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**Service Request Detail Report**

**SR # 1-1259384809**

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: 8/10/2008 1:12:15 PM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 8/13/2008 1:04:10 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: QUINCY	Selling Dealer ID:
Call Back #: 877-558-9333	Selling Dealer:
Contact First Name: HARRY	Main Phone #:
Contact Last Name: LEYENHORST	Main FAX #:
Dealer ID: 2703K	Street Address 1:
Dealer Name: GEMM DIESEL LTD.	Street Address 2:
Main Phone #: 2508326207	City:
Main FAX #:	State / ZIP:
Street Address 1: 5270 AUTO RD SE SUITE 8	Country:
Street Address 2:	
City: SALMON ARM	
State / ZIP: BC / V1E1X3	
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: 001744	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485C
VIN / Serial #: 1M1AW07Y08N [REDACTED]	HP Description: 485
Model: CXU613	Truck Model Year: 2008

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

Technical	
Km / Hr / Mi: 161711	Campaign #:
Unit: Km	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 85310
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
NNH2 / [REDACTED] / AIR LEAK / MP8-485C EMP8*904648*F1*H / US 07

Desc./Compl.	Response
HAS TRUCK BROKE DOWN IN ARM STRONG,BC. HAS LEAK AT AIR COMPRESSOR DISCHARGE LINE. ARNIE / DRIVER (250-804-1144) IS TRYING TO TIGHTEN OR DO TEMP REPAIR TO GET AIR PRESSURE. IF HE CAN'T WILL NEED TO TOW. NNHS HAS Bens Towing (250-832-6512), QUINCY ASKED IF N994 HAS 24 HR CALL OUT. MAP SHOWS THEY DO. WE WILL WAIT TO SEE IF DRIVER	NA

CAN GET FIXED BEFORE ANYTHING ELSE IS DONE.

1:30 - QUINCY CALLED BACK. ARNIE COULD NOT REPAIR, ONLY BUILDS 50 PSI. QUINCY WANTS TO SEE IF N994 CAN DO REPAIR TODAY. CALLED THE 24 HR#S, LEFT MESSAGES FOR KEN, KEVIN AND RICK. WAITING FOR CALL BACK.

**Activity Notes**

Created	Created By	Activity Type	Description
8/13/2008 1:02:31 PM	ANTHONY MARKS	Call - Outbound	CALLED HARRY / NNH2, THEY REPLACED DISCHARGE LINE. TRUCK IS DONE & GONE.
8/12/2008 2:12:24 PM	ANTHONY MARKS	Call - Outbound	CALLED HARRY / NNH2, WAITING ON PARTS. SHOULD BE IN ABOUT 2:00 PM.
8/11/2008 1:20:21 PM	ANTHONY MARKS	Call - Outbound	CALLED HARRY / NNH2, DISCHARGE LINE FAILED, THEY HAVE TO ORDER PARTS.
8/10/2008 5:12:38 PM	CHARLES FRYSTACK	Call - Inbound	Quincy called stated that the truck is at NNH2 and the keys will be on the dipstick...
8/10/2008 1:54:26 PM	ANTHONY MARKS	Call - Outbound	CALLED QUINCY / TRANSX AND TOLD NO CALL BACK FROM N994. RECOMMEND HAVING TOWED. CALLED TINA / Bens Towing ( 250-832-6512) AND GOT ON 3 WAY CALL WITH ARNIE / DRIVER. GAVE THE TRUCK, DRIVER 7 LOCATION INFO. TOW WILL BE BILLED TO NNH2. ETA 1 HR. CALLED QUINCY / TRANSX WITH HEADS UP.

# Service Request Detail Report

## SR # 1-1261011841

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: VERNON BROWN
SR Area: Technical	Func. Group: 8721-duct	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 8/22/2008 8:23:28 AM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 8/25/2008 9:26:59 AM
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: WAYNE STEWART	Selling Dealer ID: D880
Call Back #: 8284656617	Selling Dealer: HOUSBY MACK INC
Contact First Name: WAYNE	Main Phone #: 5152662666
Contact Last Name: STEWART	Main FAX #: 5152666830
Dealer ID: C646	Street Address 1: 4747 NE 14TH ST
Dealer Name: TRANSOURCE INC	Street Address 2:
Main Phone #: 8284656617	City: DES MOINES
Main FAX #:	State / ZIP: IA / 503132010
Street Address 1: 2870 NATHAN ST	Country: UNITED STATES
Street Address 2:	
City: NEWTON	
State / ZIP: NC / 286589586	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 452435
	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: 002867	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-415C
VIN / Serial #: 1M1AW09Y38N	HP Description: 415
Model: CXU613	Truck Model Year: 2008

