTED: 041405
TEXT: D-I-S: 000000
LINE: 01 VIN [REDACTED] PREV RPR ON RO 0577-124914 DTD 4-14-05, HOOD SHOCKS BR.
OKEN, MISSING SHOCK, REPL HOOD SUPPORT ROD

F GROUP: 08219 RC: 82 DBC: 16 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS.: 19.92 ADJ: 19.92
LABOR COST: 25.50 ADJ: 25.50 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 45.42 TOTAL PAID: 45.42

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P07

ADJ REASON: 00 STATUS: 01 APPROVED AS SUBMITTED: 0818

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXINQ

SEC11197

VOLVO TRUCKS NORTH AMERICA, INC.

12:56:37 01/03/06

LABOR-PARTS INQUIRY

DIRA: 69067

CLAIM: [REDACTED]

LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82124-2-00

0.5

0.0

-----PARTS-----

F-GRP ----DESCRIPTION----

QTY ADJ

PRICE(EA)

ADJ

20502948

08219 CONNECTOR

1

0.95

20541720

08219 SHOCK ABSORBER

1

18.97

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

14:41:15 01/03/06

CLAIMS INQUIRY

DLRA: 5672B CLAIM: [REDACTED] VIN: 4VANC9GGK2N [REDACTED] MDL: VNL64T MI: 78071
RO...: 15091 DATE: 051302 SUBMITTED: 051502 PD: 051802 LABOR RATE: 71:00
TYPE: W AUTH: INSP: PTS CODE: DT FITTED.:
TEXT: D-I-S: 111901
LINE: 01 HOOD SHOCK ABSORBER ENDS CAME LOOSE. REPLACED BOTH SHOCKS

F GROUP: 08219 RC: 82 DEC: 01 CAUSAL PART: 20358822 VEND: 51498
LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS...: 63.96 ADJ: 63.96
LABOR COST: 35.50 ADJ: 35.50 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 99.46 TOTAL PAID: 99.46

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DEC: AUTH:

P19

ADJ REASON: 00 STATUS: 01 APPROVED AS SUBMITTED: 0515

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXINQ

SEC11101 VOLVO TRUCKS NORTH AMERICA, INC. 14:41:25 01/03/06
 CLAIM: [REDACTED] LABOR-PARTS INQUIRY
 GLRA: 5672B CLAIM: [REDACTED] LINE: 01
 SRO ENTERED STD ADJ SRO ENTERED STD ADJ
 82124-2-00 0.5 0.5

PARTS	F-GRP	DESCRIPTION	QTY ADJ	PRICE(EA)	ADJ
20358822	08219	GAS SPRING	2	31.98	

WHAT NEXT? CLAIMQ
 ENTER X TO RETURN TO CLAIM INQUIRY E-TEXT ENTRY I-TEXT INQ PF3-CLXING

ME: [REDACTED] [REDACTED] [REDACTED]
 SO: [REDACTED] [REDACTED] [REDACTED]
 10: [REDACTED] [REDACTED] [REDACTED]
 11: [REDACTED] [REDACTED] [REDACTED]
 12: [REDACTED] [REDACTED] [REDACTED]
 13: [REDACTED] [REDACTED] [REDACTED]
 14: [REDACTED] [REDACTED] [REDACTED]
 15: [REDACTED] [REDACTED] [REDACTED]
 16: [REDACTED] [REDACTED] [REDACTED]
 17: [REDACTED] [REDACTED] [REDACTED]
 18: [REDACTED] [REDACTED] [REDACTED]
 19: [REDACTED] [REDACTED] [REDACTED]
 20: [REDACTED] [REDACTED] [REDACTED]
 21: [REDACTED] [REDACTED] [REDACTED]
 22: [REDACTED] [REDACTED] [REDACTED]
 23: [REDACTED] [REDACTED] [REDACTED]
 24: [REDACTED] [REDACTED] [REDACTED]
 25: [REDACTED] [REDACTED] [REDACTED]
 26: [REDACTED] [REDACTED] [REDACTED]
 27: [REDACTED] [REDACTED] [REDACTED]
 28: [REDACTED] [REDACTED] [REDACTED]
 29: [REDACTED] [REDACTED] [REDACTED]
 30: [REDACTED] [REDACTED] [REDACTED]
 31: [REDACTED] [REDACTED] [REDACTED]
 32: [REDACTED] [REDACTED] [REDACTED]
 33: [REDACTED] [REDACTED] [REDACTED]
 34: [REDACTED] [REDACTED] [REDACTED]
 35: [REDACTED] [REDACTED] [REDACTED]
 36: [REDACTED] [REDACTED] [REDACTED]
 37: [REDACTED] [REDACTED] [REDACTED]
 38: [REDACTED] [REDACTED] [REDACTED]
 39: [REDACTED] [REDACTED] [REDACTED]
 40: [REDACTED] [REDACTED] [REDACTED]
 41: [REDACTED] [REDACTED] [REDACTED]
 42: [REDACTED] [REDACTED] [REDACTED]
 43: [REDACTED] [REDACTED] [REDACTED]
 44: [REDACTED] [REDACTED] [REDACTED]
 45: [REDACTED] [REDACTED] [REDACTED]
 46: [REDACTED] [REDACTED] [REDACTED]
 47: [REDACTED] [REDACTED] [REDACTED]
 48: [REDACTED] [REDACTED] [REDACTED]
 49: [REDACTED] [REDACTED] [REDACTED]
 50: [REDACTED] [REDACTED] [REDACTED]
 51: [REDACTED] [REDACTED] [REDACTED]
 52: [REDACTED] [REDACTED] [REDACTED]
 53: [REDACTED] [REDACTED] [REDACTED]
 54: [REDACTED] [REDACTED] [REDACTED]
 55: [REDACTED] [REDACTED] [REDACTED]
 56: [REDACTED] [REDACTED] [REDACTED]
 57: [REDACTED] [REDACTED] [REDACTED]
 58: [REDACTED] [REDACTED] [REDACTED]
 59: [REDACTED] [REDACTED] [REDACTED]
 60: [REDACTED] [REDACTED] [REDACTED]
 61: [REDACTED] [REDACTED] [REDACTED]
 62: [REDACTED] [REDACTED] [REDACTED]
 63: [REDACTED] [REDACTED] [REDACTED]
 64: [REDACTED] [REDACTED] [REDACTED]
 65: [REDACTED] [REDACTED] [REDACTED]
 66: [REDACTED] [REDACTED] [REDACTED]
 67: [REDACTED] [REDACTED] [REDACTED]
 68: [REDACTED] [REDACTED] [REDACTED]
 69: [REDACTED] [REDACTED] [REDACTED]
 70: [REDACTED] [REDACTED] [REDACTED]
 71: [REDACTED] [REDACTED] [REDACTED]
 72: [REDACTED] [REDACTED] [REDACTED]
 73: [REDACTED] [REDACTED] [REDACTED]
 74: [REDACTED] [REDACTED] [REDACTED]
 75: [REDACTED] [REDACTED] [REDACTED]
 76: [REDACTED] [REDACTED] [REDACTED]
 77: [REDACTED] [REDACTED] [REDACTED]
 78: [REDACTED] [REDACTED] [REDACTED]
 79: [REDACTED] [REDACTED] [REDACTED]
 80: [REDACTED] [REDACTED] [REDACTED]
 81: [REDACTED] [REDACTED] [REDACTED]
 82: [REDACTED] [REDACTED] [REDACTED]
 83: [REDACTED] [REDACTED] [REDACTED]
 84: [REDACTED] [REDACTED] [REDACTED]
 85: [REDACTED] [REDACTED] [REDACTED]
 86: [REDACTED] [REDACTED] [REDACTED]
 87: [REDACTED] [REDACTED] [REDACTED]
 88: [REDACTED] [REDACTED] [REDACTED]
 89: [REDACTED] [REDACTED] [REDACTED]
 90: [REDACTED] [REDACTED] [REDACTED]
 91: [REDACTED] [REDACTED] [REDACTED]
 92: [REDACTED] [REDACTED] [REDACTED]
 93: [REDACTED] [REDACTED] [REDACTED]
 94: [REDACTED] [REDACTED] [REDACTED]
 95: [REDACTED] [REDACTED] [REDACTED]
 96: [REDACTED] [REDACTED] [REDACTED]
 97: [REDACTED] [REDACTED] [REDACTED]
 98: [REDACTED] [REDACTED] [REDACTED]
 99: [REDACTED] [REDACTED] [REDACTED]
 100: [REDACTED] [REDACTED] [REDACTED]

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

14:41:46 01/03/06

CLAIMS INQUIRY

DLRA: 5572B CLAIM: VIN: 4V4NC9GG42N MDL: VNL64T MI: 77143
RO: 15180 DATE: 051702 SUBMITTED: 052102 PD: 052502 LABOR RATE: 71.00
TYPE: W AUTH: INSP: PTS CODE: DT FITTED:
TEXT: D-I-S: 111901
LINE: 01 HOOD SHOCKS CAME APART AT END. REPLACED SHOCKS

F GROUP: 08219 AC: 82 DEC: 01 CAUSAL PART: 20358822 VEND: 51498
LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS: 63.96 ADJ: 63.96
LABOR COST: 35.50 ADJ: 35.50 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 99.46 TOTAL PAID: 99.46

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DEC: AUTH:

P19

ADJ REASON: 00 STATUS: 00 APPROVED AS SUBMITTED: 0522

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

14:41:54 01/03/06

LABOR-PARTS INQUIRY

DLRA: 5672B

CLAIMA

LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82124-2-00

0.5

0.5

---PARTS---
20358822

F-GRP ----DESCRIPTION----
08219 GAS SPRING

QTY ADJ PRICE(EA) ADJ
2 31.98

WHAT NEXT? CLAINQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXINQ

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

14:43:33 01/03/06

CLAIMS INQUIRY

DLRA: 5672B CLAIM: VIN: 4V4NC9GG32N MDL: VNL64T MT: 97805
RO: 16352 DATE: 072602 SUBMITTED: 072902 PD: 080302 LABOR RATE: 71.00
TYPE: W AUTH: INSP: PTS CODE: DT FITTED:
TEXT: D-I-S: 111901
LINE: 01 HOOD PISTONS CAME APART. REPLACED PISTONS

F GROUP: 08219 RC: 82 DBC: 01 CAUSAL PART: 20358822 VEND: 51498
LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS...: 63.96 ADJ: 63.96
LABOR COST: 35.50 ADJ: 35.50 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 99.46 TOTAL PAID: 99.46

COMPONENT (REFR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P46

ADJ REASON: 00 STATUS: 01 APPROVED AS SUBMITTED: 0731

WHAT NEXT? CLAIMING

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

14:43:44 01/03/06

LABOR-PARTS INQUIRY

DLRA: 5672B

CLAIM: [REDACTED]

LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82124-2-00

0.5

0.5

-----PARTS-----
20350822F-GRP ----DESCRIPTION-----
08219 GAS SPRINGQTY ADJ PRICE(EA) ADJ
2 31:98

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY.

