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Service Request Detail Report

SR # 1-1213561982

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: CHARLES FRYSTACK
SR Area: Technical	Func. Group: 1414-fitting	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 4/25/2008 2:44:44 PM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 4/28/2008 3:03:42 PM
Sub Area 2:	Sub-Status: Resolved	Created By: CHARLES FRYSTACK
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: DON HAINES	Selling Dealer ID:
Call Back #: 3068253434	Selling Dealer:
Contact First Name: DON	Main Phone #:
Contact Last Name: HAINES	Main FAX #:
Dealer ID: N948	Street Address 1:
Dealer Name: REDHEAD EQUIPMENT LTD.	Street Address 2:
Main Phone #: 3068253434	City:
Main FAX #:	State / ZIP:
Street Address 1: 4404 37TH AVE	Country:
Street Address 2:	
City: LLOYDMINSTER	
State / ZIP: SK / S9V1R6	
Country: CANADA	

Owner Info	Buyer Info
	Buyer ID: 506001
	Buyer Name: XXXXXXXXXX
	Main Phone #: XXXXXXXXXX
	Main FAX #: XXXXXXXXXX
	Street Address 1: XXXXXXXXXX
	Street Address 2: XXXXXXXXXX
	City: XXXXXXXXXX
	State / ZIP: XXXXXXXXXX
	Country: XXXXXXXXXX

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CAS68 CO
Chassis Number: 002898	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485C
VIN / Serial #: 1M1AN07Y68N XXXXXXXXXX	HP Description: 485
Model: CHU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical
Km / Hr / Mi: 75,702
Unit: Km
Accuracy: Actual
GCW:
Location:
Campaign #:
Tot. Diag Time Appr:
Unit #: 160
Tech Rating:
Date of Failure:
Remarks:

Summary
N948 / XXXXXXXXXX / Air Compressor Line Fitting / MP8-485C US07

Desc / Compl.	Response
Charlie called stated that this truck broke down with the air compressor fitting out of the truck... This truck is located on Hwy55 in La Corey, AB... Called N948 Don and he stated that he will send someone out to repair it ETA 2.5 hours...	NA

Activity Notes

Created	Created By	Activity Type	Description
4/28/2008 3:02:14 PM	CHARLES FRYSTACK	Follow Up	Called N948 stated that they didn't have parts but fix it that the truck could be driven until they get parts...

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Service Request Detail Report

SR # 1-1236447319

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: AMY PERSING
SR Area: Technical	Func. Group: 2542-air compressor	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 5/28/2008 11:48:23 AM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 6/8/2008 4:49:18 PM
Sub Area 2: Product	Sub-Status: Resolved	Created By: AMY PERSING
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: WARREN KRUGER	Selling Dealer ID:
Call Back #: (813) 671-7637	Selling Dealer:
Contact First Name: MIKE	Main Phone #:
Contact Last Name: ARNOLD	Main FAX #:
Dealer ID: C611	Street Address 1:
Dealer Name: NEXTRAN CORPORATION	Street Address 2:
Main Phone #: 8136267141	City:
Main FAX #:	State / ZIP:
Street Address 1: 7810 E ADAMO DR	Country:
Street Address 2:	
City: TAMPA	
State / ZIP: FL / 336193506	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 110424
	Buyer Name: [REDACTED]
	Main Phone #: [REDACTED]
	Main FAX #: [REDACTED]
	Street Address 1: [REDACTED]
	Street Address 2: [REDACTED]
	City: [REDACTED]
	State / ZIP: [REDACTED]
	Country: [REDACTED]

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CA68 CON
Chassis Number: 002685	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-415C
VIN / Serial #: 1M1AN09Y48N [REDACTED]	HP Description: 415
Model: CHU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical
Km / Hr / Mi: 19771
Unit: Mi
Accuracy: Actual
GCW:
Location:
Campaign #:
Tot. Diag Time Appr:
Unit #: 144003
Tech Rating:
Date of Failure:
Remarks:

Summary
C611/ [REDACTED] air compressor fitting

Desc./Compl.	Response
Warren called to report this truck down at their shop unable to build air b/c of a failed air compressor fitting and line. Their shop address is 8850 Old Big Ben Road, Gibsonton, FL. Called J & J to take him to C611 - C611 already knows it's coming b/c they are the ones who told him to call us.	NA

Service Request Detail Report

SR # 1-1240636353

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: AMY PERSING
SR Area: Technical	Func. Group: 1414-fitting	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 6/9/2008 8:45:34 PM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 6/19/2008 7:44:49 PM
Sub Area 2: Product	Sub-Status: Resolved	Created By: AMY PERSING
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: ROBERT HUNTINGTON	Selling Dealer ID:
Call Back #: (607) 435-1980	Selling Dealer:
Contact First Name: ED	Main Phone #:
Contact Last Name: SEYERLEIN	Main FAX #:
Dealer ID: A459	Street Address 1:
Dealer Name: TRIPLE CITIES ACQUISITION LLC	Street Address 2:
Main Phone #: 6077237481	City:
Main FAX #:	State / ZIP:
Street Address 1: 76 FREDERICK ST	Country:
Street Address 2:	
City: BINGHAMTON	
State / ZIP: NY / 139012530	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 166707
	Buyer Name:
	Main Phone #:
	Main FAX #:
	Street Address 1:
	Street Address 2:
	City:
	State / ZIP:
	Country:

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CAS68 CO
Chassis Number: 001003	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485C
VIN / Serial #: 1M1AN07Y98N	HP Description: 485
Model: CHU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical
Km / Hr / Mi: 3000
Unit: Mi
Accuracy: Actual
GCW:
Location:
Campaign #:
Tot. Diag Time Appr:
Unit #: 87
Tech Rating:
Date of Failure:
Remarks:

Summary
A459 /fitting to compressor/MP8/US07/MP8-485C EMP8*900047*F1*H

Desc./Compl.	Response
Robert called to report he is down in a rest area on I-88 in Unadilla, NY with the fitting off the air compressor and the truck is not able to build air. Called A514 -- no answer at either office # or 24-hour #. Called A459, spoke with Eddie in service, he doesn't have the parts in stock. He knows a guy in Unadilla and will have him see what he can do. I called Robert to let him know what the plan is and we will play it by ear from here.	NA

Service Request Detail Report

SR # 1-1262064377

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: VERNON BROWN
SR Area: Technical	Func. Group: 5231-brake line	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 8/29/2008 12:10:30 AM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 9/8/2008 3:30:07 PM
Sub Area 2:	Sub-Status: Resolved	Created By: VERNON BROWN
Argus Company: MACK Trucks		Created By Group: Mack - One Call

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: DAVE COX	Selling Dealer ID:
Call Back #: 9044258040	Selling Dealer:
Contact First Name: DAVE	Main Phone #:
Contact Last Name: COX	Main FAX #:
Dealer ID: C611	Street Address 1:
Dealer Name: NEXTRAN CORPORATION	Street Address 2:
Main Phone #: 8136267141	City:
Main FAX #:	State / ZIP:
Street Address 1: 7810 E ADAMO DR	Country:
Street Address 2:	
City: TAMPA	
State / ZIP: FL / 336193506	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 110424
	Buyer Name:
	Main Phone #:
	Main FAX #:
	Street Address 1:
	Street Address 2:
	City:
	State / ZIP:
	Country:

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CA68 CON
Chassis Number: 002687	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-415C
VIN / Serial #: 1M1AN09Y88N	HP Description: 415
Model: CHU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 36878	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 143550
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
 c611 / [REDACTED] / broke air line / MP8-415C EMP8*904023*F1 / case # 1-1262064377

Desc./Compl.	Response
mechanic-warren kruger #813-671-7637 called states said truck has a broken air line at compressor and wont build air,i called nextran #c611--#813-626-7141 ,spoke to dave about helping,will take care of things.,TRUCK DOWN IN LANDFILL AT [REDACTED]	NA

Activity Notes

Created	Created By	Activity Type	Description
9/8/2008 3:25:24 PM	VERNON BROWN	Call - Outbound	called dave in service for update on said unit,he states replaced air line,will roadtest and release as needed
9/3/2008 10:51:23 AM	VERNON BROWN	Call - Outbound	CALLED DAVE IN SERVICE,PARTS ARE IN,TECH WORKING ON UNIT.
9/2/2008 2:03:43 PM	VERNON BROWN	Call - Outbound	called dave in service,he states parts ordered for tomorrow

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Service Request Detail Report

SR # 1-1263175723

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: GERALD KEENAN
SR Area: Technical	Func. Group: 2542-air compressor	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 9/5/2008 9:05:07 AM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 9/8/2008 2:28:25 PM
Sub Area 2:	Sub-Status: Resolved	Created By: GERALD KEENAN
Argus Company: MACK Trucks		Created By Group: Mack - One Call

Customer/Repairing Dealer Info	Selling Dealer Info
Call Back Name: warren	Selling Dealer ID:
Call Back #: 813-671-7637	Selling Dealer:
Contact First Name: WAYNE	Main Phone #:
Contact Last Name: ABBOTT	Main FAX #:
Dealer ID: C611	Street Address 1:
Dealer Name: NEXTRAN CORPORATION	Street Address 2:
Main Phone #: 8136267141	City:
Main FAX #:	State / ZIP:
Street Address 1: 7810 E ADAMO DR	Country:
Street Address 2:	
City: TAMPA	
State / ZIP: FL / 336193506	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 110424
	Buyer Name:
	Main Phone #:
	Main FAX #:
	Street Address 1:
	Street Address 2:
	City:
	State / ZIP:
	Country:

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CA68 CON
Chassis Number: 002681	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-415C
VIN / Serial #: 1M1AN09Y78N	HP Description: 415
Model: CHU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 36717	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 144001
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
611 / 144001 / air leak / MP8-415C EMP8*903714*F1*H

Desc./Compl.	Response
Warren /reported he has unit with supply line disconnected from air compressor. called C611 and gave heads up. Called J & J Towing -813-626-1551--- They will tow to C611. ETA is 1 1/2 hrs. Call came in @ 9:00am on 9/5/08	NA

Activity Notes

Created	Created By	Activity Type	Description
9/8/2008 2:27:22 PM	GERALD KEENAN	Call - Outbound	dealer reported he performed SB531014. and shipped unit

Service Request Detail Report

SR # 1-1270108181

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: JOHN REESE
SR Area: Reliability	Func. Group: 2545-particulate filter; regenerating unit	SR Group: VTNA - Field Service Region SouthEast
App/Service: reliability	Severity: 3-Medium	SR Opened: 10/16/2008 10:33:06 AM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 12/3/2008 4:32:39 PM
Sub Area 2: Other	Sub-Status: Resolved	Created By: JANE PALY
Argus Company: MACK Trucks		Created By Group: VTNA - Field Service Region SouthEast

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: Brad Simpson	Selling Dealer ID: C630
Call Back #: 404-915-3106	Selling Dealer: GAINESVILLE TRUCK CENTER INC
Contact First Name: PAT	Main Phone #: 7705328463
Contact Last Name: BANKS	Main FAX #: 7705357877
Dealer ID: C630	Street Address 1: 2145 ATHENS HWY
Dealer Name: GAINESVILLE TRUCK CENTER INC	Street Address 2:
Main Phone #: 7705328463	City: GAINESVILLE
Main FAX #:	State / ZIP: GA / 305077403
Street Address 1: 2145 ATHENS HWY	Country: UNITED STATES
Street Address 2:	
City: GAINESVILLE	
State / ZIP: GA / 305077403	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 186400
	Buyer Name:
	Main Phone #:
	Main FAX #:
	Street Address 1:
	Street Address 2:
	City:
	State / ZIP:
	Country:

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CA68 CON
Chassis Number: 002862	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485C
VIN / Serial #: 1M1AN07Y78N	HP Description: 485
Model: CHU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

TMAC / Warranty / Reliability
Claim #:
Goodwill #:
Tot. Diag Time Appr:
Km / Hr / Mi:
Unit: Mi

Summary
too many problems

Desc / Compl:	Response
customer complaining of constant problems with this truck breaking down. He claims he called customer service about one month ago and no one has gotten back to him. He is down again in Gainesville, GA and very frustrated. To Johnny Reese. Contact made with customer 10/20/08. Customer to email DSM with list of problems with truck. Call made to customer on same date of his call. Customer upset due to downtime. See attached list of invoices from dealer causing	NA

*customer complaint. Air compressor main air line fitting loose when customer called. Dealer advising that they feel that if Mack Trucks issues extended warranty this would resolve issue with customer dissatisfaction with product. Customer as of 12/3/08 has not sent info as requested. Dealer advised that no extended warranty would be granted.