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

Technical	
Km / Hr / Mi: 23900	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 9660
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

**Summary**  
 c646 / / discharge line came off compressor,wont build air / MP8-415C EMP8\*906892\*F1 / case #1-1261011841

Desc/Compl	Response
called states said truck down at cc camp exit in elkin n.c. states air compressor discharge line came off compressor and damaged otgher items,wont build air,key is in truck under floor mat left front and door is unlocked,i called c646 spoke to wayne who will send help	NA

**Activity Notes**

Created	Created By	Activity Type	Description
8/25/2008 9:23:49 AM	VERNON BROWN	Call - Outbound	called wayne,he states truck complete and ready to go,will call customer and release as needed
8/22/2008 1:21:21 PM	VERNON BROWN	Call - Outbound	called wayne for updates,he states they are installing the updated discharge line,also we were given the wrong info on the truck--unit # is 9660,vin # 002867

# Service Request Detail Report

**SR # 1-1259866140**

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: 8/13/2008 2:51:55 PM
Sub Area: Customer Complaint	Status: Closed	SR Closed: 8/21/2008 9:16:29 AM
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: TODD	Selling Dealer ID:
Call Back #: 315-539-0536	Selling Dealer:
Contact First Name: BRIAN	Main Phone #:
Contact Last Name: RUND	Main FAX #:
Dealer ID: A544	Street Address 1:
Dealer Name: BEAM MACK SALES & SERVICE INC	Street Address 2:
Main Phone #: 5854244860	City:
Main FAX #:	State / ZIP:
Street Address 1: 2674 W HENRIETTA RD	Country:
Street Address 2:	
City: ROCHESTER	
State / ZIP: NY / 146232399	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 490041
	Buyer Name: [REDACTED]
	Main Phone #: [REDACTED]
	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: 002598	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485M
VIN / Serial #: 1M2AX07C58M [REDACTED]	HP Description: 485
Model: GU713	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
A544 / [REDACTED] / COMPRESOR DISCHARGE LINE / MP8-485M EMP8*902646*F1*H / US 07

Desc./Compl	Response
HAS TRUCK AT YARD WITH FAILED COMPRESSOR DISCHARGE NA LINE, WON'T BUILD AIR PRESSURE, CALLED LINDA / Kerhearts Towing (585-865-8159) AND GAVE THE TRUCK, DRIVER & LOCATION INFO. CALLED A544 WITH HEADS UP.	

**Activity Notes**

Created	Created By	Activity Type	Description
8/21/2008 9:14:28 AM	ANTHONY MARKS	Call - Outbound	CALLED BRIAN / A544, THEY REPLACED THE DISCHARGE LINE. TRUCK IS DONE & GONE.

# Service Request Detail Report

**SR # 1-1142549980**

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: ANTHONY MARKS
SR Area: Technical	Func. Group: 5611-compressor, complete	SR Group: Mack - One Call
App/Service: technical	Severity: 3-Medium	SR Opened: 10/2/2007 11:00:52 AM
Sub Area: Dealer Contact	Status: Closed	SR Closed: 10/5/2007 8:39:22 AM
Sub Area 2: NA	Sub-Status: Resolved	Created By: ANTHONY MARKS
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: GARY ROBISON	Selling Dealer ID:
Call Back #: 4059424800	Selling Dealer:
Contact First Name: GARY	Main Phone #:
Contact Last Name: ROBISON	Main FAX #:
Dealer ID: F213	Street Address 1:
Dealer Name: BRUCKNER TRUCK SALES INC - OKLA DIV	Street Address 2:
Main Phone #: 4059424800	City:
Main FAX #:	State / ZIP:
Street Address 1: 3824 W RENO AVE	Country:
Street Address 2:	
City: OKLAHOMA CITY	
State / ZIP: OK / 731076624	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 92170
	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: 002129	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485E
VIN / Serial #: 1M1AN07Y38N	HP Description: 485
Model: CHU613	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
F213 / AIR COMPRESSOR SUPPLY LINE / MP8-485E EMP8*901763*F1*H / US 07