E=TEXT ENTRY I=TEXT INQ PF3=CLKING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:55:38 01/03/06

CLAIMS INQUIRY

DLRA: 5153D CLAIM: VIN: 4V4NC9GG73E MDL: VNL64T MI: 137106
RO: 04199 DATE: 042303 SUBMITTED: 050103 PD: 051703 LABOR RATE: 72.00
TYPE: W AUTH: INSP: ETS CODE: DT FITTED:
TEXT: D-I-S: 032002

LINE: 01 BOTH HOOD GAS SPRGS ASSISTS ARE BROKEN OFF HOOD.REPLACE BOTH GAS
SPRINGS AND CONNECTORS

F GROUP: 08219 RC: 82 DEC: 51 CAUSAL PART: 20358822 VEND: 51498
LABOR HRS: 1.1 ADJ: 1.1 TOTAL PARTS: 68.14 ADJ: 68.14
LABOR COST: 79.20 ADJ: 79.20 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 147.34 TOTAL PAID: 147.34

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DEC:

AUTH:

P87

ADJ REASON: 00

STATUS: 00

APPROVED AS SUBMITTED:0514

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXINQ

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:55:44 01/03/06

LABOR-PARTS INQUIRY

DLRA: 5153D CLAIM: [REDACTED] LINE: 01

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
82100-0-00	1.1	0.0					

---PARTS---	F-GRP	---DESCRIPTION---	QTY ADJ	PRICE(EA)	ADJ
20358822	08219	GAS SPRING	2	33.25	
20502948	08219	CONNECTOR	2	0.82	

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:27:05 01/03/06

CLAIMS INQUIRY

DLRA: 5339D CLAIM: [REDACTED] VIN: 4V4NC9TG23N [REDACTED] MDL: VNL64T MI: 218372
RO: 623152 DATE: 062303 SUBMITTED: 080603 PD: 080903 LABOR RATE: 75.25
TYPE: W AUTH: INSP: PTS CODE: DT FITTED:
TEXT: D-I-S: 040102
LINE: 01 STAR - 55.0 HOOD WON'T STAY UP. HOOD SHOCK BROKEN. REPL'D SHOCK.

F GROUP: 08219 RC: 02 DBC: 51 CAUSAL PART: 20502741 VEND: 51498
LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS: 11.79 ADJ: 11.79
LABOR COST: 37.63 ADJ: 37.63 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 49.42 TOTAL PAID: 49.42

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DBC:

AUTH:

PZ6

ADJ REASON: 00

STATUS: 01 APPROVED AS SUBMITTED: 0806

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3=CLXINQ

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:27:15 01/03/06

LABOR-PARTS INQUIRY

DLRA: 5339D

CLAIM:

LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82124-2-00

0.5

0.5

-----PARTS-----
20502741

F-GRP -----DESCRIPTION-----
08219 SHOCK ABSORBER

QTY ADJ PRICE(EA) ADJ
1 11.79

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXINQ

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:56:06 01/03/06

CLAIMS INQUIRY

DLRA: 5372D CLAIM: VIN: 4V4NC9TH53 MDL: VNL64T ML: 168144
RO: 11790 DATE: 090803 SUBMITTED: 092003 PD: 092703 LABOR RATE: 75.00
TYPE: W AUTH: INSP: PTS CODE: DT FITTED:
TEXT: D-I-S: 090802

LINE: 01 HOOD SHOCKS POPPING OFF. DRVS SIDE BROKEN, PASS SIDE BENT. R&R H
OTH HOOD SHOCKS AND STUDS. RECK OK.

F GROUP: 08219 RC: 82 DBC: 51 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 1.0 ADJ: 1.0 TOTAL PARTS... 25.22 ADJ: 25.22
LABOR COST: 76.00 ADJ: 76.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 101.22 TOTAL PAID: 101.22

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DBC:

AUTH:

P26

ADJ REASON: 00

STATUS: 01

APPROVED AS SUBMITTED: 0920

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXINQ

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:56:11 01/03/06

LABOR-PARTS INQUIRY

DLRA: 5372D.

CLAIM: [REDACTED]

LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82100-0-00

1.0

0.0

-----PARTS-----

F-GRP ----DESCRIPTION----

QTY ADJ

PRICE(EA)

ADJ

20502948

08219 CONNECTOR

2

0.82

20541720

08219 SHOCK ABSORBER

2

11.79

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3=CLXING

SEC11101

VOLVO TRUCKS, NORTH AMERICA, INC...

15:54:46 01/03/06

CLAIMS INQUIRY

DLRA: 5153D CLAIM: [REDACTED] VIN: 4V4NC9GH63E [REDACTED] MDL: VNL64T MI: 128962
RO...: 05756 DATE: 102303 SUBMITTED: 103003 PD: 110103 LABOR RATE: 76.00
TYPE: W AUTH: INSP: PTS CODE: DT FITTED.:
TEXT: D-I-S: 112002

LINE: 01 HOOD WONT STAY OPEN FOUND BOTH HOOD SHOCKS BROKEN R/R 2 SHOCKS AND
D CONNECTORS

F GROUP: 08219 RC: 82 DBC: 51 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS...: 26.86 ADJ: 26.86
LABOR COST: 38.00 ADJ: 38.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 64.86 TOTAL PAID: 64.86

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DBC:

AUTH:

P22

ADJ REASON: 00

STATUS: 01

APPROVED AS SUBMITTED: 1030

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

15:54:56 01/03/06

DLRA: 5153D

CLAIM: [REDACTED] LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82124-2-00

0.5

0.5

-----PARTS-----

F-GRP -----DESCRIPTION-----

QTY ADJ PRICE(EA) ADJ

20502948

08219 CONNECTOR

4

0.82

20541720

08219 SHOCK ABSORBER

2

11.79

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:26:25 01/03/06

CLAIMS INQUIRY

DLRA: 5769D CLAIM: [REDACTED] VIN: 4V4NC9GH53N MDL: VNL64T MT: 202838
RO: 68267 DATE: 031504 SUBMITTED: 031804 PD: 032004 LABOR RATE: 79.00
TYPE: W AUTH: INSP: PTS CODE: DT. FITTED:
TEXT: COMPLETE D-I-S: 050602

LINE: 01 LEFT HAND SHOCK ON HOOD BROKEN AND HOOD REINFORCEMENT HAS BROKEN
OUT, CUT OUT BROKEN REINFORCEMENT THROUGH THE FIBERGLASS AS NEED
ED AND REPAIRED DAMAGE, PAINTED AREA OF REPAIR. PICS. SENT TO PAUL

F GROUP: 08211 RC: 82 DBC: 51 CAUSAL PART: 8072944 VEND: 33754
LABOR HRS: 4.0 ADJ: 4.0 TOTAL PARTS: 25.83 ADJ: 25.83
LABOR COST: 316.00 ADJ: 316.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 341.83 TOTAL PAID: 341.83

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P26

ADJ REASON: 00 STATUS: 00 APPROVED AS SUBMITTED: 0319

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXINQ

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

15:26:33 01/03/06

OLRA: 5769D CLAIM: LINE: 01

SRG ENTERED STD ADJ SRG ENTERED STD ADJ
82100-0-00 4.0 0.0

-----PARTS-----	F-GRP	----DESCRIPTION----	QTY	ADJ	PRICE(EA)	ADJ
20502948	08219	CONNECTOR	1		0.85	
20541720	08219	SHOCK ABSORBER	1		12.19	
8072944	08211	REINFORCEMENT	1		12.79	

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXINQ

SEC11101 VOLVO TRUCKS NORTH AMERICA, INC.
DEALER: 5769D CLAIM FOLLOW-UP MESSAGE INQUIRY
CLAIMA: [REDACTED]
STATUS: 3 COMPLETE

15:25:41 01/03/06
PAGE 01 OF 01

FOLLOW-UP MESSAGE TEXT:

ROTHWELL AND HE FORWARDED THEM TO JIMMY. CHECKED OPERATION AFTER
REPAIRS, OK.

D03/18
D03/18

WHAT NEXT? CLTING
TEXT DISPLAYED

E-TEXT ENTRY

PF3=CLTEST

PF9=C81450

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:19:34 01/03/06

CLAIMS INQUIRY

OLRA: 5514D CLAIM: [REDACTED] VIN: 4V4NC9GHX3 [REDACTED] MDL: VNL64T MI: 290562
RO: M24732 DATE: 040804 SUBMITTED: 040904 ED: 041704 LABOR RATE: 3670.00
TYPE: W AUTH: INSP: PTS CODE: DT FITTED:
TEXT: D-I-S: 070102

LINE: 01 LEFT HOOD RESTRAINT INOPERABLE. CHECKED AND FOUND BALL HAS FELL O
UT OF SOCKET AT HOOD. R&R HOOD RESTRAINT TO CORRECT. CHECKED HOOD
OPERATIONS, OK.

F GROUP: 08219 RC: 82 DBC: 51 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.8 ADJ: 0.8 TOTAL PARTS... 13.89 ADJ: 13.89
LABOR COST: 56.00 ADJ: 56.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 69.89 TOTAL PAID: 69.89

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DBC:

AUTH:

P18

ADJ REASON: 00

STATUS: 00

APPROVED AS SUBMITTED: 0415

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:19:50 01/03/06

LABOR-PARTS INQUIRY

DLRA: 55140 CLAIM: [REDACTED] LINE: 01

SRO: 17003-0-01 ENTERED: 0.3 STD: 0.3 SRO: 82124-2-00

ENTERED: 0.5 STD: 0.5

-----PARTS-----

F-GRP ----DESCRIPTION----

20502948

08219 CONNECTOR

QTY ADJ

PRICE(EA)

ADJ

2

0.85

20541720

08219 SHOCK ABSORBER

1

12.19

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E=TEXT ENTRY I=TEXT INQ PF3=CLXINQ

SEC11031

VOLVO TRUCKS NORTH AMERICA, INC.