Activity Notes

Created	Created By	Activity Type	Description
10/30/2008 12:01:12 AM	SIEBEL ADMINISTRATOR	Notes	An attachment with filename '55091' has been added.
10/30/2008 12:01:12 AM	SIEBEL ADMINISTRATOR	Notes	An attachment with filename '54917' has been added.
10/30/2008 12:00:11 AM	SIEBEL ADMINISTRATOR	Notes	An attachment with filename '54820' has been added.
10/30/2008 11:59:11 AM	SIEBEL ADMINISTRATOR	Notes	An attachment with filename '54619' has been added.
10/30/2008 11:59:10 AM	SIEBEL ADMINISTRATOR	Notes	An attachment with filename '53469' has been added.

Gainesville Truck Center, Inc.

Athens Highway

Post Office Drawer J

Phone (770) 532-8463

GAINESVILLE, GEORGIA 30503



UNIT# B23

1921

55091

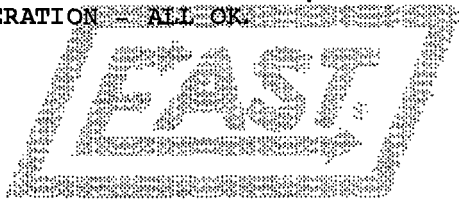
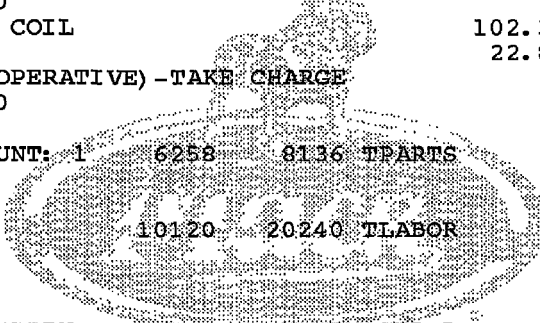
WARRANTY

PAGE 1

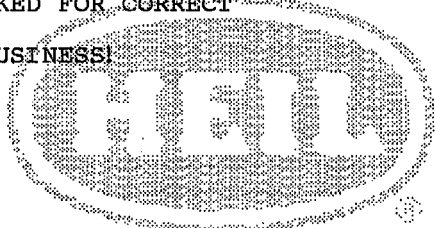
SERVICE ADVISOR: 207 KIM BANKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	08	MACK CHU613	1MLAN07Y78N		64109/64109	T862	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO.	RATE	PAYMENT	INV DATE
20FEB08 IS			09:15 16OCT08		92.00	CASH	20OCT08
R.O. OPENED	READY	OPTIONS: STK: 8N002862 DLR: C630 1) 1023 HOURS 2) TRUCK # B-23					
16OCT08	20OCT08						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A WILL NOT BUILD BRAKE AIR							
CAUSE: MAIN AIR LINE FAILURE							
5319C0080 SB531014 (LINE, AIR COMPRESSOR							
DISCHARGE - REPLACE) -SERVICE BULLETIN/LETTER							
		477	WM	1.50		138.00	138.00
1	21206841	COOLING COIL			102.30	66.50	66.50
1	21206950	NIPPLE			22.86	14.86	14.86
101AB0A00 VEHICLE (INOPERATIVE) -TAKE CHARGE							
		477	WM	0.70		64.40	64.40
M TECH 477							
FC: PART#: 21206841 COUNT: 1 6258 8136 TPARTS							
CLAIM TYPE: 1							
AUTH CODE: OK							
SUBL TOWING							
						836.00	836.00
INSPECTED FOR TRUCK NOT BUILDING AIR - FOUND MAIN AIR LINE OFF OF							
COMPRESSOR CAUSING ALL AIR AIR TO DUMP FROM SYSTEM AND NOT BUILD AIR.							
INSPECTED AS PER SB531014 - PERFORMED REPAIRS AS OUTLINED. REMOVED AND							
REPLACED LINE WITH NEW, INSTALLED NEW FITTING AND CHECKED FOR CORRECT							
OPERATION - ALL OK							



WE APPRECIATE YOUR BUSINESS!
DRIVE SAFELY!



COST, SALE, & COMP TOTALS 99978 111976 0

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	202.40
PARTS AMOUNT	81.36
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	836.00
MISC. CHARGES	0.00
TOTAL CHARGES	1119.76
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1119.76

CUSTOMER SIGNATURE

Gainesville Truck Center, Inc.

Athens Highway

Post Office Drawer J

Phone (770) 532-8463

GAINESVILLE, GEORGIA 30503



UNIT# B23

1921

54917

WARRANTY

PAGE 1

SERVICE ADVISOR: 130 PAT BANKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	08	MACK CHU613	1M1AN07Y78N		56434/56434	TB23	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO	RATE	PAYMENT	INV DATE
01JAN07 IS			09:39 22SEP08		92.00		24SEP08
R.O. OPENED	READY	OPTIONS: STK: 8N002862 DLR: C630 1) 685 HOURS					
22SEP08	24SEP08	2) TRUCK # B-23					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
A CHECK FOR RUNNING HOT AND TRUCK SHUT OFF AND NO DRIVE BELT								
CAUSE: BELT FAILURE								
216DK2925 BELT, ENGINE ACCESSORY DRIVE (10-RIB SERPENTINE - WATER PUMP AND FAN DRIVE)-R&R OR REPLACE								
		477	WM	0.28		25.76	25.76	
		6777	WM	0.02		1.84	1.84	
	1	20886339	V-RIBBED BELT		53.40	34.71	34.71	
	4	48RU2313P2	CLAMP		0.94	0.61	2.44	
216AA2999 GENERAL OPERATION (ENGINE ACCESSORY DRIVES)-GENERAL OPERATION								
		477	WM	0.50		46.00	46.00	
101SA0001 VEHICLE (OPERATIVE) - STEAM CLEAN-CLEAN								
		477	WM	0.40		36.80	36.80	
101TA0002 VEHICLE OPERATION - ROAD TEST (SHORT)-DRIVE VEHICLE								
		477	WM	0.10		9.20	9.20	
		6777	WM	0.40		36.80	36.80	
101AA0A00 VEHICLE (OPERATIVE)-TAKE CHARGE								
		6777	WM	0.30		27.60	27.60	
M TECH 477								
FC: PART#		20886339	COUNT: 1	2858	3715	TPARTS		
CLAIM TYPE: 1								
AUTH CODE: OK								
				9200	18400	TLABOR		
SUBLT TOWING								
PC#58181								
		WM					555.00	555.00

CUSTOMER COMPLAINED OF TRUCK RUNNING HOT AND SHUTTING OFF; INSPECTION REVEALED MAIN DRIVE BELT MISSING - CHECKED OVER ALL TENSIONERS, PULLIES, FAN HUB AND DRIVE - FOUND NO ISSUES, BELT FAILURE, NO BELT ON TRUCK OR PIECES. REPLACED BELT WITH NEW, CLEANED UP TRUCK FROM COOLANT PUSHING FROM OVERHEATING AND ROAD TESTED TO CHECK FOR FURTHER POSSIBLE OVERHEATING OR BELT ISSUES - ALL OK. GEN LC FOR 0.50 HRS USED TO CHECK

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBB	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Gainesville Truck Center, Inc.

Athens Highway
 Post Office Drawer J
 Phone (770) 532-8463
 GAINESVILLE, GEORGIA 30503



UNIT# B23 1921

54917
 WARRANTY

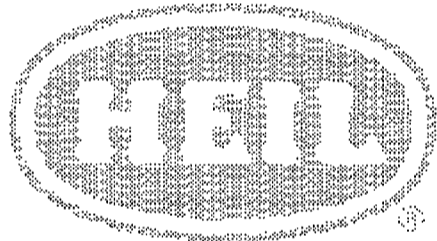
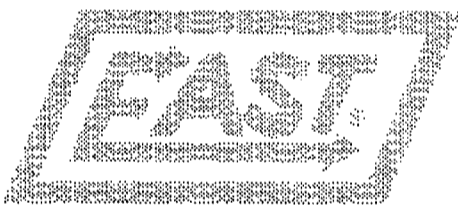
PAGE 2

SERVICE ADVISOR: 130 PAT BANKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	08	MACK CHU613	1MLAN07Y781		56434/56434	TB23	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
01JAN07 IS			09:39 22SEP08		92.00		24SEP08
R.O. OPENED	READY	OPTIONS: STK: 8N002862 DLR: C630 1) 685 HOURS					
22SEP08	24SEP08	2) TRUCK # B-23					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 OVER ALL TENSIONERS, PULLIES AND ITEMS AS LISTED FOR POSSIBLE FAILURES.
 TRUCK WAS TOWED IN FOR FAILURE DUE TO OVERHEATING.

WE APPRECIATE YOUR BUSINESS!
 DRIVE SAFELY!



COST, SALE, & COMP TOTALS 67558 77615 0

STATEMENT OF DISCLAIMER

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DESCRIPTION	TOTALS
LABOR AMOUNT	184.00
PARTS AMOUNT	37.15
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	555.00
MISC. CHARGES	0.00
TOTAL CHARGES	776.15
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	776.15

CUSTOMER SIGNATURE

Gainesville Truck Center, Inc.