Desc/Compl	Response
HAS TRUCK BROKE DOWN AT THE CUSTOMER YARD, THE SUPPLY LINE KEEPS COMING OUT OF THE COMPRESSOR, HAS BENN REINSTALLED ALREADY. HE IS GOING TO HAVE TRUCK TOWED TO SHOP.	NA

**Activity Notes**

Created	Created By	Activity Type	Description
10/5/2007 8:35:47 AM	ANTHONY MARKS	Call - Outbound	CALLED CHRIS / F213. FOUND FITTING FAILED, THEY REPLACED.
10/4/2007 1:36:57 PM	ANTHONY MARKS	Call - Outbound	CALLED CHRIS / F213, HAD PARTS ON ORDER, JUST CAME IN. THEY WILL BE WORKING ON TRUCK.

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# Service Request Detail Report

## SR # 1-1122297225

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: FRANK DEBONO
SR Area: Technical	Func. Group: 5721-pipe	SR Group: Mack - Technical Support
App/Service: technical	Severity: 3-Medium	SR Opened: 7/12/2007 12:17:16 AM
Sub Area: Dealer Contact	Status: Closed	SR Closed: 7/13/2007 12:31:57 AM
Sub Area 2:	Sub-Status: Resolved	Created By: FRANK DEBONO
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: RANDY PRITTS	Selling Dealer ID:
Call Back #: 8144459617	Selling Dealer:
Contact First Name: RANDY	Main Phone #:
Contact Last Name: PRITTS	Main FAX #:
Dealer ID: A364	Street Address 1:
Dealer Name: W W ENGINE & SUPPLY INC	Street Address 2:
Main Phone #: 8144459617	City:
Main FAX #:	State / ZIP:
Street Address 1: 142 WATERWORKS RD	Country:
Street Address 2:	
City: SOMERSET	
State / ZIP: PA / 155011051	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 611033
	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: 001027	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-415C
VIN / Serial #: 1M1AW09Y98N	HP Description: 415
Model: CXU613	Truck Model Year: 2008

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

Technical	
Km / Hr / Mi: 2,642	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #:
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
A364/ AIR LEAK/ US07 MP8-415C 900162*F1*H

Desc / Compl	Response
Follow-up: Air comp discharge line was leaking, could not tighten up. Needed new ferrule 63AM87, No stock at Mack pdc's. Used a Volvo p/n (same used on Volvo engine) Note: Mud Flaps were dragging on ground, bottoms chewed up. Will cut off mangled parts.	NA



# Service Request Detail Report

**SR # 1-1181270724**

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: 2/8/2008 10:23:16 AM
Sub Area: Dealer Contact	Status: Closed	SR Closed: 2/19/2008 8:39:42 AM
Sub Area 2: NA	Sub-Status: Resolved	Created By: AMY PERSING
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: JOHN TECH	Selling Dealer ID:
Call Back #: A396	Selling Dealer:
Contact First Name: AL	Main Phone #:
Contact Last Name: ANDERSON	Main FAX #:
Dealer ID: A458	Street Address 1:
Dealer Name: BALLARD MACK SALES & SERVICE INC	Street Address 2:
Main Phone #: 5087531403	City:
Main FAX #:	State / ZIP:
Street Address 1: 442 SW CUTOFF	Country:
Street Address 2:	
City: WORCESTER	
State / ZIP: MA / 016042790	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 224968
	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: 002272	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485C
VIN / Serial #: 1M1AW07Y18N	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 #: 63
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
A458 compressor discharge line/MP8/US07/MP8-485C EMP8*903989*F1*H

Desc/Compl	Response
John at A396 called to report this customer of his down in MA, he is not sure where, but he thinks it is near Worchester, MA...he said that the air compressor discharge line failed and he has already looked, they are on back-order. Customer has a load of wax. He wants to know if A458 could do a temp repair on the road. Advised John to call them and see and if it got messy or he needed our help, call back and I will make some phone calls. Also advised John that he would need	NA

to talk to his DSM regarding a rental for the customer if that becomes necessary.