14:14:05 01/04/06

CLAIMS INQUIRY

DLRA: 5548D CLAIM: VIN: 4V4NC9TJ33N MDL: VNL64T MI: 1260761

RO.: 549038 DATE: 052204 SUBMITTED: 052604 PD: 052904 LABOR RATE: 76.65

TYPE: W AUTH: INSP: PTE CODE: DT FITTED:

TEXT: D-I-S: 052802

LINE: 02 REPAIR FOR HOOD SHOCK HAS END BROKEN OFF. REPLACED SHOCK

F GROUP: 08219 RC: 82 DBC: 51 CAUSAL PART: 20541720 VEND: 51498

LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS... 13.89 ADJ: 13.89

LABOR COST: 38.33 ADJ: 38.33 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 52.22 TOTAL PAID: 52.22

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P18

ADJ REASON: 00 STATUS: 01 APPROVED AS SUBMITTED: 0526

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3=CLXINQ

SEC11031

VOLVO TRUCKS NORTH AMERICA, INC.

14:14:15 01/04/06

LABOR-PARTS INQUIRY

DLRA: 5548D CLAIM: [REDACTED] LINE: 02

SRO ENTERED STD ADJ SRO ENTERED STD ADJ

B2124-2-00 0.5 0.5

-----PARTS-----

F-GRP ----DESCRIPTION----

QTY ADJ PRICE(EA) ADJ

20502948 08219 CONNECTOR

2 0.85

20541720 08219 SHOCK ABSORBER

1 12.19

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:16:38 01/03/06

CLAIMS INQUIRY

DLRA: 57940 CLAIM: VIN: 4V4NC9TH03N MDL: VNL64T MI: 200213
RO: 44985 DATE: 082604 SUBMITTED: 091704 PD: 102304 LABOR RATE: 76.00
TYPE: W AUTH: INSP: PTS CODE: DT FITTED:
TEXT: D-I-S: 083002

LINE: 01 REPAIR HOOD SHOCKS WILL NOT HOLD HOOD UP. HOOD FELL AND BROKE AT HING BRKT. REPLACED SHOCKS.

F GROUP: 08219 RC: 82 DBC: 29 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.9 ADJ: 0.9 TOTAL PARTS: 25.12 ADJ: 25.12
LABOR COST: 68.40 ADJ: 68.40 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 93.52 TOTAL PAID: 93.52

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P97

ADJ REASON: 00 STATUS: 00 APPROVED AS SUBMITTED: 1019.

WHAT NEXT? CLAIM

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC..

15:16:54 01/03/06

LABOR-PARTS INQUIRY

DLRA: 5794D

CLAIM: [REDACTED]

LINE: 01

SRO
17003-0-01

ENTERED
0.3

STD
0.3

ADJ

SRO
82124-2-00

ENTERED
0.6

STD
0.5

ADJ

-----PARTS-----

20541720

F-GRP

-----DESCRIPTION-----

08219 SHOCK ABSORBER

QTY ADJ

2

PRICE(EA)

12.56

ADJ

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3=CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:17:53 01/03/06

CLAIMS INQUIRY

DLRA: 5428D CLAIM: [REDACTED] VIN: 4V4NC9TH23N [REDACTED] MDL: VNL64T MI: 324013

RO: 13227 DATE: 093004 SUBMITTED: 101404 PD: 102304 LABOR RATE: 75.00

TYPE: W AUTH: INSP: PTS CODE: DT FITTED:

TEXT: COMPLETE D-I-S: 071902

LINE: 01 CHECK FOR HOOD SHOCKS NOT WORKING CHECKED AND FOUND HOOD SHOCKS E

NDS BROKEN. REPLACED BOTH HOOD SHOCKS DEL DATE 071902 FAIL PART:

20541720

F GROUP: 08219 RC: 82 DBC: 29 CAUSAL PART: 20541720 VEND: 51498

LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS... 29.04 ADJ: 29.04

LABOR COST: 37.50 ADJ: 37.50 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 66.54 TOTAL PAID: 66.54

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P97

ADJ REASON: 00 STATUS: 00 APPROVED AS SUBMITTED:1022

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXINQ

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:18:00 01/03/06

LABOR-PARTS INQUIRY

DLRA: 5428D CLAIM: [REDACTED] LINE: 01

SRC	ENTERED	STD	ADJ	SRC	ENTERED	STD	ADJ
82124-2-00	0.5	0.5					

---PARTS---	F-GRP	---DESCRIPTION---	QTY ADJ	PRICE(EA)	ADJ
EPCJANCIO	09999	NUT	4	0.12	
20502948	08219	CONNECTOR	4	0.86	
20541720	08219	SHOCK ABSORBER	2	12.56	

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11101 VOLVO TRUCKS NORTH AMERICA, INC.
DEALER: 542800 CLAIM FOLLOW-UP MESSAGE INQUIRY
CLAIM: [REDACTED]
STATUS: 3 COMPLETE

15:18:06 01/03/06
PAGE 01 OF 01

FOLLOW-UP MESSAGE TEXT:

SHIPPED 10-14-4 12V77W48034 [REDACTED]

010/15

WHAT NEXT? CLTING
TEXT DISPLAYED

E-TEXT ENTRY

PF3-CLTRST

PF9-CS1450

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:53:36 01/03/06

CLAIMS INQUIRY

DLRA: 51530 CLAIM: [REDACTED] VIN: 4V4NC9GG13N MDL: VNL64T MI: 206032
RC: 8614 DATE: 101204 SUBMITTED: 101404 PD: 103004 LABOR RATE: 82.00
TYPE: W AUTH: INSP: PTS CODE: DT FITTED:
TEXT: D-I-S: 082102

LINE: 01 CK FRT END FOR RATTLE NOISE FOUND HOOD SHOCKS BROKEN & HANGING R&
R HOOD SHOCKS

F GROUP: 08219 RC: 82 DBC: 29 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.8 ADJ: 0.8 TOTAL PARTS: 25.98 ADJ: 25.98
LABOR COST: 65.60 ADJ: 65.60 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 91.58 TOTAL PAID: 91.58

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DBC:

AUTH:

P97

ADJ REASON: 00

STATUS: 00

APPROVED AS SUBMITTED: 1026

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3=CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

15:53:42 01/03/06

DLRA: 5153D

CLAIM: [REDACTED] LINE: 01

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
17003-0-01	0.3	0.3		82101-0-00	0.5	0.5	

---PARTS---	F-GRP	---DESCRIPTION---	QTY	ADJ	PRICE(EA)	ADJ
20502948	08219	CONNECTOR	1		0.86	
20541720	08219	SHOCK ABSORBER	2		12.56	

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:55:12 01/03/06

CLAIMS INQUIRY

DLRA: 5879D CLAIM: [REDACTED] VIN: 4VANC9TJ33N MDL: VNL64T MI: 0179327
RO.: 701193 DATE.: 011005 SUBMITTED: 012805 PD: 022605 LABOR RATE: 77.00
TYPE: W AUTH.: INSP: PTS CODE: DT FITTED.:
TEXT: D-I-S: 111703

LINE: 01 HOOD ASSIST SHOCK BROKEN AT HOOD MOUNTING. STRUCTURE FAILURE. REM
OVED SHOCK, GRIND AND GLASS AND REINSTALLED WITH BIGGER WASHERS.

F GROUP: 08210 RC: 82 DBC: 29 CAUSAL PART: LABOR VEND: 00000
LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS.: 0.00 ADJ: 0.00
LABOR COST: 38.50 ADJ: 38.50 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 38.50 TOTAL PAID: 38.50

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

F26

ADJ REASON: 00 STATUS: 01 APPROVED AS SUBMITTED: 0128

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXINQ

SEC11101 VOLVO TRUCKS NORTH AMERICA, INC. 15:55:18 01/03/06
LABOR-PARTS INQUIRY

BLRA: 5879D CLAIM: [REDACTED] LINE: 01
SRO ENTERED STD ADJ SRO ENTERED STD ADJ
82105-0-02 0.5 0.5

-----PARTS-----	F-GRP	-----DESCRIPTION-----	QTY ADJ	PRICE(EA)	ADJ
LABOR	0 0		0	0.00	

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I=TEXT INQ PF3-CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:16:07 01/03/06

CLAIMS INQUIRY

DLRA: 69060 CLAIM: [REDACTED] VIN: 4V4NC9TH53N [REDACTED] MDL: VNL64T MI: 273584

RG: 02187 DATE: 011405 SUBMITTED: 100705 PD: 102905 LABOR RATE: 51.00

TYPE: P AUTH: EPENSKE2 INSP: PTS CODE: DT FITTED:

TEXT: D-I-S: 090102

LINE: 01 LH/RH HOOD SHOCK MOUNTS LH SIDE PULLED THRU HEAD, RPR/REINFORCE HO
OD, REPAINT, GOODWILL \$234.40 50% OF SUBLET

F GROUP: 08211 RC: VN DBC: 28 CAUSAL PART: 20377848 VEND: 33754

LABOR HRS: 0.0 ADJ: 0.0 TOTAL PARTS... 0.00 ADJ: 0.00

LABOR COST: 0.00 ADJ: 0.00 TOTAL OUTSIDE: 234.40 ADJ: 234.40

TOTAL ENTERED: 234.40 TOTAL PAID: 234.40

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: 234.40 DBC: 11 AUTH: NMD05OCT

P67

ADJ REASON: 00 STATUS: 00 APPROVED AS SUBMITTED: 1024

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

15:16:17 01/03/06

DLRA: 69060

CLAIM: [REDACTED]

LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82129-2-00

0.0

0.5

-----PARTS-----

F-GRP ----DESCRIPTION----

QTY ADJ

PRICE(EA)

ADJ

*POLICY-ADJ

0

0.00

*SUBLET RPR

1

234.40

20377848

08211 HOOD

0

1424.10

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11031... VOLVO TRUCKS NORTH AMERICA, INC. 14:15:02 01/04/06

CLAIMS INQUIRY

DLRA: 5720D CLAIM: VIN: 4V4NC9TH43M MDL: VNL64T MI: 322037
RO.: 295330 DATE: 040805 SUBMITTED: 041205 PD: 041605 LABOR RATE: 82050
TYPE: W AUTH.: INSP: PTS CODE: DT FITTED:
TEXT: D-I-S: 100202

LINE: 03 HOOD FALLS DOWN WHEN OPENED. FOUND BOTH SHOCKS BROKEN.
REPLACE SHOCKS

F GROUP: 08219 RC: 82 DBC: 29 CAUSAL PART: 20502948 VEND: 51498
LABOR HRS: 0.3 ADJ: 0.3 TOTAL PARTS: 29.70 ADJ: 29.70
LABOR COST: 24.75 ADJ: 24.75 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 54.45 TOTAL PAID: 54.45

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P22

ADJ REASON: 00 STATUS: 01 APPROVED AS SUBMITTED: 0412

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11031

VOLVO TRUCKS NORTH AMERICA, INC.