Athens Highway
 Post Office Drawer J
 Phone (770) 532-8463
 GAINESVILLE, GEORGIA 30503



UNIT# B23

1921

54820

WARRANTY

PAGE 1

SERVICE ADVISOR: 449 RYAN REED

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	08	MACK CHU613	1M1AN07Y78N		53726/53726	TB23	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN07 IS			08:20 09SEP08		92.00	CASH	10SEP08
R.O OPENED	READY	OPTIONS: STK: 8N002862 DLR: C630 1) 685 HOURS					
09SEP08	10SEP08	2) TRUCK # B-23					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CHECK FOR EML AND NOT REGENING							
CAUSE: FUEL SUPPLY PUMP FAILURE							
	221GS2945	PUMP,	FUEL SUPPLY-REPLACE				
	951	WM	0.60			55.20	55.20
	1	20972295	FUEL FILTER		51.98	33.79	33.79
	1	21017305	FUEL FILTER		33.52	21.79	21.79
	1	85112848	FUEL PUMP KIT		539.53	350.70	350.70
	231AA2999	GENERAL OPERATION (FUEL SUPPLY SYSTEM) -GENERAL OPERATION					
	951	WM	2.50			230.00	230.00
	101SA0001	VEHICLE (OPERATIVE) - STEAM CLEAN-CLEAN					
	951	WM	0.40			36.80	36.80
	101AA0A00	VEHICLE (OPERATIVE) -TAKE CHARGE					
	951	WM	0.30			27.60	27.60
	DYNO DYNO						
	951	WM	3.00			300.00	300.00
	M TECH 951						
	FC: PART#:	85112848	COUNT: 1	31252	40628	TPARTS	
	CLAIM TYPE:	1					
	AUTH CODE:	OK					
				32480	64960	TLABOR	

SUBL TOWING

PO#58067

WM

813.00

813.00

TRUCK WAS TOWED INTO SHOP FOR FAILURE - NOT REGENING AND EML. CHECKED TRUCK FOR CODES, MADE PRINT OUT, NO ACTIVE CODES FOUND. CHECKED REGEN SYSTEM, ALL WORKING CORRECTLY. SWITCH WAS FLASHING, BUT NO EML. TESTED FUEL PRESSURE - HARD 92 PSI AT TOP END, SOOT LEVEL WAS AT 136% AND NO INCOMPLETE REGENS. RAN TRUCK ON DYNO TO SEE IF AUTO REGEN WORKED - TEST SHOWED SYSTEM STARTED OK AND BURNED TO 1070 DEGREES. SYSTEM TURNED OFF AND BACK ON AT 20 MPH - REGEN WENT FINE, RESET SOOT TO 0%. DID FIND WHILE RUNNING TEST THAT FUEL PRESSURE HAD DOWNED TO 41 PSI AFTER 1/2 HR ON DYNO - REMOVED FUEL LINES AND CHECKED FOR BLOCKAGE - ALL OK. CHANGED FUEL FILTERS DUE TO POSSIBLE CLOG - FOUND NO HELP. PRESSURE STILL LOW

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

Gainesville Truck Center, Inc.

Athens Highway
 Post Office Drawer J
 Phone (770) 532-8463
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UNIT# B23

1921

54820

WARRANTY

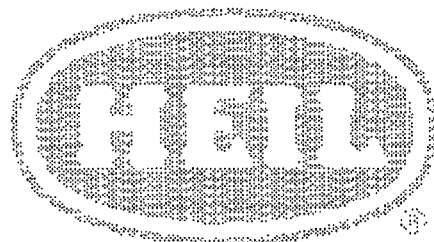
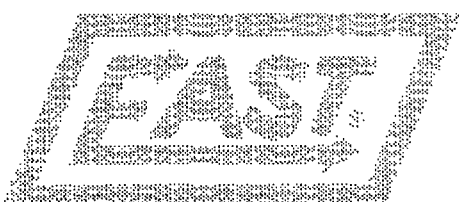
PAGE 2

SERVICE ADVISOR: 449 RYAN REED

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	08	MACK CHU613	1MLAN07Y78N		53726/53726	TB23	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN07 IS			08:20 09SEP08		92.00	CASH	10SEP08
R.O. OPENED	READY	OPTIONS: STK: 8N002862 DLR: C630 1) 685 HOURS					
09SEP08	10SEP08	2) TRUCK # B-23					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
WHEN TRUCK GETS HOT. REPLACED FUEL SUPPLY PUMP AND TESTED AGAIN - FOUND PRESSURE STAYING AT 92 PSI AT HIGH IDLE. NO FURTHER FUEL ISSUES. CLEARED CODES AND ROAD TESTED TO CHECK FOR CORRECT OPERATION - ALL OK. GEN LC FOR 2.5 HRS USED FOR DIAGNOSTICS AS EXPLAINED ABOVE.							

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COST, SALE, & COMP TOTALS 145032 186888 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	649.60
PARTS AMOUNT	406.28
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	813.00
MISC. CHARGES	0.00
TOTAL CHARGES	1868.88
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1868.88

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UNIT# B23

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WARRANTY

PAGE 1

SERVICE ADVISOR: 449 RYAN REED

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	08	MACK CHU613	1MLAN07Y78N		50404/50404	T8724	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO	RATE	PAYMENT	INV DATE
01JAN07 IS			08:29 07AUG08		92.00	CASH	09SEP08
R.O. OPENED	READY	OPTIONS: STK: 8N002862 DLR: C630 1) 685 HOURS					
07AUG08	09SEP08	2) TRUCK # B-23					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CHECK TURBO							
CAUSE: TURBO FAILURE							
214SD2925 TURBOCHARGER ASSEMBLY-R&R OR REPLACE							
				306	WM	0.00	0.00
				514	WM	1.50	
1	85000726	PARTICULATE	FILTER, EXCH		3925.60	2551.64	2551.64
		CORE CHARGE	W			1200.00	1200.00
1	20451992	TRANSDUCER,	PRESSURE		94.28	61.28	61.28
1	21022201	SENSOR			97.14	63.14	63.14
1	20889280	TEMPERATURE	SENSOR		141.04	91.68	91.68
1	21022199	TEMPERATURE	SENSOR		95.36	61.98	61.98
12	965180	FLANGE	SCREW		0.68	0.44	5.28
1	56MD212M	SEALING	RING		0.80	0.52	0.52
2	1675066	SEALING	RING		3.08	2.00	4.00
3	20864007	GASKET			41.56	27.01	81.03
1	21095726	GASKET			8.54	5.55	5.55
1	21095721	GASKET			6.34	4.12	4.12
1	21067583	HARNES			117.16	76.15	76.15
1	85001355	CATALYTIC	CONVERTER		2187.64	1421.97	1421.97
		CORE CHARGE	W			965.00	965.00
1	21042278	TURBOCHARGER			3928.38	2553.45	2553.45
		CORE CHARGE	W			400.00	400.00
1	20956585	CHARGE	AIR COOLER		856.23	556.56	556.56
1	FRGHT	FRGHT			100.00	100.00	100.00
1	20781146	GASKET			4.28	2.78	2.78
6	20580558	BEARING			32.82	21.33	127.98
7	20530916	MAIN	BEARING		36.92	24.00	168.00
1	21069361	SENSOR			680.79	442.51	442.51
2	20539275	OIL	FILTER		19.16	12.45	24.90
1	20843764	OIL	FILTER		33.42	21.72	21.72
1	36MO326M	LAMP-SIDE	INDICATOR		38.24	24.86	24.86
1	15MO2167AM	BRACKET			15.24	9.91	9.91
2	83AX685	CLAMP			1.12	0.73	1.46
12	48RU2313P2	CLAMP			0.94	0.61	7.32

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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WARRANTY



PAGE 2

SERVICE ADVISOR: 449 RYAN REED

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	08	MACK CHU613	1 M1 AN07Y78N		50404/50404	T8724	
DEL. DATE	PRGD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
01JAN07 IS			08:29 07AUG08		92.00	CASH	09SEP08
R.O. OPENED	READY	OPTIONS:					
07AUG08	09SEP08	STK: 8N002862 DLR: C630 1) 685 HOURS 2) TRUCK # B-23					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
5	983472		CABLE TIE	35	0.30	0.20	1.00
10	9853*	BULKEOPLUS*	NEW MACK BD EOO PREM PLUS		19.30	12.55	125.50
6	101AX120RF		TUBING		1.55	1.00	6.00
1	PAIN		PAINT		131.04	131.04	131.04
17	101AX124RF		TUBING		2.71	1.76	29.92
12	48RU2313P3		CLAMP		3.12	2.03	24.36
24	48RU2313P2		CLAMP		0.94	0.61	14.64
12	48RU2313P2		CLAMP		0.94	0.61	7.32
12	48RU2313P3		CLAMP		3.12	2.03	24.36
1	1MR4336		SWITCH, WIPER/WASHER		70.91	46.10	46.10
2	8609*9120*		BLADE WIPER 20"		14.82	9.63	19.26
233FA2925			CHARGE-AIR-COOLER ASSEMBLY, CHASSIS MOUNTED (CMCAC) -R&R OR REPLACE			73.60	73.60
	514	WM	0.80				
214HD2945			MANIFOLD, INTAKE-REPLACE			110.40	110.40
	514	WM	1.20				
211NB2925			PAN ASSEMBLY, OIL-R&R OR REPLACE			110.40	110.40
	514	WM	1.20				
212LC2948			BEARING(S), CONNECTING ROD (PAN REMOVED) -REPLACE (ALL)			285.20	285.20
	514	WM	3.10				
212HJ2945			BEARINGS, MAIN (PAN REMOVED) -REPLACE			460.00	460.00
	514	WM	5.00				
234AA2999			GENERAL OPERATION (EXHAUST SYSTEM) -GENERAL OPERATION			611.80	611.80
	305	WM	6.65				
	514	WM	15.00			1380.00	1380.00
101SA0001			VEHICLE (OPERATIVE) - STEAM CLEAN-CLEAN			36.80	36.80
	514	WM	0.40				
101TA0002			VEHICLE OPERATION - ROAD TEST (SHORT) -DRIVE VEHICLE			46.00	46.00
	514	WM	0.50				
101ABA000			VEHICLE (INOPERATIVE) -TAKE CHARGE			64.40	64.40
	514	WM	0.70				

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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WARRANTY



PAGE 3

SERVICE ADVISOR: 449 RYAN REED

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	08	MACK CHU613	1MLAN07Y78N		50404/50404	T8724	
DEL DATE	PROD DATE	WARR EXP	PROMISE	PO NO	RATE	PAYMENT	INV DATE
01JAN07 IS			08:29 07AUG08		92.00	CASH	09SEP08
R.O. OPENED	READY	OPTIONS: STK: 8N002862 DLR: C630 1) 685 HOURS					
07AUG08	09SEP08	2) TRUCK # B-23					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	M	TECH	514				

FC: PART#: 21042278 COUNT: 1 943360 1146429 TPARTS

CLAIM TYPE: 23

AUTH CODE: 827M

173533 343103 TLABOR

SUBMITTING AS A CLAIM TYPE 23 - AUTH # 827M TO JOHNNY REESE TO ADD COMMENTS TO - SAW DAMAGE IN SHOP AND TOOK PICTURES OF. TRUCK CAME SHOP BEING TOWED - FOUND TURBO FAILURE CAUSING HEAT DAMAGE DUE TO OIL THROUGH DPF SYSTEM WHILE REGENING - SYSTEM OVER HEATING AND DAMAGED CAB, WIRING ON DPF AND AIR LINES BEHIND DPF, MELTED LIGHTS UNDER CAB ALSO. FOUND CHARGE AIR COOLER BUSTED, OIL DEBRIS THROUGH-OUT INTAKE SYSTEM AND IN INTAKE MANIFOLD. REMOVED AND REPLACED TURBO WITH NEW, CHARGE AIR COOLER AND INTAKE MANIFOLD TO CLEAN OIL FROM IT. ALSO, DUE TO EXTENT OF OIL DEBRIS IN ENGINE, FOUND OVERSPEED - DRAINED OIL AND DROPPED OIL PAN TO CHECK ROD AND MAIN BEARINGS - FOUND DAMAGE TO BEARINGS. REPLACED BEARINGS WITH NEW, REPLACED OIL FILTERS AND REINSTALLED OIL PAN. FILLED WITH NEW OIL AND CLEANED UP ENGINE. HAD TO REPLACE CATALYST AND FILTER IN DPF, ALONG WITH ALL SENSORS AND WIRING ON DPF SYSTEM DUE TO DAMAGE. REASSEMBLED UNIT, CLEANED UP OIL DEBRIS FROM TRUCK AND STARTED - FOUND FRAME MOUNTED AIR LINES LEAKING DUE TO BEING BURNT FROM HEAT - REMOVED OLD LINES, INSTALLED NEW LINES RUNNING FROM BACK OF CAB ALL THE WAY TO FRONT OF TRUCK. ROAD TESTED TO CHECK FOR CORRECT OPERATION - ALL OK. PERFORMED FORCED REGEN TO CHECK OPERATION - ALL OK. GEN LC FOR 21.65 HRS USED FOR REPAIRS AND DIAGNOSTICS NOT LISTING IN TRUCK - 6.65 HRS USE D FOR BODY REPAIR DUE TO HEAT DAMAGE, 6.0 HRS USED DUE TO NO LISTING IN LC MANUAL FOR DPF SYSTEM REPLACEMENT, CATALYST AND FILTER AND ALL HA RNESSES AND WIRING, 2.0 HRS USED FOR CLEANING ALL PIPING IN TRUCK OF OIL DEBRIS AND 2.0 HRS USED FOR CLEANING TRUCK OF OIL DEBRIS, 5.0 HRS USED TO INSTALL NEW AIR LINES THAT WERE RUN NING ON INSIDE OF THE FRAME ALL THE WAY TO TRUC K FRONT. LC 212HJ2945 USED FOR 5.0 HRS DUE TO NO TIME LISTING IN LC MANUAL.