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# Service Request Detail Report

## SR # 1-1142679111

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Reliability	Source: Web Func. Group: 5617-cooling coil	SR Owner: TIMOTHY LENGEL SR Group: Mack - Reliability Engineering
App/Service: reliability Sub Area: DSR (External) Sub Area 2: NA Argus Company: MACK Trucks	Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Opened: 10/3/2007 8:20:51 AM SR Closed: 2/13/2008 1:33:42 PM Created By: CHRIS RACHEL Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: CHRIS RACHEL Call Back #: 8063766273 Contact First Name: CHRIS Contact Last Name: RACHEL Dealer ID: F213 Dealer Name: BRUCKNER TRUCK SALES INC - OKLA DIV Main Phone #: 4059424800 Main FAX #: Street Address 1: 3824 W RENO AVE Street Address 2: City: OKLAHOMA CITY State / ZIP: OK / 731076624 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: 92170 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: 002129 Registration #: VIN / Serial #: 1M1AN07Y38N Model: CHU613	Cab Size: CA68 CON Engine Make: MACK TRUCKS INC Engine Model: MP8-485E HP Description: 485 Truck Model Year: 2008

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

TMAC / Warranty / Reliability
Claim #: Goodwill #: Tot. Diag Time Appr: Km / Hr / Mi: 500 Unit: Mi

Summary
F213,  CHU613,2129, Air Comp. Discharge Line

Desc./Compl.	Response
Customer complained of main air line popped off at compressor. Customer has had 1 other truck with the same problem, please advise.	na

### Activity Notes

Created	Created By	Activity Type	Description
2/13/2008 1:31:48 PM	TIMOTHY LENGEL	Notes	Closing Case, MQR and QJ written. Discharge line to be redesigned to 37 degree flare fitting. T. Lengel
10/9/2007 4:08:19 PM	TIMOTHY LENGEL	Web Response	Chris< Per our telephone conversation please follow the instructions listed below regarding this failure. Return all the failed parts to: Mack Trucks INC. 2100 Mack BLVD. Allentown, PA. 18105 Attention: T. Lengel When you file for warranty, *** File as Goodwill *** Use Authorization Code 865M *** Use this E-Service Case # 1-1142679111: When I receive the failed parts and the warranty claim, I'll change the goodwill claim to standard warranty and forward the claim to the Warranty Department for processing. If you have any comments or questions let me know. Thanks T. Lengel 610-709-2653
10/9/2007 9:19:15 AM	CHRIS RACHEL	Web Update	Had to replace air line due to fitting would not stay on line. Replaced line no further problems, please close.
10/4/2007 10:04:57 PM	MATT WITMAN	Web Response	Any pictures for Reliability? Any signs of damage or cause? Will send FYI to Tim L. in Reliability. Matt

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# Service Request Detail Report

## SR # 1-1171470251

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Reliability	Source: Web Func. Group: 5617-cooling coil	SR Owner: TIMOTHY LENGEL SR Group: Mack - Reliability Engineering
App/Service: reliability Sub Area: DSR (External) Sub Area 2: NA Argus Company: MACK Trucks	Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Opened: 1/8/2008 4:29:59 PM SR Closed: 3/17/2008 9:49:20 AM Created By: RONALD MOHR Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: RONALD MOHR Call Back #: 3193949143 Contact First Name: RONALD Contact Last Name: MOHR Dealer ID: D840 Dealer Name: H & L MACK TRUCK SALES CORPORATION Main Phone #: 3193949143 Main FAX #: Street Address 1: US HWY 61 S Street Address 2: City: MEDIAPOLIS State / ZIP: IA / 52637 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: 347833 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: 002282 Registration #: VIN / Serial #: 1M1AN07Y08N Model: CHU613	Cab Size: CA68 CON Engine Make: MACK TRUCKS INC Engine Model: MP8-485C HP Description: 485 Truck Model Year: 2008

Other Details
Part #: Misc Part #: 21065580 Error Code #:

TMAC / Warranty / Reliability
Claim #: 123 Goodwill #: Tot. Diag Time Appr: Km / Hr / Mi: 36153 Unit: Mi

Summary
d840, Air Compressor Discharge Line Leaks

Desc / Compl.	Response
TRUCK WAS TOWED IN BECAUSE IT WOULD NOT BUILD AIR PRESSURE.FOUND METAL HOT LINE HAD SLIPPED OUT OF FITTING ON TOP OF AIR COMPRESSOR.PER INSTRUCTIONS FROM TIM LENGEL WE ORDERED NEW LINE AND FITTINGS	na