14:15:11 01/04/06

LABOR-PARTS INQUIRY

DLRA: 5720B

CLAIM: [REDACTED]

LINE: 03

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82124-Z-00

0.3

0.5

-----PARTS-----

F-GRP -----DESCRIPTION-----

QTY ADJ PRICE (EA) ADJ

20502948

08219 CONNECTOR

4

0.90

20541720

08219 SHOCK ABSORBER

2

13.05

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:05:17. 01/03/06

CLAIMS INQUIRY

DLRA: 5683D CLAIM: VIN: 4VANC9TJ63M MDL: VNL64T MT: 312930

RO: 72031 DATE: 050705 SUBMITTED: 053105 PD: 060405 LABOR RATE: 72.45

TYPE: W AUTH: INSP: PTS CODE: DT-FITTED: D-I-S: 090903

TEXT: D-I-S: 090903

LINE: 01 HOOD STRUT FELL OFF. CLIPS BROKE. INSTALLED NEW STRUT AND CLIPS.

F GROUP: 08219 RC: 82 DBC: 29 CAUSAL PART: 20541720 VEND: 51498

LABOR HRS: 0.3 ADJ: 0.3 TOTAL PARTS... 14.85 ADJ: 14.85

LABOR COST: 21.74 ADJ: 21.74 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 36.59 TOTAL PAID: 36.59

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

F18

ADJ REASON: 00 STATUS: 01 APPROVED AS SUBMITTED: 0531

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:05:24 01/03/06

LABOR-PARTS INQUIRY

DLRA: 5683D CLAIM: [REDACTED] LINE: 01

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
82124-2-00	0.3	0.5					

---PARTS---	E-GRP	---DESCRIPTION---	QTY ADJ	PRICE(EA)	ADJ
20502948	08219	CONNECTOR	2	0.90	
20541720	08219	SHOCK ABSORBER	1	13.05	

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXINQ

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:05:41 01/03/06

CLAIMS INQUIRY

DLRA: 5125D CLAIM: VIN: 4V4NC9TK53N MDL: VNL64T MI: 321112
 RO: 22125 DATE: 062905 SUBMITTED: 081505 PD: 082005 LABOR RATE: 85.00
 TYPE: W AUTH: INSP: PTS CODE: DT FITTED:
 TEXT: D-I-S: 111402
 LINE: 01 HOOD RESTRAINT CYLINDER BROKEN AT THREADS AT TURNBUCKLE. REPLACED
 DRIVERS SIDE HOOD PISTON

F GROUP: 08219 RC: 82 DBC: 29 CAUSAL PART: 20541720 VEND: 51498
 LABOR HRS: 0.6 ADJ: 0.6 TOTAL PARTS... 19.79 ADJ: 19.79
 LABOR COST: 51.00 ADJ: 51.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 70.79 TOTAL PAID: 70.79

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DBC:

AUTH:

P18

ADJ REASON: 00

STATUS: 01

APPROVED AS SUBMITTED:0815

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLAIMQ

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:05:47 01/03/06

LABOR-PARTS INQUIRY

DIRA: 5125D CLAIM: LINE: 01

SRC	ENTERED	STD	ADJ	SRC	ENTERED	STD	ADJ
17003-0-01	0.3	0.3		82124-2-00	0.3	0.5	

PARTS	F-GRP	DESCRIPTION	QTY	ADJ	PRICE (EA)	ADJ
20502948	08219	CONNECTOR	2		0.90	
20541720	08219	SHOCK ABSORBER	1		17.99	

WHAT NEXT? CLAIM

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3=CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:03:43 01/03/06

CLAIMS INQUIRY

DLRA: 5372D CLAIM: [REDACTED] VIN: 4VANC9TJ73N [REDACTED] MDL: VNL64T - MI: 333205
RO: 21856 DATE: 110905 SUBMITTED: 111705 PD: 111905 LABOR RATE: 86.00
TYPE: W AUTH: INSP: PTS CODE: DT FITTED:
TEXT: D-I-S: 051303

LINE: 01 CKD HOOD CYLINDERS, END ONE BROKEN & THE OTHER WONT HOLD. REPLACE
D BOTH HOOD SHOCKS. RECKD OK.

F GROUP: 08219 RC: 82 DBC: 29 CAUSAL PART: 20725387 VEND: 51498
LABOR HRS: 0.6 ADJ: 0.6 TOTAL PARTS... 44.28 ADJ: 44.28
LABOR COST: 51.60 ADJ: 51.60 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 95.88 TOTAL PAID: 95.88

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P26

ADJ REASON: 00 STATUS: 01 APPROVED AS SUBMITTED: 1117

WHAT NEXT? CLAIM

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:03:49 01/03/06

LABOR-PARTS INQUIRY

DLRA: 5372D CLAIM: [REDACTED] LINE: 01

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
17003-0-01	0.3	0.3		82124-2-00	0.3	0.3	

PARTS	F-GRP	DESCRIPTION	QTY	ADJ	PRICE(EA)	ADJ
20502948	08219	CONNECTOR	2		0.90	
20725387	08219	SHOCK ABSORBER	2		21.24	

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3=CLXINQ

SEC11101 VOLVO TRUCKS NORTH AMERICA, INC. 15:01:50 01/03/06

CLAIMS INQUIRY

DLRA: 6906U CLAIM: VIN: 4V4NC9TH23N MDL: VNL64T MI: 113171
RO: 113593 DATE: 030904 SUBMITTED: 052504 PD: 060504 LABOR RATE: 49.00
TYPE: P AUTH: NNDO4MAY INSP: PTS CODE: DT FITTED:
TEXT: D-I-S: 032703
LINE: 01 BALL SOCKET RIPPED OUT OF HOOD, REPAIRED

F GROUP: 08219 RC: VN DBC: 00 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.0 ADJ: 0.0 TOTAL PARTS: 12.51 ADJ: 12.51
LABOR COST: 0.00 ADJ: 0.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 12.51 TOTAL PAID: 12.51

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P67

ADJ REASON: 00 STATUS: 00 APPROVED AS SUBMITTED: 0603

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXINQ

SECL1101.

VOLVO TRUCKS NORTH AMERICA, INC.

15:01:58 01/03/06

LABOR-PARTS INQUIRY

DLRA: 69060 CLAIM: LINE: 01

SRO ENTERED STD ADJ SRO ENTERED STD ADJ

82100-0-00 0.0 0.0

PARTS	F-GRP	DESCRIPTION	QTY ADJ	PRICE(EA)	ADJ
20541720	08219	SHOCK ABSORBER	1	12.51	

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:53:04 01/03/06

CLAIMS INQUIRY

DELA: 5393D CLAIM: [REDACTED] VIN: 4V4NC9GG63N [REDACTED] MDL: VNL64T MI: 289953
RO: 40621 DATE: 040104 SUBMITTED: 090304 PD: 090404 LABOR RATE: 73.00
TYPE: P AUTH: NSZ040816 INSP: PTS CODE: DT FITTED:
TEXT: D-I-S: 071102
LINE: 01 HOOD SHOCKS PULLING OUT OF HOOD REPAIRED HOOD

F GROUP: 08211 RC: VN DBC: 00 CAUSAL PART: 20377850 VEND: 33754
LABOR HRS: 0.0 ADJ: 0.0 TOTAL PARTS... 0.00 ADJ: 0.00
LABOR COST: 0.00 ADJ: 0.00 TOTAL OUTSIDE: 544.73 ADJ: 544.73

TOTAL ENTERED: 544.73 TOTAL PAID: 544.73

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P22

ADJ REASON: 00 STATUS: 01 APPROVED AS SUBMITTED: 0903

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLAIMQ

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:53:12 01/03/06

LABOR-PARTS INQUIRY

DLRA: 5393D

CLAIM: [REDACTED]

LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

02100-0-00

0.0

0.0

PARTS

F-GRP

DESCRIPTION

QTY ADJ

PRICE(EA)

ADJ

*REPAIR HOOD

20377850

08211 HOOD

1

544.73

0

1987.24

WHAT NEXT? CLAIM

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11101 VOLVO TRUCKS NORTH AMERICA, INC. 15:27:43 01/03/06

CLAIMS INQUIRY

BLRA: 6906U CLAIM: VIN: 4V4NC9TH03N MDL: VNL64T MI: 148438
RO.: 114646 DATE: 040704 SUBMITTED: 062304 PD: 062604 LABOR RATE: 49.00
TYPE: P AUTH: NND04JUN INSP: PTS CODE: DT FITTED:
TEXT: D-I-S: 051502
LINE: 01 HOOD SHOCKS OFF, BROKE OUT OF HOOD, REPAIR HOOD

F GROUP: 08219 RC: VN DEC: 00 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.0 ADJ: 0.0 TOTAL PARTS.: 12.87 ADJ: 12.87
LABOR COST: 0.00 ADJ: 0.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 12.87 TOTAL PAID: 12.87

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DEC: AUTH:

P67

ADJ REASON: 00 STATUS: 00 APPROVED AS SUBMITTED: 0623

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:27:52 01/03/06

LABOR-PARTS INQUIRY

DLRA: 6906P CLAIM: [REDACTED] LINE: 01

SRC	ENTERED	STD	ADJ	SRC	ENTERED	STD	ADJ
82100-0-00	0.0	0.0					

-----PARTS-----	F-GRP	-----DESCRIPTION-----	QTY	ADJ	PRICE(EA)	ADJ
20541720	08219	SHOCK ABSORBER	1		12.87	

WHAT NEXT? CLAIM

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:52:35 01/03/06

CLAIMS INQUIRY

DLRA: 5788D CLAIM: VIN: 4V4NC9GG63 MDL: VNL64T MI: 289953
RO.: 388718 DATE.: 042104 SUBMITTED: 050204 PD: 050804 LABOR RATE: 75.00
TYPE: P AUTH.: NSZ040421 INSP: PTS CODE: DT FITTED.:
TEXT: D-I-S: 071102
LINE: 01 ASIST IN REPAIR OF HOOD SHOCKS PULLED OUT

F GROUP: 08219 RC: VN DBC: 00 CAUSAL PART: 20358822 VEND: 51498
LABOR HRS: 0.0 ADJ: 0.0 TOTAL PARTS...: 0.00 ADJ: 0.00
LABOR COST: 0.00 ADJ: 0.00 TOTAL OUTSIDE: 544.73 ADJ: 544.73
OTHER EXPENSE

TOTAL ENTERED: 544.73 TOTAL PAID: 544.73

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DBC:

AUTH:

P26

ADJ REASON: 00

STATUS: 01

APPROVED AS SUBMITTED: 0502

WHAT NEXT? CLAIM

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ EF3-CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

15:52:43 01/03/06

DEPT: 5788D

CLAIM: [REDACTED]

LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82100-0-00

0.0

0.0

----PARTS----

F-GRP ----DESCRIPTION----

QTY ADJ

PRICE(EA)

ADJ

*OUTSIDE PURCHASE

OTHER EXPENSE

1

544.73

20358822

08219 GAS SPRING

0

26.73

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY. I-TEXT INQ PF3=CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:02:18 01/03/06

CLAIMS INQUIRY

DLRA: 69060 CLAIM: [REDACTED] VIN: 4V4NC9TE23N MDL: VNL64T MI: 1145401
ROC: 114870 DATE: 071604 SUBMITTED: 090204 PD: 092504 LABOR RATE: 51.00
TYPE: P AUTH: NND04SEP INSP: PTS CODE: DT-FITTED:
TEXT: D-I-S: 032703
LINE: 01 HOOD SHOCK MISSING, BROKE OFF, REPL HOOD SHOCK

F GROUP: 08219 RC: VN DBC: 11 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.0 ADJ: 0.0 TOTAL PARTS: 12.87 ADJ: 12.87
LABOR COST: 0.00 ADJ: 0.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 12.87 TOTAL PAID: 12.87

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DBC:

AUTH:

P67

ADJ REASON: 00

STATUS: 00

APPROVED AS SUBMITTED: 0924

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

15:02:29 01/03/06

DLRA: 690613 CLAIM: [REDACTED]

LINK: U1

SRO ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82100-0-00

0.0

0.0

-----PARTS-----

F-GRP -----DESCRIPTION-----

QTY ADJ

PRICE(RA)

ADJ

20541720

08219 SHOCK ABSORBER

1

12.87

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXINQ

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:17:16 01/03/06

CLAIMS INQUIRY

DLRA: 69060 CLAIM: [REDACTED] VIN: PART MDL: [REDACTED] MI: 0
RO.: 126770 DATE.: 072704 SUBMITTED: 080204 PD: 080704 LABOR RATE: 51.00
TYPE: W AUTH.: INSP: PTS CODE: 1 DT FTTED.: 071104
TEXT: D-I-S: 000000

LINE: 01 WGM - VIN [REDACTED] PREV RPR ON ROA 0577-120502 DTD 7-11-04 - LT
HOOD SHOCK BROKEN, PULLED OUT OF MOUNTING BALL, REPL HOOD SUPPORT
ROD

F GROUP: 08219 RC: 82 DBC: 09 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS...: 12.87 ADJ: 12.87
LABOR COST: 25.50 ADJ: 25.50 TOTAL OUTSIDE: 4.40 ADJ: 4.40

TOTAL ENTERED: 42.77 TOTAL PAID: 42.77

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DBC:

AUTH:

P07

ADJ REASON: 00

STATUS: 00

APPROVED AS SUBMITTED: 0803

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3=CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

15:17:30 01/03/06

DIRA: 6906U CLAIM: [REDACTED] LINE: 01

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
82124-2-00	0.5	0.0					

-----PARTS-----	F-GRP	-----DESCRIPTION-----	QTY	ADJ	PRICE(EA)	ADJ
*20505948			2		2.20	
20541720	08219	SHOCK ABSORBER	1		12.87	

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXINQ

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:56:28 01/03/06

CLAIMS INQUIRY

DLRA: 5340D CLAIM: [REDACTED] VIN: 4V4MC9GF83N [REDACTED] MDL: VNM64T MT: 13205
 RO.: 26536 DATE: 101602 SUBMITTED: 101802 SPD: 101902 LABOR RATE: 65.00
 TYPE: W AUTH: INSP: PIS CODE: DT FITTED:
 TEXT: D-I-S: 052302
 LINE: 01 HOOD WILL NOT STAY UP. FOUND HOOD SHOCK BROKEN. REPLACED HOOD SHO
 CK.

F GROUP: 08219 RC: 82 DBC: 01 CAUSAL PART: 20358822 VEND: 51498
 LABOR HRS: 0.5 ADJ: 0.5 TOTAL PARTS... 31.98 ADJ: 31.98
 LABOR COST: 32.50 ADJ: 32.50 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 64.48 TOTAL PAID: 64.48

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:
 NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P26

ADJ REASON: 00 STATUS: 01 APPROVED AS SUBMITTED: 1018

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS R=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:56:34 01/03/06

LABOR-PARTS INQUIRY

DLRA: 5340D

CLAIM: [REDACTED]

LINE: 01

SRO

ENTERED

STD

ADJ

SRO

ENTERED

STD

ADJ

82101-0-00

0.5

0.5

-----PARTS-----

20358822

F-GRP

-----DESCRIPTION-----

QTY ADJ

PRICE(EA)

ADJ

08219 GAS SPRING

1

31.98

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXINQ

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:44:42 01/03/06

CLAIMS INQUIRY

DLRA: 5699D CLAIM: [REDACTED] VIN: 4V4NC9GH23N [REDACTED] MDL: VNL64T MI: 72502
RO.: 284176 DATE.: 063003 SUBMITTED: 072203 PD: 072603 LABOR RATE: 63.00
TYPE: W AUTH.: INSP: PTS CODE: DT FITTED.:
TEXT: D-I-S: 103102

LINE: 01. COMPLAINT OF HOOD STRUT BROKEN LOOSE FOUND BOLT HOLE STRIPED OUT
MADE PLATE WITH NUT WELDED ON AND RIVET TO HOLD AND REINSTALLED
STRUT HAD TO R R GRILLE TO GET AT STRUT AND INNER NUTS CAME LOOSE
F GROUP: 08210 RC: 82 DEC: 01 CAUSAL PART: 8076114 VEND: 00000
LABOR HRS: 1.7 ADJ: 1.7 TOTAL PARTS... 9.00 ADJ: 9.00
LABOR COST: 107.10 ADJ: 107.10 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 116.10 TOTAL PAID: 116.10

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR:

PARTS:

OUTSIDE:

DBC:

AUTH:

F18

ADJ REASON: 00

STATUS: 00 APPROVED AS SUBMITTED:0725

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11101.

VOLVO TRUCKS NORTH AMERICA, INC.
LABOR-PARTS INQUIRY

15:51:50 01/03/06

DEFA: 5699D CLAIM: [REDACTED] LINE: 01

SRC	ENTERED	STD	ADJ	SRC	ENTERED	STD	ADJ
82100-0-00	1.0	0.0		82124-2-00	0.5	0.5	
82310-0-00	0.2	0.5					

---PARTS---	F-GRP	---DESCRIPTION---	QTY	ADJ	PRICE(EA)	ADJ
8076114	00000	DAMPING CYLINDER	0		0.00	
980836	01990	EXPANDING NUT	12		0.75	

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:02:57 01/03/06

CLAIMS INQUIRY

ERRA: 5789D CLAIM: VIN: 4V4NC9TH73N MDL: VNL64T MI: 87627

ARG: U16268 DATE: 081303 SUBMITTED: 090303 PD: 092703 LABOR RATE: 68.00

TYPE: W AUTH: INSP: PTS CODE: DT: FITTED:

TEXT: COMPLETE D-I-S: 122002

LINE: 01 HOOD SHOCKS BROKE LOOSE AT HOOD, FELL AND DAMAGED GRILL. FRONT OF

HOOD AND BUMPER. ONE SHOCK MOUNT IS MISSING AND OTHER IS STRIPPED

OUT. ORDER PARTS NEED FOR REPAIR, INSTALL AND SEND TO BODY TEXT

F GROUP: 08219 RC: 82 DBC: 01 CAUSAL PART: 20502741 VEND: 51498

LABOR HRS: 1.3 ADJ: 1.3 TOTAL PARTS: 124.36 ADJ: 124.36

LABOR COST: 88.40 ADJ: 88.40 TOTAL OUTSIDE: 1293.80 ADJ: 1042.64

TOTAL ENTERED: 1506.56 TOTAL PAID: 1255.40

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P26

ADJ REASON: 59 56 STATUS: 02 APPROVED WITH ADJUSTM: 0922

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXINQ

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:03:06 01/03/06

LABOR-PARTS INQUIRY

DLRA: 5789D CLAIM: [REDACTED] LINE: 01

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
82100-0-00	1.3	0.0					

-----PARTS-----	F-GRP	-----DESCRIPTION-----	QTY	ADJ	PRICE(EA)	ADJ
*ADMINFEE			1		59.80	47.84
*BODY SHOP INVOICE			1		1196.00	956.80
*FR1740475			1		22.00	
*FR1838735			1		16.00	
20370167	08231	SPACER	3		1.60	
20446902	08611	BUMPER	1		67.98	
20502741	08219	SHOCK ABSORBER	2		11.79	
20502948	08219	CONNECTOR	4		0.82	
8072944	08211	REINFORCEMENT	2		12.36	

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3=CLXING

SEC11101
DEALER: 5789D
CLAIM#: 016388-01
STATUS: 3 COMPLETE

VOLVO TRUCKS NORTH AMERICA, INC.
CLAIM FOLLOW-UP MESSAGE INQUIRY

15:03:15 01/03/06
PAGE:01 OF 01

FOLLOW-UP MESSAGE TEXT:

WHERE PLATES IN HOOD REPAIRED, RIGHT & LEFT FENDER, TOP HOOD PANEL, GR D09/03
ILL OPENING REINFORCEMENT, PAINT, CHECK OVER AFTER RETURNING FROM BODY D09/03
SHOP. PROTES ON FILE. JIMMY DARRELL TALKED TO YOU ABOUT THIS RUFUS D09/03
RUFUS, SEND A COPY OF THE RO, TECH'S WRITE UP, TIME PUNCHES, AND A V09/04
COPY OF THE BODY SHOP INVOICE. JIMMY V09/04
FAXED 5 PAGES AS REQUESTED RUFUS D09/21

WHAT NEXT? CLTINQ
TEXT DISPLAYED

E-TEXT ENTRY

PF3-CLTHST

PF9-CS1450

Response to No. 6, Claim Denied Data

Response to No. 6 CLAIM DENIED DATA

Source of information: Volvo's Warranty database. The data provided is current through December 19, 2005.