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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

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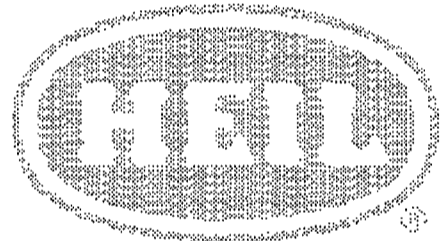
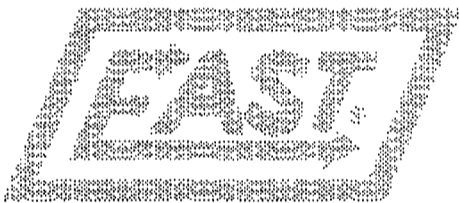
WARRANTY

PAGE 4

SERVICE ADVISOR: 449 RYAN REED

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	08	MACK CHU613	1MLAN07Y78N		50404/50404	T8724	
DEL DATE	PROCK DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN07 IS			08:29 07AUG08		92.00	CASH	09SEP08
R.O. OPENED	READY	OPTIONS: STK: 8N002862 DLR: C630 1) 685 HOURS					
07AUG08	09SEP08	2) TRUCK # B-23					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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COST, SALE, & COMP TOTALS 1116893 1489532 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	3431.03
PARTS AMOUNT	11464.29
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	14895.32
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	14895.32

Gainesville Truck Center, Inc.

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GAINESVILLE, GEORGIA 30503



UNIT# B23

1207

53469

WARRANTY

PAGE 1

SERVICE ADVISOR: 207 KIM BANKS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	08	MACK CHU613	1MLAN07Y78N		1558/1558	T990	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN07 IS			12:14 05MAR08		92.00	CHG	12MAR08
R.O OPENED	READY	OPTIONS: STK: 8N002862 DLR: C630 1) 58 HOURS					
05MAR08	12MAR08						

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
-----------------------------	------	-----	-------

B SC0332
 CAUSE: PERFORM SC0332
 4111F0095 SC0332 - PERFORM REPAIRS AS OUTLINED
 456 WM 0.30 27.60 27.60
 M TECH 456
 FC: PART#: SC0332 COUNT: 0 0 0 TPARTS
 CLAIM TYPE: 40
 AUTH CODE: SC0332

1380 2760 TLABOR
 INSPECTED AND PERFORMED SC0332 AS OUTLINED.
 D DRIVER SIDE SEAT LOOSE
 CAUSE: LOOSE DRIVER SEAT
 651AA0099 SEAT ASSEMBLY, INDIVIDUAL-GENERAL
 OPERATION
 456 WM 0.37 34.04 34.04
 101AA0A00 VEHICLE (OPERATIVE)-TAKE CHARGE
 456 WM 0.20 18.40 18.40
 FC: PART#: LABOR COUNT: 0 0 0 TPARTS
 CLAIM TYPE: 1
 AUTH CODE: OK

2622 5244 TLABOR
 CHECKED FOR LOOSE DRIVER SEAT - FOUND THAT IT WASN'T FULLY BOLTED DOWN
 - WENT OVER BOLTS AND TORQUED DOWN TO CORRECTLY HOLD SEAT IN PLACE -
 GEN LC FOR 0.37 HRS USED T TORQUE SEAT TO CORRECT SPECS AND CHECK FOR
 CORRECT OPERATION - ALL OK.

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COST, SALE, & COMP TOTALS 4002 8004 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	80.04
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	80.04
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	80.04

CUSTOMER SIGNATURE

">

Service Request Detail Report

SR # 1-1168521384

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: CHARLES WIEDDER
SR Area: Technical	Func. Group: 5612-compressor, parts	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 12/26/2007 10:10:18 AM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 1/9/2008 6:12:55 PM
Sub Area 2:	Sub-Status: Resolved	Created By: CHARLES WIEDDER
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: GREG ASHBY	Selling Dealer ID:
Call Back #: 5802340043	Selling Dealer:
Contact First Name: GREG	Main Phone #:
Contact Last Name: ASHBY	Main FAX #:
Dealer ID: F247	Street Address 1:
Dealer Name: ENID MACK SALES INC	Street Address 2:
Main Phone #: 5802340043	City:
Main FAX #:	State / ZIP:
Street Address 1: 5913 E OWEN K GARRIOTT RD	Country:
Street Address 2:	
City: ENID	
State / ZIP: OK / 737019499	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 491783
	Buyer Name: [REDACTED]
	Main Phone #: [REDACTED]
	Main FAX #: [REDACTED]
	Street Address 1: [REDACTED]
	Street Address 2: [REDACTED]
	City: [REDACTED]
	State / ZIP: [REDACTED]
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CA68 CON
Chassis Number: 001059	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-445C
VIN / Serial #: 1M1AN07Y38N [REDACTED]	HP Description: 445
Model: CHU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 23826	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 1059
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
F247 / [REDACTED] Air comp Discharge line / US07 MP8-445C

Desc / Compl.	Response
Greg Ashby called in from F247 requesting case # for a truck that they towed in last week. The compressor discharge line was broke.	NA

Activity Notes

Created	Created By	Activity Type	Description
---------	------------	---------------	-------------

1/9/2008 6:10:35 PM	CHARLES WIEDDER	Web Response	Called dealer F247, truck took new compressor discharge line.
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Service Request Detail Report

SR # 1-1213609049

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Technical	Source: Phone Func. Group: 5654-brake pipe and connections: chassis, general	SR Owner: MICHAEL OLIVERI SR Group: Mack - One Call
App/Service: technical Sub Area: Customer Complaint Sub Area 2:	Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Opened: 4/25/2008 5:39:33 PM SR Closed: 5/21/2008 5:35:39 PM Created By: MICHAEL OLIVERI
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: BLAINE GRIFFIN Call Back #: 306-634-4788 Contact First Name: BLAINE Contact Last Name: GRIFFIN Dealer ID: N941 Dealer Name: REDHEAD EQUIPMENT LTD. Main Phone #: 3067212666 Main FAX #: Street Address 1: 705 HENDERSON DR Street Address 2: City: REGINA State / ZIP: SK / S4N6A8 Country: CANADA	Selling Dealer ID: Selling Dealer: Main Phone #: Main FAX #: Street Address 1: Street Address 2: City: State / ZIP: Country:

Owner Info	Buyer Info
	Buyer ID: 390912 Buyer Name: Main Phone #: Main FAX #: Street Address 1: Street Address 2: City: State / ZIP: Country:

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: Chassis Number: 002272 Registration #: VIN / Serial #: 1M1AN07Y88N Model: CHU613	Cab Size: CAS68 CO Engine Make: MACK TRUCKS INC Engine Model: MP8-485C HP Description: 485 Truck Model Year: 2008

Other Details
Part #: Misc Part #: Error Code #:

Technical	
Km / Hr / Mi: 65,000 Unit: Km Accuracy: Actual GCW: Location:	Campaign #: Tot. Diag Time Appr: Unit #: 576 Tech Rating: Date of Failure: Remarks:

Summary
N981, Compressor discharge line, US07, MP8-485C EMP8*903900*F1*H

Desc / Compl.	Response
Don called about listed chassis, he is in [redacted] with a compressor discharge line failure. It came right off the compressor head. Called N981, they had already spoken to Don, and a man is already enroute. Left shop appx 15 minutes prior to call. Issued case number, all repairs are warrantable.	NA

[REDACTED]

">

Service Request Detail Report

SR # 1-1224449874

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: ANTHONY MARKS
SR Area: Technical	Func. Group: 2542-air compressor	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 5/12/2008 6:08:03 PM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 5/13/2008 10:40:15 AM
Sub Area 2:	Sub-Status: Resolved	Created By: ANTHONY MARKS
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: MARK EUBANKS	Selling Dealer ID:
Call Back #: 601-947-5675	Selling Dealer:
Contact First Name: DUMMY	Main Phone #:
Contact Last Name: CONTACT	Main FAX #:
Dealer ID: 0DACT	Street Address 1:
Dealer Name: DUMMY ACCOUNT	Street Address 2:
Main Phone #:	City:
Main FAX #:	State / ZIP:
Street Address 1:	Country:
Street Address 2:	
City:	
State / ZIP:	
Country:	

Owner Info	Buyer Info
	Buyer ID: 387435
	Buyer Name:
	Main Phone #:
	Main FAX #:
	Street Address 1:
	Street Address 2:
	City:
	State / ZIP:
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CA68 CON
Chassis Number: 001386	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-445C
VIN / Serial #: 1M1AN07Y78N	HP Description: 445
Model: CHU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 29511	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: CH181
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
C000 / AIR LEAK / MP8-445C EMP8*901843*F1*H / US 07

Desc / Compl	Response
HAS TRUCK BROKE DOWN IN LUCEDALE,MS WITH AIR LEAK AT NA COMPRESSOR DISCHARGE LINE. HE SPOKE WITH SOMEONE HERE EARLIER AND CALLED STEVE / BEEL TRUCK. STEVE TOLD HIM TO CALL ONE CALL AND ONE CALL WILL CALL HIM. CALLED BELL TRUCK AND WAITING FOR STEVE TO CALL BACK.	
6:20 - STEVE CALLED BACK, HE WILL DO ROAD CALL AND SEE	

IF HE CAN REPAIR. HE WILL CALL MARK DIRECTLY.
10:20 - STEVE / BELL TRUCK CALLED, HE WAS ABLE TO REPAIR
LEAK.FOUND LINE WAS LOOSE.TRUCK IS BACK ON ROAD

Service Request Detail Report

SR # 1-1259385235

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: CHARLES WIEDDER
SR Area: Technical	Func. Group: 5612-compressor, parts	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 8/11/2008 7:13:31 AM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 8/12/2008 9:49:07 AM
Sub Area 2: Product	Sub-Status: Resolved	Created By: CHARLES WIEDDER
Argus Company: MACK Trucks		Created By Group: Mack - One Call

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: Irvin	Selling Dealer ID:
Call Back #: 225-938-1202	Selling Dealer:
Contact First Name: MORRIS	Main Phone #:
Contact Last Name: WILLIAMS	Main FAX #:
Dealer ID: F240	Street Address 1:
Dealer Name: CAPITOL TRUCKS LLC	Street Address 2:
Main Phone #: 2252952998	City:
Main FAX #:	State / ZIP:
Street Address 1: 11055 AIRLINE HWY	Country:
Street Address 2:	
City: BATON ROUGE	
State / ZIP: LA / 708166002	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 261302
	Buyer Name:
	Main Phone #:
	Main FAX #:
	Street Address 1:
	Street Address 2:
	City:
	State / ZIP:
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CA68 CON
Chassis Number: 001550	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485C
VIN / Serial #: 1M2AN07Y08N	HP Description: 485
Model: CHU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 26914	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 49
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
F240 / / Air comp line / US07

Desc / Compl	Response
Irvin called in and said that the air comp discharge line came apart. He is in New Roads, Louisiana. Dealer does not open for another hour and a half. Called f240 and gave them the info. They are going to call the driver and the tow truck. They do not due road calls.	Called dealer, truck needs a comp discharge line. The part should be at the dealer this morning. Truck should be finished today 8-12-08.