Model	Count	MY	Count	Category	Count
Volvo VNL	7	2001	3	Contract Maintenance	1
				Extended Warranty	2
		2003	4	Extended Warranty	3
				Warranty	1

SEC11026

VOLVO TRUCKS NORTH AMERICA, INC.

12:29:19 01/03/06

CLAIMS INQUIRY

DLRA: 5142D CLAIM: [REDACTED] VIN: 4V4NC9JJ91N [REDACTED] MDL: VNL64T MI: 235676
RO.: 17273 DATE: 010603 SUBMITTED: 032503 PD: 032903 LABOR RATE: 56.00
TYPE: W AUTH.: INSP: PTS CODE: DT FITTED.:
TEXT: D-I-S: 051501
LINE: 01 HOOD WOULD NOT STAY UP- HOOD GAS SPRING WASBROKEN- REPLACED GAS S
PRING

F GROUP: 08219 RC: 82 DEC: 51 CAUSAL PART: 20358822 VEND: 51498
LABOR HRS: 0.5 ADJ: 0.0 TOTAL PARTS.: 33.25 ADJ: 0.00
LABOR COST: 28.00 ADJ: 0.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 61.25 TOTAL PAID: 0.00

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DEC: AUTH:

P18

ADJ REASON: 51 STATUS: 12 CLAIM DENIED :0326

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXING

SEC11026

VOLVO TRUCKS NORTH AMERICA, INC.

12:29:30 01/03/06

LABOR-PARTS INQUIRY

DLRA: 5142D CLAIM: [REDACTED] LINE: 01

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
82101-0-00	0.5	0.5	0.0				

-----PARTS-----	F-GRP	-----DESCRIPTION-----	QTY	ADJ	PRICE(EA)	ADJ
20358822	08219	GAS SPRING	1	0	33.25	0.00

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E=TEXT ENTRY I=TEXT INQ PF3=CLXINQ

SEC11026

VOLVO TRUCKS NORTH AMERICA, INC.

12:30:58 01/03/06

CLAIMS INQUIRY

DLRA: 5207D CLAIM: [REDACTED] VIN: 4V4NC9GG81N [REDACTED] MDL: VNL64T MI: 267989
RO.: 478727 DATE: 042204 SUBMITTED: 052504 PD: 061904 LABOR RATE: 67.00
TYPE: C AUTH.: CTS0068-100 INSP: PTS CODE: DT FITTED.:
TEXT: COMPLETE D-I-S: 110300

LINE: 01 REPL PART WARRANTY: ORIGINALLY INSTALLED ON 030504, INV 478147.
HOOD SHOCK MISSING. SHOCK BROKE AND CAME OFF. REPLACED LEFT SIDE
HOOD SHOCK THAT WAS MISSING.

F GROUP: 08219 RC: 82 DBC: 62 CAUSAL PART: 20541720 VEND: 51498

LABOR HRS: 0.5 ADJ: 0.0 TOTAL PARTS...: 11.73 ADJ: 0.00

LABOR COST: 33.50 ADJ: 0.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 45.23 TOTAL PAID: 0.00

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P76

ADJ REASON: 02 STATUS: 12 CLAIM DENIED :0615

WHAT NEXT? CLAINQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3-CLXINQ

SEC11026

VOLVO TRUCKS NORTH AMERICA, INC.

12:31:11 01/03/06

LABOR-PARTS INQUIRY

DLRA: 5207D CLAIM: [REDACTED] LINE: 01

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
82124-2-00	0.5	0.5	0.0				

---PARTS---	F-GRP	---DESCRIPTION---	QTY	ADJ	PRICE(EA)	ADJ
20541720	08219	SHOCK ABSORBER	1	0	11.73	0.00

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11026
DEALER: 5207D
CLAIM#:
STATUS: 3 COMPLETE

VOLVO TRUCKS NORTH AMERICA, INC.
CLAIM FOLLOW-UP MESSAGE INQUIRY

12:31:19 01/03/06
PAGE 01 OF 01

FOLLOW-UP MESSAGE TEXT:

THIS CLAIM IS FOR SAME PART, HOW DID IT COME OFF OR DID IT JUST FAIL V05/26
STEVE V05/26
THE SHOCK BROKE AND CAME OFF DURING TRANSIT. D06/09
NEED TO FILE ANOTHER PARTS WARR FOR PART. V06/15

WHAT NEXT? CLTING
TEXT DISPLAYED

E-TEXT ENTRY

PF3-CLTHST

PF9-CS1450

SEC11122

VOLVO TRUCKS NORTH AMERICA, INC.

12:46:03 01/03/06

CLAIMS INQUIRY

DLRA: 54240 CLAIM: [REDACTED] VIN: 4V4NC9RH41N2 [REDACTED] MDL: VNL64T MI: 388784

RO...: 400027 DATE.: 082703 SUBMITTED: 082803 PD: 092703 LABOR RATE: 70.00

TYPE: W AUTH.: INSP: PTS CODE: DT FITTED.:

TEXT: COMPLETE D-I-S: 112800

LINE: 01 CHECK A/C NOT COOLING. CHECKED AND FOUND THAT HOOD RESTRAINT HAD
BROKEN WHERE MOUNTS & CAME ALOOSE & PUNCTURED A/C CONDENSOR. REPLD
HOOD SHOCK ABSORBER, A/C CONDENSOR, & PULLED VACUUM AND CHARGED AC

F GROUP: 08219 RC: 82 DBC: 59 CAUSAL PART: 20541720 VEND: 51498

LABOR HRS: 2.2 ADJ: 0.0 TOTAL PARTS...: 217.98 ADJ: 0.00

LABOR COST: 154.00 ADJ: 0.00 TOTAL OUTSIDE: 13.28 ADJ: 0.00

TOTAL ENTERED: 385.26 TOTAL PAID: 0.00

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P26

ADJ REASON: 41 59 STATUS: 12 CLAIM DENIED :0923

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3=CLXING

SEC11122

VOLVO TRUCKS NORTH AMERICA, INC.

12:46:11 01/03/06

LABOR-PARTS INQUIRY

DLRA: 5424D CLAIM: [REDACTED] LINE: 01

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
82124-2-00	0.5	0.5	0.0	87401-5-00	0.9	1.5	0.0
87415-2-00	0.8	0.8	0.0				

-----PARTS-----	F-GRP	-----DESCRIPTION-----	QTY	ADJ	PRICE(EA)	ADJ
*LB R134A			4	0	3.32	0.00
20461065	08740	CONDENSER	1	0	206.19	0.00
20541720	08219	SHOCK ABSORBER	1	0	11.79	0.00

WHAT NEXT? CLAINQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3=CLXINQ

SEC11122
DEALER: 5424D
CLAIMA:
STATUS: 3 COMPLETE

VOLVO TRUCKS NORTH AMERICA, INC.
CLAIM FOLLOW-UP MESSAGE INQUIRY

12:46:20 01/03/06
PAGE 01 OF 01

FOLLOW-UP MESSAGE TEXT:

THE HOOD RESTRAINT IS ONLY COVERED FOR THE FIRST YEAR OR 100,000
MILES. JIMMY

V09/23
V09/23

WHAT NEXT? CLTING
TEXT DISPLAYED

E-TEXT ENTRY

PF3=CLTHST

PF9=CS1450

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:04:09 01/03/06

RECLAIMS INQUIRY

DLRA: 54120 CLAIM: [REDACTED] VIN: 4V4NC9TJ73N [REDACTED] MDL: VNL64T MI: 249030
RO: 57749 DATE: 092004 SUBMITTED: 121004 PD: 010805 LABOR RATE: 71.00
TYPE: W AUTH: INSP: PTS CODE: DT FITTED:
TEXT: COMPLETE D-I-S: 112002

LINE: 01 HOOD SUPPORT SHOCK BROKEN, FOUND HIME JOINT ENDS PULLED LOOSE FROM
SHOCKS. REMOVED AND REPLACED BOTH HOOD SHOCKS ABS.

F GROUP: 08219 RC: 82 DEC: 29 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.8 ADJ: 0.0 TOTAL PARTS: 28.56 ADJ: 0.00
LABOR COST: 56.80 ADJ: 0.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 85.36 TOTAL PAID: 0.00

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DEC: AUTH:

P26

ADJ REASON: 41 59 STATUS: 12 CLAIM DENIED :0106

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:04:16 01/03/06

LABOR-PARTS INQUIRY

DLRA: 54120

CLAIM: [REDACTED]

LINE: 01

SRC

ENTERED

STD

ADJ

SRC

ENTERED

STD

ADJ

17003-0-01

0.3

0.3

0.0

82100-0-00

0.5

0.0

0.0

---PARTS---

F-GRP ---DESCRIPTION---

QTY ADJ

PRICE(EA)

ADJ

20502948

08219 CONNECTOR

4

0

0.86

0.00

20541720

08219 SHOCK ABSORBER

2

0

12.56

0.00

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I=TEXT.INQ PF3=CLXING

SEC11101 VOLVO TRUCKS NORTH AMERICA, INC.
DEALER: 5412D CLAIM FOLLOW-UP MESSAGE INQUIRY
CLAIM#: [REDACTED]
STATUS: 3 COMPLETE

15:04:22 01/03/06
PAGE 01 OF 01

FOLLOW-UP MESSAGE TEXT:

PART ONLY COVERED FOR 1 YR/ 100K. JIMMY V01/06
JIMMY, I WANT TO APPEAL THIS CLAIM BECAUSE THIS UNIT HAS 3YEARS/350,000 D02/03
BASIC WARRANTY. EMILIO D02/03
EMILIO, LOOK AT THE EXCLUSIONS ON THE REAR OF THE VN PREMIUM WARRANTY V02/18
CERTIFICATE. JIMMY V02/18

WHAT NEXT? CLTING
TEXT DISPLAYED

E-TEXT ENTRY

PF3=CLTHST

PF9=CS1450

SEC11031 VOLVO TRUCKS NORTH AMERICA, INC. 14:13:20 01/04/06

CLAIMS INQUIRY

DLRA: 5310D CLAIM: VIN: 4V4NC9TJ23N MDL: VNL64T MI: 287367
RO.: 120678 DATE.: 072905 SUBMITTED: 080305 PD: 082005 LABOR RATE: 70.00
TYPE: W AUTH.: INSP: PTS CODE: DT FITTED.:
TEXT: DLR REVIEW D-I-S: 080503
LINE: 03 BOTH HOOD STRUTS WILL COM LOOSE AT TIMES. VERIFIED COMPLAINT. REP
LACED HOOD STRUTS

F GROUP: 08219 RC: 82 DBC: 29 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.6 ADJ: 0.0 TOTAL PARTS.: 39.58 ADJ: 0.00
LABOR COST: 42.00 ADJ: 0.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 81.58 TOTAL PAID: 0.00

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P26

ADJ REASON: 41 59 STATUS: 12 CLAIM DENIED :0819

WHAT NEXT? CLAINQ

PRESS ENTER FOR NEXT LINE OR X-LABOR/PARTS E-TEXT ENTRY I-TEXT INQ PF3=CLXING

SEC11031

VOLVO TRUCKS NORTH AMERICA, INC.

14:13:29 01/04/06

LABOR-PARTS INQUIRY

DLRA: 5310D CLAIM: [REDACTED] LINE: 03

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
82110-2-00	0.6	1.4	0.0				

-----PARTS-----	F-GRP	-----DESCRIPTION-----	QTY	ADJ	PRICE (EA)	ADJ
20502948	08219	CONNECTOR	4	0	0.90	0.00
20541720	08219	SHOCK ABSORBER	2	0	17.99	0.00

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXINQ

SEC11031

VOLVO TRUCKS NORTH AMERICA, INC.

16:13:31 01/04/06

DEALER: 5310D

CLAIM FOLLOW-UP MESSAGE INQUIRY

PAGE 01 OF 01

CLAIMA:

STATUS: 2 DLR PENDING REVIEW

FOLLOW-UP MESSAGE TEXT:

HOOD STRUTS ARE ONLY COVERED UP TO 1 YEAR OR 100K.

V08/19

VEHICLE HAS PREM COVERAGE ARE THE STRUTS ONLY 1 YEAR 100,000

D09/02

EVEN UNDER PREMIUM

D09/02

THAT IS CORRECT, SEE THE REVERSE SIDE OF THE WARRANTY CERTIFICATE.

V09/02

JIMMY

V09/02

WHAT NEXT? CLTING

TEXT DISPLAYED

E-TEXT ENTRY

PF3-CLTHST

PF9-CS1450

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:28:14 . 01/03/06

CLAIMS INQUIRY

DLRA: 6906U CLAIM: [REDACTED] VIN: 4V4NC9TH03N3 [REDACTED] MDL: VNL64T. MI: 171249
RO...: 115511 DATE.: 071404 SUBMITTED: 072204 PD: 082104 LABOR RATE: 51.00
TYPE: P AUTH.: NND04JUL INSP: PTS CODE: DT FITTED.:
TEXT: D-I-S: 051502
LINE: 01 END BROKE OUT OF SHOCK, R&R

F GROUP: 08219 RC: VN DBC: 00 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.0 ADJ: 0.0 TOTAL PARTS...: 12.87 ADJ: 0.00
LABOR COST: 0.00 ADJ: 0.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 12.87 TOTAL PAID: 0.00

COMPONENT (REPR/EXCH):

OLD UNIT MODEL:

SER:

NEW UNIT MODEL:

SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DBC: AUTH:

P67

ADJ REASON: 30 STATUS: 12 CLAIM DENIED :0815

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXING

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:28:22 01/03/06

LABOR-PARTS INQUIRY

DLRA: 69060 CLAIM: [REDACTED]

LINE: 01

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
82100-0-00	0.0	0.0					

-----PARTS-----	F-GRP	-----DESCRIPTION-----	QTY	ADJ	PRICE(EA)	ADJ
20541720	08219	SHOCK ABSORBER	1	0	12.87	0.00

WHAT NEXT? CLAIMQ

ENTER X TO RETURN TO CLAIM INQUIRY

E-TEXT ENTRY I-TEXT INQ PF3-CLXINQ

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:54:01 01/03/06

CLAIMS INQUIRY

DLRA: 5153D CLAIM: [REDACTED] VIN: 4V4NC9GG13M [REDACTED] MDL: VNL64T MI: 238724
RO... 10314 DATE.: 042605 SUBMITTED: 050405 PD.: 051405 LABOR RATE: 82.00
TYPE: W AUTH.: INSP: PTS. CODE: DT FITTED.:
TEXT: DLR PROCESS D-I-S: 082102
LINE: 01 L/S HOOD SHOCK CAME OFF REPLACE L/S SHOCK

F GROUP: 08219 RC: 82 DEC: 29 CAUSAL PART: 20541720 VEND: 51498
LABOR HRS: 0.3 ADJ: 0.0 TOTAL PARTS...: 13.05 ADJ: 0.00
LABOR COST: 24.60 ADJ: 0.00 TOTAL OUTSIDE: 0.00 ADJ: 0.00

TOTAL ENTERED: 37.65 TOTAL PAID: 0.00

COMPONENT (REPR/EXCH):

OLD UNIT MODEL: SER:

NEW UNIT MODEL: SER:

REDEBIT:

LABOR HR: PARTS: OUTSIDE: DEC: AUTH:

P22

ADJ REASON: 40 41 STATUS: 12 CLAIM DENIED :0509

WHAT NEXT? CLAIMQ

PRESS ENTER FOR NEXT LINE OR X=LABOR/PARTS E=TEXT ENTRY I=TEXT INQ PF3=CLXINQ

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:54:09 01/03/06

LABOR-PARTS INQUIRY

DLRA: 5153D CLAIM: [REDACTED] LINE: 01

SRO	ENTERED	STD	ADJ	SRO	ENTERED	STD	ADJ
82124-2-00	0.3	0.5	0.0				

-----PARTS-----
20541720

F-GRP -----DESCRIPTION-----
08219 SHOCK ABSORBER

QTY	ADJ	PRICE (EA)	ADJ
1	0	13.05	0.00

WHAT NEXT? CLAINQ

ENTER X TO RETURN TO CLAIM INQUIRY

E=TEXT ENTRY I=TEXT INQ PF3=CLXINQ

SEC11101

VOLVO TRUCKS NORTH AMERICA, INC.

15:54:15 01/03/06

DEALER: 5153D

CLAIM FOLLOW-UP MESSAGE INQUIRY

PAGE 01 OF 01

CLAIM#:

STATUS: 1 DLR PROCESSING

FOLLOW-UP MESSAGE TEXT:

WHAT NEXT? CLTING

TEXT DISPLAYED

E=TEXT ENTRY

PF3=CLTHST

PF9=CS1450

Additional Information/ Attachments

Exhibit A

Lafon Tim (othy)

From: Bird James
Sent: Tuesday, December 20, 2006 10:36 AM
To: Lafon Tim (othy)
Subject: FW: Volvo

AB 321 End-fitting
Specs.pdf

-----Original Message-----

From: Troy Waterman [mailto:twaterman@suspa-inc.com]
Sent: Wednesday, May 25, 2005 3:07 PM
To: nolrep4u@aol.com
Subject: Volvo

Hi John,

We found a fixture to mount the C16-23923 part in the pull fixture and we pulled a couple parts. We mounted the gas springs so they were vertical and the ball studs were horizontal. We used the threads of the ball studs and pulled vertically. We pulled until the machine reached 10,000N and then we shut it off. We did two parts and figured there is no reason to do more.

We did find a print on the assembled ball socket and there is a pull out specification. If you look attached print in the upper right hand corner there is a force specification. The FM is force to assemble and this is <120N. The FA is the pull out and this is >600N. These are what we are seeing in the testing.

I do not know if Volvo had given us a specification that they are required to achieve. I assume not since this end fittings were approved. With all this information we have, this is not a major problem.

Thank you,
Troy Waterman
Product Manager-DCG
Suspa Inc.
ph. 616-241-4200 ex. 442
direct 616-252-1442
fax 616-531-3310
e-mail: twaterman@suspa-inc.com

Torsion Rods

The torsion rods aid in reducing the force required to open the hood, and also help limit the closing speed. The rods are hexagonal bars that are twisted as the hood is closed. Some of the kinetic energy of the closing hood is transferred into the torsion bars to cause them to twist when the hood is closing. When the hood is being opened, the torsion bars release the energy retained. That energy is added to the energy applied to open the hood. The torsion rods mount in the hood pivot block which is connected to the tow-eye brackets.



Restraint Cylinder

There are two restraint cylinders connected to the hood, just behind each upper corner of the front grille down to each tow-eye bracket. The cylinders are single-acting oil shocks that control the rate of opening of the hood in order to reduce the chance of damage to the hood and the mounting system.



8
Insert the new spring through the hood pivot bracket hole and the spring bushing, and into the slot in the other side pivot bracket.