">

Service Request Detail Report

SR # 1-1163770321

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Technical	Source: Phone Func. Group: 5611-compressor, complete	SR Owner: KENNETH WILTROUT SR Group: Mack - One Call
App/Service: technical Sub Area: Customer Complaint Sub Area 2:	Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Opened: 12/6/2007 10:15:26 AM SR Closed: 12/10/2007 1:56:05 PM Created By: KENNETH WILTROUT
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: driver Call Back #: 856-297-1988 Contact First Name: DUMMY Contact Last Name: CONTACT Dealer ID: 0DACT Dealer Name: DUMMY ACCOUNT Main Phone #: Main FAX #: Street Address 1: Street Address 2: City: State / ZIP: Country:	Selling Dealer ID: Selling Dealer: Main Phone #: Main FAX #: Street Address 1: Street Address 2: City: State / ZIP: Country:

Owner Info	Buyer Info
	Buyer ID: 277087 Buyer Name: Main Phone #: Main FAX #: Street Address 1: Street Address 2: City: State / ZIP: Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: Chassis Number: 001058 Registration #: VIN / Serial #: 1M1AW07Y58N Model: CXU613	Cab Size: CAS68 CO Engine Make: MACK TRUCKS INC Engine Model: MP8-485C HP Description: 485 Truck Model Year: 2008

Other Details
Part #: Misc Part #: Error Code #:

Technical	
Km / Hr / Mi: 35000 Unit: Mi Accuracy: Actual GCW: Location:	Campaign #: Tot. Diag Time Appr: Unit #: Tech Rating: Date of Failure: Remarks:

Summary
LC- MP8-485C EMP8*901714*F1*H air line us07

Desc/Compl	Response
airline came out of top of air compressor, in cairo, ny, cd A468 no help, cd A468l no rd calls, cd Roberts Tow 518-432-4097 they will run call and report.	NA

Activity Notes

Created	Created By	Activity Type	Description
12/10/2007 1:53:55 PM	KENNETH WILTROUT	Call - Outbound	Shop advised they have outlet pipe on order, compressor head is ok.
12/7/2007 3:12:09 PM	CHARLES WIEDDER	Notes	Roberts Towing picked up truck at rt 23 Cairo NY and took truck to Albany Mack. Invoice # 250355, Truck # 152, reference # 1-1163770321. Amount was \$742.42.
12/6/2007 12:15:50 AM	ANTHONY MARKS	Call - Inbound	CHRIS / ROBERTS TOW CALLED, THEY CAN'T REPAIR, NEEDS TO BE TOWED TO MACK DEALER. JOE / DRIVER WILL CALL TO HAVE HIS LOAD PICKED UP. HE IS HAULING PROPANE WHICH CAN'T BE TOWED. JOE WILL LET CHRIS KNOW ABOUT WHEN REPOWER WILL BE THERE.

Service Request Detail Report

SR # 1-1177323634

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: AMY PERSING
SR Area: Technical	Func. Group: 2542-air compressor	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 1/26/2008 9:03:14 PM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 2/7/2008 8:26:28 AM
Sub Area 2:	Sub-Status: Resolved	Created By: AMY PERSING
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: QUINCY ROBINSON	Selling Dealer ID:
Call Back #: (800) 665-7442	Selling Dealer:
Contact First Name: LES	Main Phone #:
Contact Last Name: BLOYE	Main FAX #:
Dealer ID: N943	Street Address 1:
Dealer Name: REDHEAD EQUIPMENT LTD.	Street Address 2:
Main Phone #: 3067732951	City:
Main FAX #:	State / ZIP:
Street Address 1: 2604 SOUTH SERVICE RD W	Country:
Street Address 2:	
City: SWIFT CURRENT	
State / ZIP: SK / S9H5J9	
Country: CANADA	

Owner Info	Buyer Info
	Buyer ID: 380849
	Buyer Name: [REDACTED]
	Main Phone #: [REDACTED]
	Main FAX #: [REDACTED]
	Street Address 1: [REDACTED]
	Street Address 2: [REDACTED]
	City: [REDACTED]
	State / ZIP: [REDACTED]
	Country: CANADA

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CAS68 CO
Chassis Number: 001710	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485C
VIN / Serial #: 1M1AW07Y58N [REDACTED]	HP Description: 485
Model: CXU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical
Km / Hr / Mi: 66383
Unit: Km
Accuracy: Actual
GCW:
Location:
Campaign #:
Tot. Diag Time Appr:
Unit #: 85317
Tech Rating:
Date of Failure:
Remarks:

Summary
 N943 [REDACTED] line to compressor/MP8/US07/MP8-485C EMP8*903627*F1*H

Desc./Compl.	Response
Quincy called and said his driver, Miles (204-851-0490), is on his way to N943. Miles said the metal line came off the compressor, but he shoved it back in and is trying to limp down to N943 for a proper repair. Called 24-hour # for N943 and left a message requesting a callback to see if someone could come into the shop. Never got a callback.	NA

Activity Notes

Created	Created By	Activity Type	Description
1/27/2008 9:45:39 AM	ANTHONY MARKS	Call - Inbound	QUINCY / TRANSX CALLED FOR CASE NUMBER. HE SAID TRUCK IS REPAIRED AND BACK ON ROAD.
1/26/2008 9:29:36 PM	AMY PERSING	Call - Inbound	Jason at N943 called to get case number. He is going to see what he can do to help.

">

Service Request Detail Report

SR # 1-1187340563

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: KENNETH WILTROUT
SR Area: Technical	Func. Group: 5612-compressor, parts	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 2/29/2008 4:04:07 PM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 3/3/2008 6:54:19 AM
Sub Area 2:	Sub-Status: Resolved	Created By: KENNETH WILTROUT
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: quincy	Selling Dealer ID:
Call Back #: 877-558-9333	Selling Dealer:
Contact First Name: CHRIS	Main Phone #:
Contact Last Name: NELSON	Main FAX #:
Dealer ID: D861	Street Address 1:
Dealer Name: RDO TRUCK CENTER	Street Address 2:
Main Phone #: 7012825400	City:
Main FAX #:	State / ZIP:
Street Address 1: 3401 38TH ST S	Country:
Street Address 2:	
City: FARGO	
State / ZIP: ND / 581046904	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 414582
	Buyer Name: [REDACTED]
	Main Phone #: [REDACTED]
	Main FAX #: [REDACTED]
	Street Address 1: [REDACTED]
	Street Address 2: [REDACTED]
	City: [REDACTED]
	State / ZIP: [REDACTED]
	Country: CANADA

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CAS68 CO
Chassis Number: 001723	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485C
VIN / Serial #: 1M1AW07Y38N [REDACTED]	HP Description: 485
Model: CXU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 92000	Campaign #:
Unit: Km	Tot. Diag Time Appr:
Accuracy: Actual	Unit #:
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
D861 [REDACTED] -Air Comp Line

Desc/Compl	Response
Dver said disch line pulled out of the air compressor, is heading to D861.Wanted Case #.	NA

">

Service Request Detail Report

SR # 1-1191529102

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: AMY PERSING
SR Area: Technical	Func. Group: 2542-air compressor	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 3/14/2008 3:28:22 PM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 3/27/2008 6:52:56 AM
Sub Area 2:	Sub-Status: Resolved	Created By: AMY PERSING
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: QUINCY ROBISON	Selling Dealer ID:
Call Back #: (877) 558-9333	Selling Dealer:
Contact First Name: CURT	Main Phone #:
Contact Last Name: BARTNES	Main FAX #:
Dealer ID: P719	Street Address 1:
Dealer Name: SEATTLE MACK SALES & SERVICE INC	Street Address 2:
Main Phone #: 2534498800	City:
Main FAX #:	State / ZIP:
Street Address 1: 25619 PACIFIC HWY S	Country:
Street Address 2:	
City: DES MOINES	
State / ZIP: WA / 981989020	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 390912
	Buyer Name:
	Main Phone #:
	Main FAX #:
	Street Address 1:
	Street Address 2:
	City:
	State / ZIP:
	Country: CANADA

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CAS68 CO
Chassis Number: 001708	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485C
VIN / Serial #: 1M1AW07Y78N	HP Description: 485
Model: CXU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 67560	Campaign #:
Unit: Km	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 85327
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
P719/ air line to compressor

Desc/Compl.	Response
Quincy called to report his driver, down in with the air line off the compressor (fitting). Called P719 to see if they would do a RA, they cannot today. Called Petes Towing to take her to P719. ETA is about 1 hour.	NA

Activity Notes

1

Created	Created By	Activity Type	Description
3/14/2008 5:44:15 PM	AMY PERSING	Call - Inbound	Curt from P719 called with update: loose fitting on the air compressor. Truck is repaired and back on the road.

">

Service Request Detail Report

SR # 1-1209748141

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Technical	Source: Phone Func. Group: 5611-compressor, complete	SR Owner: KENNETH WILTROUT SR Group: Mack - One Call
App/Service: technical Sub Area: Customer Complaint Sub Area 2:	Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Opened: 4/16/2008 11:27:12 AM SR Closed: 4/17/2008 2:46:23 PM Created By: KENNETH WILTROUT
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: al Call Back #: 401-639-2844 Contact First Name: CHRIS Contact Last Name: DOYLE Dealer ID: A457 Dealer Name: MCDEVITT TRUCKS INC Main Phone #: 5085590771 Main FAX #: Street Address 1: 1 MACK DR Street Address 2: City: AVON State / ZIP: MA / 023221017 Country: UNITED STATES	Selling Dealer ID: Selling Dealer: Main Phone #: Main FAX #: Street Address 1: Street Address 2: City: State / ZIP: Country:

Owner Info	Buyer Info
	Buyer ID: 286698 Buyer Name: Main Phone #: Main FAX #: Street Address 1: Street Address 2: City: State / ZIP: Country:

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: Chassis Number: 001460 Registration #: VIN / Serial #: 1M2AW09C18N Model: CXU613	Cab Size: CA68 CON Engine Make: MACK TRUCKS INC Engine Model: MP8-425E HP Description: 425 Truck Model Year: 2008

Other Details
Part #: Misc Part #: Error Code #:

Technical	
Km / Hr / Mi: 23000 Unit: Mi Accuracy: Actual GCW: Location:	Campaign #: Tot. Diag Time Appr: Unit #: Tech Rating: Date of Failure: Remarks:

Summary
A457 - air compressor line.

Desc / Compl.	Response
Al is in north atterboro, mass w disch line blew out of air compressor, NA cd A457 STEVE they will send the hook to his location as per his directions.	