9
Install the six point socket screw and torque to 12 ± 2 Nm (9 ± 1.5 ft-lb).

10
Reinstall the bumper and make the necessary side to side adjustments to center the bumper.

Note: See bumper replacement procedures in:

Service Manual Group 86
Front Bumper, VNL, VNM
Service Procedures
TSP103726/1

IMPACT Function Group 8811
Information Type: Repair

8214-03-02-01

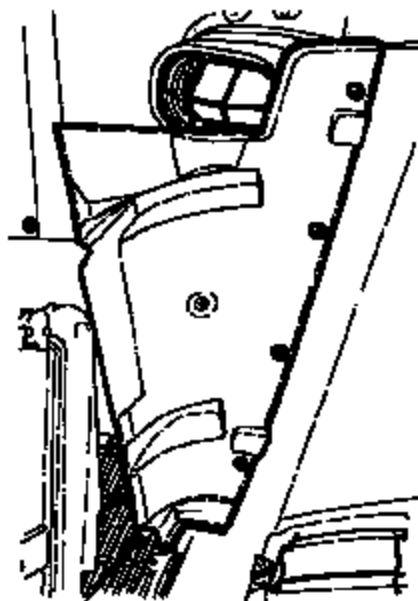
Hood Restraint Cylinder, Replacement

! DANGER

PERSONAL INJURY HAZARD! Before working on the vehicle, set the parking brakes, place the transmission in neutral, and block the wheels. Failure to do so can result in unexpected vehicle movement and cause serious personal injury or death.

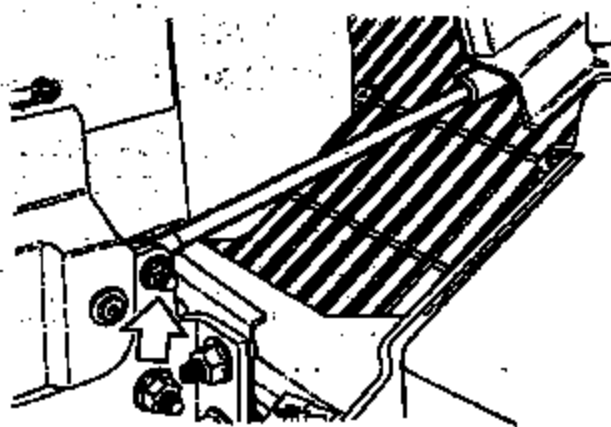
Removal

1

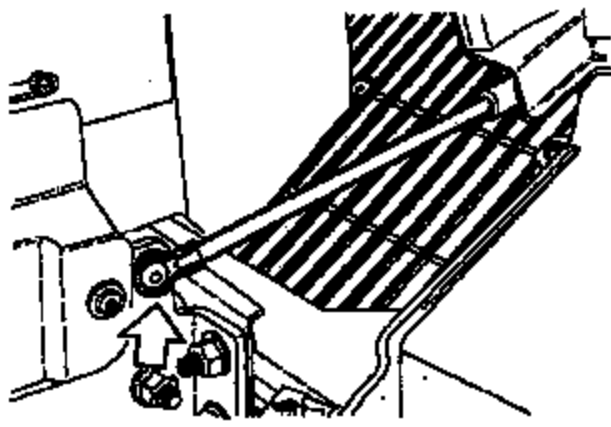


Remove the six bolts from the splash shield.

2



VNL Hood Restraint Removal



VNM Hood Restraint Removal

Remove the two nuts from the hood restraint cylinder and remove the cylinder.

Note: On VNL models, the restraint cylinder is bolted to the inner face of the crossmember bracket. On VNM models, the restraint cylinder is bolted to the outer face of the crossmember bracket. See the corresponding illustrations.

Installation

- 1 Install the new hood restraint cylinder and nuts.

Note: On VNL models, the restraint cylinder must be bolted to the inner face of the crossmember bracket. On VNM models, the restraint cylinder must be bolted to the outer face of the crossmember bracket.

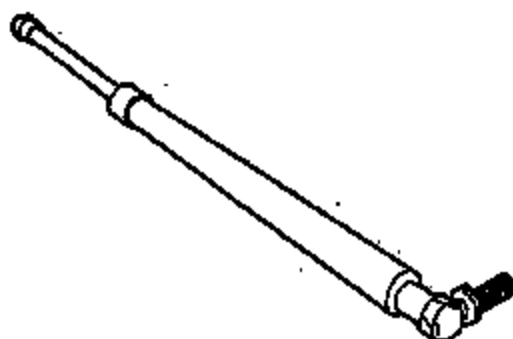
- 2 Torque the nuts to 30 ± 4 Nm
(22 ± 3 ft-lb).

30 ± 4 Nm
(22 ± 3 ft-lb)

- 3 Install the splash shield and tighten the bolts.

Restraint Cylinder

There are two restraint cylinders connected to the hood, just behind each upper corner of the front grille down to each recovery-eye bracket. The cylinders are single-acting oil shocks that control the rate of opening of the hood in order to reduce the chance of damage to the hood and the mounting system.

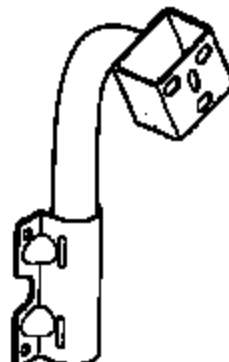


TR002764

Hood Latch

Latch Mounting Arm

The latch mounting arm connects to the frame and supports the receiver cup latch mechanism. The VNM bracket is constructed of a steel tube and has a bracket on the top. The bracket has slotted bolt holes to allow mounting and adjustment of the latch mechanism. The VNL bracket is constructed of light weight aluminium and adjust in the same manner as the VNM bracket. See "Hood Release" page 7.



VNM06702

VNM



TR002770

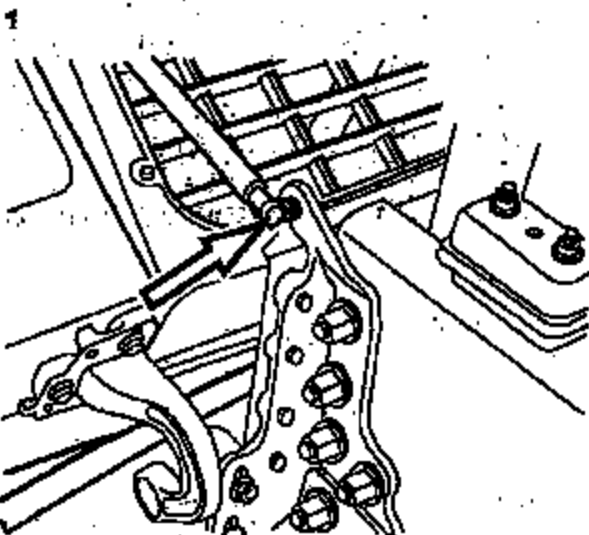
VNL

8214-03-02-04

Hood Restraint Cylinder, Re- placement

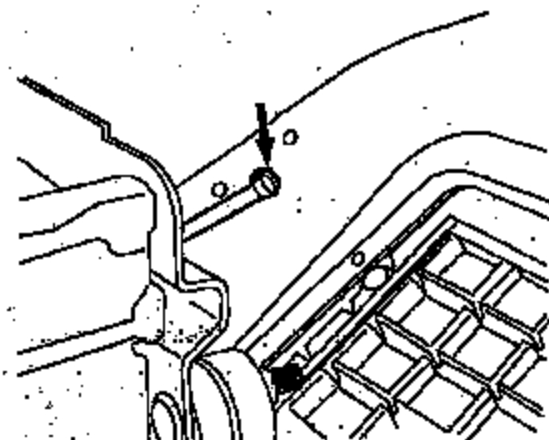
You must read and understand the precautions and guidelines in Service Information, group 80, "General Safety Practices" before performing this procedure. If you are not properly trained and certified in this procedure, ask your supervisor for training before you perform it.

Removal

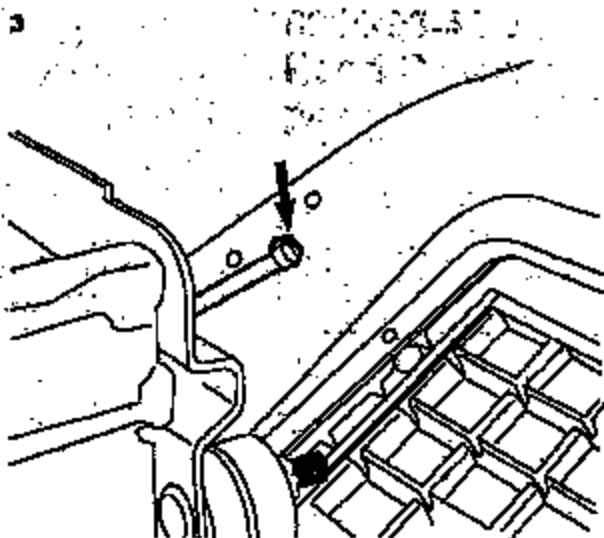


Tilt hood, remove cylinder nut.

2

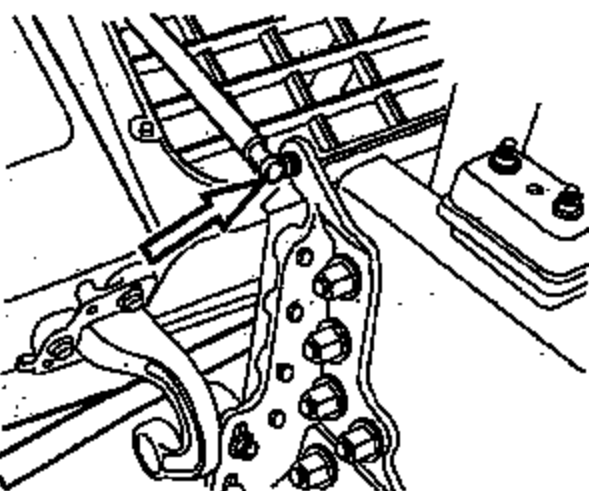


Remove cylinder from hood.



Install replacement cylinder.

4



Install cylinder nut.

Exhibit D

Hood Restraint Cylinder Design Changes

Part Number	Superceded	Introduction date	Reason for change
8081651	Original part	1996	
20358822	8081651	1/17/99	Brazil requested change due to 8081651 cylinders leaking oil.
20502741	20358822	12/9/02	To allow manufacturing more flexibility during assembly, introduced two-piece design.
20541720	20502741	9/25/03	Changed material of end cap cover to address cylinders leaking oil.
20725387	20541720	10/4/04	Introduced new heavier strut (more dampening) for new model, VT, with heavier hood.