">

Service Request Detail Report

SR # 1-1213632091

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: CHARLES FRYSTACK
SR Area: Technical	Func. Group: 1414-fitting	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 4/27/2008 10:12:13 AM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 5/8/2008 2:16:14 PM
Sub Area 2:	Sub-Status: Resolved	Created By: CHARLES FRYSTACK
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: Quincy Trans-X	Selling Dealer ID:
Call Back #: 877-558-9333	Selling Dealer:
Contact First Name: ED	Main Phone #:
Contact Last Name: ADEMA	Main FAX #:
Dealer ID: N951	Street Address 1:
Dealer Name: BABINE TRUCK & EQUIPMENT LTD.	Street Address 2:
Main Phone #: 2505627422	City:
Main FAX #:	State / ZIP:
Street Address 1: 9341 ROCK ISLAND RD	Country:
Street Address 2:	
City: PRINCE GEORGE	
State / ZIP: BC / V2N5T4	
Country: CANADA	

Owner Info	Buyer Info
	Buyer ID: 390912
	Buyer Name:
	Main Phone #:
	Main FAX #:
	Street Address 1:
	Street Address 2:
	City:
	State / ZIP:
	Country: CANADA

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CAS68 CO
Chassis Number: 001709	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485C
VIN / Serial #: 1M1AW07Y98N	HP Description: 485
Model: CXU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 69,991	Campaign #:
Unit: Km	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 84972
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
N951 / Air Compressor Line / MP8-485C US07

Desc / Compl.	Response
Quincy called stated that this truck is broke down in on Hwy16 (Yellowhead Hwy) with the Air compressor line popped off... Called N904 24-Hour(Wrong #) Called N951 a few mi further and they stated that they will be able to work on it tomorrow if it is towed in... Called Ron's Towing Harold and he stated that the trailer will have to stay at the pull off or they will have to send out trucks... Quincy stated that this trailer is empty and they will leave it there... ETA 2.5 hours...	NA

Activity Notes

Created	Created By	Activity Type	Description
5/8/2008 2:07:53 PM	CHARLES FRYSTACK	Follow Up	Called Randy and he stated that this truck was done and gone...

Service Request Detail Report

SR # 1-1229294323

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: CHARLES FRYSTACK
SR Area: Technical	Func. Group: 1041-connectors for fittings	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 5/17/2008 7:06:46 PM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 5/21/2008 11:41:04 AM
Sub Area 2:	Sub-Status: Resolved	Created By: CHARLES FRYSTACK
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: Quincy Trans-X	Selling Dealer ID:
Call Back #: 877-558-9333	Selling Dealer:
Contact First Name: ELDON	Main Phone #:
Contact Last Name: BRAUN	Main FAX #:
Dealer ID: N943	Street Address 1:
Dealer Name: REDHEAD EQUIPMENT LTD.	Street Address 2:
Main Phone #: 3067732951	City:
Main FAX #:	State / ZIP:
Street Address 1: 2604 SOUTH SERVICE RD W	Country:
Street Address 2:	
City: SWIFT CURRENT	
State / ZIP: SK / S9H5J9	
Country: CANADA	

Owner Info	Buyer Info
	Buyer ID: 390912
	Buyer Name:
	Main Phone #:
	Main FAX #:
	Street Address 1:
	Street Address 2:
	City:
	State / ZIP:
	Country: CANADA

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CAS68 CO
Chassis Number: 001726	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485C
VIN / Serial #: 1M1AW07Y98N	HP Description: 485
Model: CXU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 53,864	Campaign #:
Unit: Km	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 85345
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
N943 / [REDACTED] / No Air Compressor Line Off / MP8-485C US07

Desc / Compl	Response
Quincy called stated that this truck is broke down and the Air compressor line came off and the truck won't build air... Called N943 [REDACTED] and he stated that he doesn't have the parts to fix it but would do the repair if the parts are found... The driver Darrol [REDACTED] is located in [REDACTED]. Called N955, 960, 963 for parts and or service and none avilible...	NA

Activity Notes

Created	Created By	Activity Type	Description
5/21/2008 11:34:02 AM	CHARLES FRYSTACK	Follow Up	Called N943 Kerry and she stated that this truck is done and was fixed on Saturday on the Road...

Service Request Detail Report

SR # 1-1231471485

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: CHARLES FRYSTACK
SR Area: Technical	Func. Group: 1418-hose coupling	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 5/19/2008 6:59:49 PM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 5/20/2008 8:42:23 PM
Sub Area 2:	Sub-Status: Resolved	Created By: CHARLES FRYSTACK
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: Moris	Selling Dealer ID:
Call Back #: 248-722-6618	Selling Dealer:
Contact First Name: DAVID	Main Phone #:
Contact Last Name: COX	Main FAX #:
Dealer ID: D520	Street Address 1:
Dealer Name: INTERSTATE TRUCKSOURCE INC	Street Address 2:
Main Phone #: 7344677100	City:
Main FAX #:	State / ZIP:
Street Address 1: 29085 SMITH RD	Country:
Street Address 2:	
City: ROMULUS	
State / ZIP: MI / 481742242	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 154555
	Buyer Name
	Main Phone #
	Main FAX #
	Street Address 1
	Street Address 2
	City
	State / ZIP
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CA68 CON
Chassis Number: 002684	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-445C
VIN / Serial #: 1M1AW07Y28N	HP Description: 445
Model: CXU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 57,221	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 1780
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
D520 / / Compressor Air Line Off / MP8-445C US07

Desc/Compl	Response
Morris called stated that this truck is broke down and the air compressor line is off and will not build air. The Driver Ken is located in ... Called D585 24hr no answer called D578 no service tonight... Called D520 stated that if we got the truck there they would work on it tonight... J & M Towing will tow truck to D520 for service and be out ASAP...	NA

Activity Notes

Created	Created By	Activity Type	Description
5/20/2008 3:08:33 PM	ANTHONY MARKS	Call - Inbound	IRWIN / D520 CALLED, SAID TRUCK WAS TOWED IN LAST NIGHT. THEY REPAIRED AIRLINE, TRUCK IS BACK ON ROAD.

">

Service Request Detail Report

SR # 1-1239942449

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: VERNON BROWN
SR Area: Technical	Func. Group: 9112-pipe	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 6/6/2008 2:31:18 PM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 6/11/2008 3:39:42 PM
Sub Area 2:	Sub-Status: Resolved	Created By: VERNON BROWN
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: JENNY MORAN	Selling Dealer ID:
Call Back #: 4062453188	Selling Dealer:
Contact First Name: JENNY	Main Phone #:
Contact Last Name: MORAN	Main FAX #:
Dealer ID: P793	Street Address 1:
Dealer Name: TRI-STATE TRUCK & EQUIPMENT INC	Street Address 2:
Main Phone #: 4062453188	City:
Main FAX #:	State / ZIP:
Street Address 1: 5250 MIDLAND RD	Country:
Street Address 2:	
City: BILLINGS	
State / ZIP: MT / 591016324	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 414582
	Buyer Name:
	Main Phone #:
	Main FAX #:
	Street Address 1:
	Street Address 2:
	City:
	State / ZIP:
	Country: CANADA

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CAS68 CO
Chassis Number: 001723	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485C
VIN / Serial #: 1M1AW07Y38N	HP Description: 485
Model: CXU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 148869	Campaign #:
Unit: Km	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 85283
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
 p793 broken air line @ compressor / sheridon wyoming / MP8-485C EMP8*904155*F1

Desc./Compl.	Response
driver-nick # states air line broke @ compressor in sheridon wyoming,i called jenny @ p793 will tow in,cant repair on road,called quincy @	NA

Activity Notes

Created	Created By	Activity Type	Description
6/11/2008 3:36:43 PM	VERNON BROWN	Call - Outbound	called jenny for updates, replaced line as needed, truck gone

">

Service Request Detail Report

SR # 1-1241377149

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: VERNON BROWN
SR Area: Technical	Func. Group: 2346-fuel line	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 6/11/2008 9:59:23 PM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 6/13/2008 6:33:56 PM
Sub Area 2:	Sub-Status: Resolved	Created By: VERNON BROWN
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: TERRY TECH	Selling Dealer ID:
Call Back #: 8008271190	Selling Dealer:
Contact First Name: TERRY	Main Phone #:
Contact Last Name: TECH	Main FAX #:
Dealer ID: WQD6	Street Address 1:
Dealer Name: HAGEY'S GARAGE	Street Address 2:
Main Phone #:	City:
Main FAX #:	State / ZIP:
Street Address 1: PO BOX 263	Country:
Street Address 2:	
City: MEADOWVIEW	
State / ZIP: VA / 243610263	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 508264
	Buyer Name:
	Main Phone #:
	Main FAX #:
	Street Address 1:
	Street Address 2:
	City:
	State / ZIP:
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CAS68 CO
Chassis Number: 001151	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-455E
VIN / Serial #: 1M1AW07Y68N	HP Description: 455
Model: CXU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 35300	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 1005
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
WQD6 / AIR LINE BROKE @ COMPRESSOR / MP8-455E EMP8*901546*F1

Desc/Compl	Response
ILENA FROM CALLED DRIVER DOWN IN WYTHEVILLE,VA,STATES AIR LINE BROKE AT COMPRESSOR DRIVER NAME-ALEXANDRO MILE MARKER #87 I-81 IN VA. UNIT #1005,TERRY WILL ATTEMPT TO REPAIR ON ROAD AND CALL MACK ONE FOR CREDIT CARD PAYMENT,IF HE CANT REPAIR WILL TOW TO C654 WORLDWIDE	NA

Activity Notes

Created	Created By	Activity Type	Description
6/13/2008 6:12:13 PM	VERNON BROWN	Call - Outbound	CALLED RICHY FOR UPDATES, SPOKE TO ERIC, STATES PARTS CAME IN, FOR FI0476 REPLACED DISCHARGE LINE AS NEEDED RELEASED TRUCK
6/12/2008 3:24:17 PM	VERNON BROWN	Call - Outbound	CALLED C654 SPOKE TO RICHY, ORDERED PARTS PER SB531014, WILL HAVE TOMORROW, CALLED OWNER OF TRUCK AND INFORMED HER OF SITUATION, I ALSO CALLED TERRY @ WQD6 AND THANKED HIM FOR HIS HELP LAST NIGHT

">

Service Request Detail Report

SR # 1-1266263840

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: CHARLES WIEDDER
SR Area: Technical	Func. Group: 2542-air compressor	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 9/24/2008 2:26:36 PM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 9/30/2008 9:30:11 AM
Sub Area 2: Product	Sub-Status: Resolved	Created By: CHARLES WIEDDER
Argus Company: MACK Trucks		Created By Group: Mack - One Call

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: Derrick	Selling Dealer ID:
Call Back #: 877-558-9333	Selling Dealer:
Contact First Name: FRANCA	Main Phone #:
Contact Last Name: BORTOLON	Main FAX #:
Dealer ID: NNA4	Street Address 1:
Dealer Name: FOUNTAIN TIRE (THUNDER BAY) LTD.	Street Address 2:
Main Phone #: 8073437959	City:
Main FAX #:	State / ZIP:
Street Address 1: 788 CENTRAL AVE	Country:
Street Address 2:	
City: THUNDER BAY	
State / ZIP: ON / P7B6S3	
Country: CANADA	

Owner Info	Buyer Info
	Buyer ID: 380849
	Buyer Name:
	Main Phone #:
	Main FAX #:
	Street Address 1:
	Street Address 2:
	City:
	State / ZIP:
	Country: CANADA

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CAS68 CO
Chassis Number: 001728	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485C
VIN / Serial #: 1M1AW07Y28N	HP Description: 485
Model: CXU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 275,000	Campaign #:
Unit: Km	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 85290
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
NNA4 / [redacted] comp discharge line

Desc/Comp.	Response
Derrick called in and said he has a truck down in Ignace, Ont on route 17. Comp discharge line broke. Called Smith & Walter Tow at 807-[redacted] and asked them to tow the truck to NNA4.	Called dealer, truck needed anew air comp and pipe.

">

Service Request Detail Report

SR # 1-1267678993

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: CHARLES WIEDDER
SR Area: Technical	Func. Group: 5612-compressor, parts	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 10/2/2008 10:57:34 AM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 10/3/2008 2:54:51 PM
Sub Area 2: Product	Sub-Status: Resolved	Created By: CHARLES WIEDDER
Argus Company: MACK Trucks		Created By Group: Mack - One Call

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: Elias	Selling Dealer ID:
Call Back #: 407-968-6405	Selling Dealer:
Contact First Name: GEORGE	Main Phone #:
Contact Last Name: MICHNAVICH	Main FAX #:
Dealer ID: F239	Street Address 1:
Dealer Name: BRUCKNER TRUCK SALES INC-FT WORTH DIV	Street Address 2:
Main Phone #: 8176262823	City:
Main FAX #:	State / ZIP:
Street Address 1: 1200 NE LOOP 820	Country:
Street Address 2:	
City: FORT WORTH	
State / ZIP: TX / 761061743	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 505854
	Buyer Name: [REDACTED]
	Main Phone #: [REDACTED]
	Main FAX #: [REDACTED]
	Street Address 1: [REDACTED]
	Street Address 2: [REDACTED]
	City: [REDACTED]
	State / ZIP: [REDACTED]
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CAS68 CO
Chassis Number: 003059	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485C
VIN / Serial #: 1M1AW09YX8N [REDACTED]	HP Description: 415
Model: CXU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 69721	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 2811
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
F239 / [REDACTED] / comp discharge line

Desc / Compl.	Response
Elias called in and said that he has a hole in the comp discharge line and is loosing air psi. He is on I 20 west at mm 447 in Texas. Called F239 and talked with george, he said he would call the driver and send somebody out to fix the truck on the side of the road.	Called dealer, they replaced comp discharge line.

">

Service Request Detail Report

SR # 1-1270426631

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: ANTHONY MARKS
SR Area: Technical	Func. Group: 2543-mounting	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 10/17/2008 10:09:29 PM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 10/21/2008 1:06:05 PM
Sub Area 2:	Sub-Status: Resolved	Created By: ANTHONY MARKS
Argus Company: MACK Trucks		Created By Group: Mack - One Call

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: DEREK	Selling Dealer ID:
Call Back #: 204-295-8950	Selling Dealer:
Contact First Name: MARK	Main Phone #:
Contact Last Name: JEFFREY	Main FAX #:
Dealer ID: N963	Street Address 1:
Dealer Name: NORTRUX INC.	Street Address 2:
Main Phone #: 4033206089	City:
Main FAX #:	State / ZIP:
Street Address 1: 1009 41 ST N	Country:
Street Address 2:	
City: LETHBRIDGE	
State / ZIP: AB / T1H6J3	
Country: CANADA	

Owner Info	Buyer Info
	Buyer ID: 492995
	Buyer Name: [REDACTED]
	Main Phone #: [REDACTED]
	Main FAX #: [REDACTED]
	Street Address 1: [REDACTED]
	Street Address 2: [REDACTED]
	City: [REDACTED]
	State / ZIP: [REDACTED]
	Country: CANADA

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CAS68 CO
Chassis Number: 001693	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485C
VIN / Serial #: 1M1AW07Y98N [REDACTED]	HP Description: 485
Model: CXU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 249027	Campaign #:
Unit: Km	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 55239
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
N963 / [REDACTED] AIR LEAK / MP8-485C EMP8*902821*F1*H / US07

Desc / Compl	Response
HAS TRUCK BROKE DOWN ON SERVICE OAD OFF OF HWY 4 & 61 NEAR LETHBRIDGE, AB. HAS COMPRESSOR DISCHARGE LINE FAILURE. CALLED KEN DRIVER [REDACTED] TO GET LOCATION. CALLED N963 24 HR #, NO ANSWER, THEM CALLED MARK'S PRIVATE LINE AND LEFT VOICE MESSAGE. WAITING FOR CALL BACK.	NA

9:45 - NO CALL BACK. CALLED TRACEY / TNT Towing (403-327-4279) AND GAVE THE TRUCK, DRIVER & LOCATION INFO. TOW WILL BE BILLED TO N963. HE WILL GET TOWED.

Activity Notes

Created	CreatedBy	Activity Type	Description
10/21/2008 1:05:12 PM	ANTHONY MARKS	Call - Outbound	CALLED MARK / N963, PART CAME IN, THEY REPLACED, TRUCK IS DONE.
10/20/2008 4:16:54 PM	ANTHONY MARKS	Call - Outbound	CALLED MARK / N963, THEY HAVE DISCHARGE LINE COMING IN.

Service Request Detail Report

SR # 1-1281801504

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: GERALD KEENAN
SR Area: Technical	Func. Group: 8721-duct	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 12/5/2008 10:31:14 AM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 12/8/2008 2:41:30 PM
Sub Area 2:	Sub-Status: Resolved	Created By: GERALD KEENAN
Argus Company: MACK Trucks		Created By Group: Mack - One Call

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: Rick	Selling Dealer ID:
Call Back #: 815-932-1025	Selling Dealer:
Contact First Name: JAKE	Main Phone #:
Contact Last Name: BENNETT	Main FAX #:
Dealer ID: D868	Street Address 1:
Dealer Name: MACK OF JOLIET LLC	Street Address 2:
Main Phone #: 8155211900	City:
Main FAX #:	State / ZIP:
Street Address 1: 23928 WINCHESTER	Country:
Street Address 2:	
City: CHANNAHON	
State / ZIP: IL / 604103288	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 577848
	Buyer Name:
	Main Phone #:
	Main FAX #:
	Street Address 1:
	Street Address 2:
	City:
	State / ZIP:
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CA68 CON
Chassis Number: 001048	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-415C
VIN / Serial #: 1M1AW09Y68N	HP Description: 415
Model: CXU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 11000	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 1057
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
D868 / [REDACTED] / 1057 / air line leaking / MP8-415C EMP8*901175*F1*H

Desc / Compl.	Response
Rick / [REDACTED] reported he has unit near joliet, IL with the compressor discharge line blown off. Called D868 and they will do road service to repair line. Call came in @ 10:30 am on 12/5/08	NA

Activity Notes

Created	Created By	Activity Type	Description
12/8/2008 2:40:32 PM	GERALD KEENAN	Call - Outbound	dealer reported he updated compressor discharge line and shipped unit

Service Request Detail Report

SR # 1-1248229566

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: TERRY EVANGELISTA
SR Area: Technical	Func. Group: 5612-compressor, parts	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 6/27/2008 12:00:53 AM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 7/7/2008 1:39:22 PM
Sub Area 2:	Sub-Status: Resolved	Created By: TERRY EVANGELISTA
Argus Company: MACK Trucks		Created By Group: Mack - One Call

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: NELSON SAEZ	Selling Dealer ID:
Call Back #: 7189948300	Selling Dealer:
Contact First Name: NELSON	Main Phone #:
Contact Last Name: SAEZ	Main FAX #:
Dealer ID: A357	Street Address 1:
Dealer Name: GABRIELLI TRUCK SALES LTD	Street Address 2:
Main Phone #: 7189948300	City:
Main FAX #:	State / ZIP:
Street Address 1: 3333 CONNER ST	Country:
Street Address 2:	
City: BRONX	
State / ZIP: NY / 104751322	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 96463
	Buyer Name:
	Main Phone #:
	Main FAX #:
	Street Address 1:
	Street Address 2:
	City:
	State / ZIP:
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CA68 CON
Chassis Number: 002744	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-445C
VIN / Serial #: 1M1AW07Y58N	HP Description: 445
Model: CXU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 29000	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 2009
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
 A357 / MAIN AIR LINE LEAK / MP8-445C EMP8*906267*F1*H

Desc/Compl	Response
PER BRIAB HIRSCH OF L.J. KENNEDY AT 201 998 5454 DRIVER SAM IS BROKE DOWN ON ESSEX AT STANTON, SOUTHBOUND ON ESSEX IN MANHATTAN. HE HAS A MAIN AIR LINE LEAK AT AIR COMPRESSOR . CALLED NELSON AT A357 HE WILL SEE IF HE HAS A PART OR ROB FM. ANOTHER TK. OR TOW IT.	NA

Activity Notes

Created	Created By	Activity Type	Description
7/7/2008 1:37:09 PM	TERRY EVANGELISTA	Call - Outbound	TK. IS DONE SINCE JULY 3RD PER NELSON.
6/27/2008 1:51:11 PM	TERRY EVANGELISTA	Call - Inbound	PER ROY HALL OF A357, NO PARTS TO REPAIR TK. IS BEING TOWED IN.

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Service Request Detail Report

SR # 1-1253914151

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: AMY PERSING
SR Area: Technical	Func. Group: 2542-air compressor	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 7/14/2008 1:35:45 PM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 7/21/2008 7:18:52 AM
Sub Area 2: Product	Sub-Status: Resolved	Created By: AMY PERSING
Argus Company: MACK Trucks		Created By Group: Mack - One Call

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: MAURICE NOLIN	Selling Dealer ID:
Call Back #: (313) 299-6602	Selling Dealer:
Contact First Name: SUSIE	Main Phone #:
Contact Last Name: BOYLE	Main FAX #:
Dealer ID: D582	Street Address 1:
Dealer Name: COLUMBUS TRUCK & EQUIPMENT CO INC	Street Address 2:
Main Phone #: 6142523111	City:
Main FAX #:	State / ZIP:
Street Address 1: 1688 E 5TH AVE	Country:
Street Address 2:	
City: COLUMBUS	
State / ZIP: OH / 432192599	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 154555
	Buyer Name:
	Main Phone #:
	Main FAX #:
	Street Address 1:
	Street Address 2:
	City:
	State / ZIP:
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CA68 CON
Chassis Number: 002687	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-445C
VIN / Serial #: 1M1AW07Y88N [REDACTED]	HP Description: 445
Model: CXU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 83247	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 1786
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
D582 [REDACTED] line to air compressor/MP8/US07/MP8-445C EMP8*905387*F1*H

Desc / Compl	Response
Maurice called to report that his driver, Jesse [REDACTED] is down on Hwy23N just past the 36/37 split-off in Delaware, OH. He said the air line to the compressor blew off; just like it did the last time they had it replaced. D582 does not do RS. Called Rusty's...nobody available for at least an hour. Called Idel's Towing to take him to D582. Called D582 with heads-up, spoke with Susie in service.	NA

Advised Maurice that if D582 is not going to get to it tonight, we could always call Rusty's back and see if THEY will make the repair if D582 parks it outside it's gates....

Activity Notes

Created	Created By	Activity Type	Description
7/15/2008 11:32:16 AM	CHARLES FRYSTACK	Call - Inbound	Erwin called D820 and he stated that the new air line is on the truck and done...
7/15/2008 9:10:40 AM	AMY PERSING	Call - Outbound	Called Idel's Towing -- invoice #145712 in the amount of \$750.00. Paid w/OCMC. They will fax a copy of the invoice and receipt to us.
7/15/2008 9:05:14 AM	BRUCE SMITH	Call - Outbound	D520 in Romulus, MI had truck towed to their shop when D582 did not have the parts (tube and flare fitting). Called Maurice Nolin, said that D582 is calling him to pay the \$500 tow bill. Advised that we would handle. bjs
7/15/2008 8:40:28 AM	AMY PERSING	Call - Outbound	Called D582 for update: spoke to Steve in service -- notes on RO said they had no parts in stock, so the customer had to towed to their shop.

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Service Request Detail Report

SR # 1-1255032991

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: KENNETH WILTROUT
SR Area: Technical	Func. Group: 5611-compressor, complete	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 7/15/2008 10:20:38 PM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 7/16/2008 8:39:15 PM
Sub Area 2:	Sub-Status: Resolved	Created By: KENNETH WILTROUT
Argus Company: MACK Trucks		Created By Group: Mack - One Call

Customer/Repairing Dealer Info	Selling Dealer Info
Call Back Name: Gordon	Selling Dealer ID:
Call Back #: none	Selling Dealer:
Contact First Name: DUMMY	Main Phone #:
Contact Last Name: CONTACT	Main FAX #:
Dealer ID: ODACT	Street Address 1:
Dealer Name: DUMMY ACCOUNT	Street Address 2:
Main Phone #:	City:
Main FAX #:	State / ZIP:
Street Address 1:	Country:
Street Address 2:	
City:	
State / ZIP:	
Country:	

Owner Info	Buyer Info
	Buyer ID: 508280
	Buyer Name:
	Main Phone #:
	Main FAX #:
	Street Address 1:
	Street Address 2:
	City:
	State / ZIP:
	Country: CANADA

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CAS68 CO
Chassis Number: 003405	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485C
VIN / Serial #: 1M1AW07YX8N	HP Description: 485
Model: CXU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 107000	Campaign #:
Unit: Km	Tot. Diag Time Appr:
Accuracy: Actual	Unit #:
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
 QUANTZ Compressor disch line.
 —disch line MP8-485C EMP8*909118*F1*H US07
 Air line from Compressor

Desc/Compl.	Response
is in BOSTON BAR, BC, blew disch air line out of air compressor, cd- n903, no help, cd Orielly tk repair who will call back and let us know if he can run call, will pay w CC. Orielly cd will do rd call, I cd N903 who said parts is out for lunch,	NA

can't tell me if they have the updated line, Orielly will call the dealer himself and PU line if they have it, if not he will still go to tk to see if it can be jury rigged.
7/16--3pm--Orielly advised he got tk rolling using fittings he had on the tk, will fax inv.+
7/16/08--7pm--rec inv # ??? from ORIELLY for 368.30 cdn pd w cc.

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Service Request Detail Report

SR # 1-1259179445

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: KENNETH WILTROUT
SR Area: Technical	Func. Group: 5611-compressor, complete	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 8/8/2008 11:03:19 AM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 8/11/2008 3:17:14 PM
Sub Area 2:	Sub-Status: Resolved	Created By: KENNETH WILTROUT
Argus Company: MACK Trucks		Created By Group: Mack - One Call

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: Q	Selling Dealer ID:
Call Back #: 877-558-9333	Selling Dealer:
Contact First Name: DUMMY	Main Phone #:
Contact Last Name: CONTACT	Main FAX #:
Dealer ID: ODACT	Street Address 1:
Dealer Name: DUMMY ACCOUNT	Street Address 2:
Main Phone #:	City:
Main FAX #:	State / ZIP:
Street Address 1:	Country:
Street Address 2:	
City:	
State / ZIP:	
Country:	

Owner Info	Buyer Info
	Buyer ID: 390912
	Buyer Name:
	Main Phone #:
	Main FAX #:
	Street Address 1:
	Street Address 2:
	City:
	State / ZIP:
	Country: CANADA

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CAS68 CO
Chassis Number: 001724	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485C
VIN / Serial #: 1M1AW07Y58N	HP Description: 485
Model: CXU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi:	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #:
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
air compressor disch line- MP8-485C EMP8*904246*F1*H us07

Desc/Compl	Response
Q has unit in thompson, manitoba that the air comp disch line broke at the compressor, looked on map and no repairs in that area, told Q to have dver call so we can determine what really happened. NNTS shows 2 vendors in	NA
11 am dver cd said he is not sure what happened but it is the line at	

the air comp, cd [REDACTED] who said call [REDACTED]
[REDACTED] cd they will eta at the tk in 15 min. Q will pay w T check as
they will not take CC.

Activity Notes

Created	Created By	Activity Type	Description
8/8/2008 5:27:36 PM	AMY PERSING	Call - Inbound	Sapach Trucking called back and left a message that the truck is done and driving down the road. Called Quincy and let him know.
8/8/2008 4:55:48 PM	AMY PERSING	Call - Inbound	Quincy called to ask why he had to pay with a T-check. Advised that the vendor does not accept credit cards and is unwilling to do CD to USD. Advised Quincy to pay with his T-check and then fax the invoice amount to us in USD and we will issue a ComChek to TransX. He also asked that I get an ETA on when the truck will be done. I called the shop and the woman that answered said "all the guys are out, they're gone" and she didn't know anything. She said she would have one of them call back when they got in and then we can call Quincy with an update.

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Service Request Detail Report

SR # 1-1260781166

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: GERALD KEENAN
SR Area: Technical	Func. Group: 2542-air compressor	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 8/20/2008 1:59:18 PM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 8/21/2008 1:57:48 PM
Sub Area 2:	Sub-Status: Resolved	Created By: GERALD KEENAN
Argus Company: MACK Trucks		Created By Group: Mack - One Call

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: allex	Selling Dealer ID:
Call Back #: 780-932-2633	Selling Dealer:
Contact First Name: GREG	Main Phone #:
Contact Last Name: ALEXANDER	Main FAX #:
Dealer ID: N971	Street Address 1:
Dealer Name: NORTRUX INC.	Street Address 2:
Main Phone #: 7804526225	City:
Main FAX #:	State / ZIP:
Street Address 1: 18110 118 AVE NW	Country:
Street Address 2:	
City: EDMONTON	
State / ZIP: AB / T5S2G2	
Country: CANADA	

Owner Info	Buyer Info
	Buyer ID: 520360
	Buyer Name:
	Main Phone #:
	Main FAX #:
	Street Address 1:
	Street Address 2:
	City:
	State / ZIP:
	Country: CANADA

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CAS68 CO
Chassis Number: 001344	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485C
VIN / Serial #: 1M1AW07Y68N	HP Description: 485
Model: CXU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 90,000	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 1866
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
N971 / / air leak / MP8-485C EMP8*901358*F1*H

Desc./Cmpl	Response
Alex / Alex [redacted] tricking / stated he has unit in wandering river, alberta. unit is leaking air and has supply line broken off air compressor. Called N971 and they will do roadside. Call came in @ 2:00pm.---8/20/08. ---ETA is 3 hrs. Dealer is going to do SB531014	NA

Activity Notes

Created	Created By	Activity Type	Description
8/21/2008 1:56:42 PM	GERALD KEENAN	Call - Outbound	Dealer performed SB 531014 and sent unit on way.

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Service Request Detail Report

SR # 1-1263668042

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: AMY PERSING
SR Area: Technical	Func. Group: 2542-air compressor	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 9/9/2008 1:55:57 PM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 9/14/2008 4:18:16 PM
Sub Area 2: Product	Sub-Status: Resolved	Created By: AMY PERSING
Argus Company: MACK Trucks		Created By Group: Mack - One Call

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: ZACH BINGHAM	Selling Dealer ID:
Call Back #: (419) 348-3534	Selling Dealer:
Contact First Name: TEST	Main Phone #:
Contact Last Name: DUMMY	Main FAX #:
Dealer ID: 5100D	Street Address 1:
Dealer Name: VOVLO TEST DEALER	Street Address 2:
Main Phone #: 3363932005	City:
Main FAX #:	State / ZIP:
Street Address 1: 7837 NATIONAL SERVICE RD	Country:
Street Address 2:	
City: GREENSBORO	
State / ZIP: NC / 274099667	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 154555
	Buyer Name:
	Main Phone #:
	Main FAX #:
	Street Address 1:
	Street Address 2:
	City:
	State / ZIP:
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CA68 CON
Chassis Number: 001036	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-415C
VIN / Serial #: 1M1AW09YX8N	HP Description: 415
Model: CXU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 64311	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 1001
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
D000 MP8/US07/MP8-415C EMP8*900322*F1*H

Desc / Compl	Response
Zach called to report he is down N of New Lexington, OH on Hwy 13N with the air line off the compressor. Called Neff's in Zanesville and spoke with Joe in service. Referred Joe to SB531014. He is going to check for parts availability and then either do the RS or call me to report any problems. Advised Zach of same.	NA

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Service Request Detail Report

SR # 1-1270419233

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: MICHAEL OLIVERI
SR Area: Technical	Func. Group: 5612-compressor, parts	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 10/17/2008 6:51:35 PM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 10/29/2008 2:35:32 PM
Sub Area 2:	Sub-Status: Resolved	Created By: MICHAEL OLIVERI
Argus Company: MACK Trucks		Created By Group: Mack - One Call

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: Ron Miller	Selling Dealer ID:
Call Back #: 540-209-4497	Selling Dealer:
Contact First Name: JIM	Main Phone #:
Contact Last Name: ASPELL	Main FAX #:
Dealer ID: C660	Street Address 1:
Dealer Name: VIRGINIA TRUCK CENTER INC	Street Address 2:
Main Phone #: 5407777700	City:
Main FAX #:	State / ZIP:
Street Address 1: 267 LEE HWY	Country:
Street Address 2:	
City: ROANOKE	
State / ZIP: VA / 240198568	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 167371
	Buyer Name:
	Main Phone #:
	Main FAX #:
	Street Address 1:
	Street Address 2:
	City:
	State / ZIP:
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CAS68 CO
Chassis Number: 001032	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485C
VIN / Serial #: 1M1AW07Y98N [REDACTED]	HP Description: 485
Model: CXU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 44,202	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 32
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
C660, [REDACTED] Air line from compressor, US07, MP8-485C EMP8*900055*F1*H

Desc / Compl.	Response
Ron Miller called about listed chassis, he is currently in Lynchburg, VA with what appears to be a defective line / fitting at the air compressor which caused the line to come off. Called C660, spoke to Jim in service, he had to make a phone call to see how they were going to handle it, but advised they would assist. Jim will call back with any updates. Unit # 32	NA



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Service Request Detail Report

SR # 1-1202542391

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: MICHAEL OLIVERI
SR Area: Technical	Func. Group: 5611-compressor, complete	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 4/2/2008 10:54:52 PM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 4/17/2008 6:35:12 PM
Sub Area 2:	Sub-Status: Resolved	Created By: MICHAEL OLIVERI
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: Brain Mollard	Selling Dealer ID:
Call Back #: 877-558-9333	Selling Dealer:
Contact First Name: KEN	Main Phone #:
Contact Last Name: VERSAILLES	Main FAX #:
Dealer ID: D810	Street Address 1:
Dealer Name: NEBRASKA TRUCK & EQUIPMENT CO OF LEXINGTON INC	Street Address 2:
Main Phone #: 3083247442	City:
Main FAX #:	State / ZIP:
Street Address 1: 605 E PROSPECT RD	Country:
Street Address 2:	
City: LEXINGTON	
State / ZIP: NE / 688505669	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 390912
	Buyer Name:
	Main Phone #:
	Main FAX #:
	Street Address 1:
	Street Address 2:
	City:
	State / ZIP:
	Country: CANADA

Vehicle / Unit	Vehicle / Unit Info
Chassis Series:	Cab Size: CAS68 CO
Chassis Number: 001743	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485C
VIN / Serial #: 1M1AW07Y98N	HP Description: 485
Model: CXU613	Truck Model Year: 2008

Other Details
Part #:
Misc Part #:
Error Code #:

Technical	
Km / Hr / Mi: 41,600	Campaign #:
Unit: Km	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 05347
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
D810, Air line, US07, MP8-485C EMP8*904638*F1*H

Desc / Compl	Response
Brian called about listed chassis, truck is currently at D810, the first issue was the compressor discharge line blew off. The second is the line going to the regulator is off as well. The discharge line has already been repaired, however they don't have the correct fitting, but they are contacting there other branch to see if they have one, or	NA

possibly another chassis in stock they can steal one from. Advised he should contact Tim Lengel for any service advice.