### Activity Notes

Created	Created By	Activity Type	Description
3/17/2008 9:47:35 AM	TIMOTHY LENGEL	Web Response	Closing Case, MQR / QJ written on this matter, The design will change to a 37 degree flare connection at the air compressor. Service parts are on order and Service Bulletin has been requested. T. Lengel 610-709-2653
1/9/2008 9:39:02 AM	TIMOTHY LENGEL	Web Response	Robert: Per our telephone conversation I need the parts returned to the following address: Mack Trucks Inc. 2100 Mack Blvd. Allentown PA. 18105 attention: T. Lengel ( 6S1) Warranty Instructions: File the Claim as Good Wil Use authorization Code:865m Use this E-Service Case # 1-1171470251 Include the shipping charges in the claim. Note: When I receive the claim and the parts I'll convert the claim to standard warranty and forward the claim to the warranty department for processing. If you have any questions let me know. Thanks T. Lengel 610-709-2653

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# Service Request Detail Report

## SR # 1-1231074061

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Reliability App/Service: reliability Sub Area: DSR (External) Sub Area 2: NA Argus Company: MACK Trucks	Source: Web Func. Group: 5617-cooling coil Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Owner: TIMOTHY LENGEL SR Group: Mack - Reliability Engineering SR Opened: 5/19/2008 9:50:17 AM SR Closed: 5/22/2008 4:23:09 PM Created By: JEFF LITTLE Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: JEFF LITTLE Call Back #: 2186280333 Contact First Name: JEFF Contact Last Name: LITTLE Dealer ID: D816 Dealer Name: A DIVISION OF EAU CLAIRE MACK SALES INC Main Phone #: 2186280333 Main FAX #: Street Address 1: 3028 TRUCK CENTER DR Street Address 2: City: DULUTH State / ZIP: MN / 558061758 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: 121610 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: 001949 Registration #: VIN / Serial #: 1M1AN07Y38N Model: CHU613	Cab Size: CA68 CON Engine Make: MACK TRUCKS INC Engine Model: MP8-485C HP Description: 485 Truck Model Year: 2008

Other Details
Part #: Misc Part #: 63AM87*63AM85 Error Code #:

TMAC / Warranty / Reliability
Claim #: 1 Goodwill #: Tot. Diag Time Appr: Km / Hr / Mi: 41444 Unit: Mi

Summary
D816, CHU613,1949, Air Comp. Discharge Line

Desc / Compl	Response
HAVE 2 CHU UNIT THIS ONE AND ANOTHER ONE SERIAL NO 001946 THAT THIS IS THE THIRD TIME THAT THE AIR COMPRESSOR DISCHARGE LINE HAS COME OFF AIR COMPRESSOR-WE HAVE REPLACE NUT AND FERRULE LAST ABOUT A MONTH AND POP OFF AGAIN-IS THERE SOMETHING DIFFERNET OUT THERE FOR THIS?	na

## Activity Notes

Created	Created By	Activity Type	Description
5/22/2008 4:16:54 PM	TIMOTHY LENGEL	Web Response	Jeff: Service bulletin 531-014 was issued on Wednesday, May 22, 2008 with the updated part numbers to resolve the air compressor discharge line leak. Closing E-Service Case. T. Lengel 610-709-2653
5/19/2008 2:24:56 PM	TIMOTHY LENGEL	Web Response	Jeff, Actually there is a fix for this complaint, it went into production at both chassis assembly plants last week. However we don't have the updated parts at the PDC's yet. My understanding is all parts should be available at the PDC's by May23, 2008. At that time a Service Bulletin will be sent to ALL Mack Dealers. Unfortunately we don't have anything to resolve you air leak today. T. Lengel 610-709-2653

# Service Request Detail Report

## SR # 1-1250493881

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: MATT WITMAN
SR Area: Technical	Func. Group: 9999-miscellaneous	SR Group: Mack - Technical Support
App/Service: technical	Severity: 3-Medium	SR Opened: 7/3/2008 5:03:18 PM
Sub Area: DSR (External)	Status: Closed	SR Closed: 7/10/2008 11:20:01 AM
Sub Area 2:	Sub-Status: Resolved	Created By: THOMAS WALKER
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: THOMAS WALKER	Selling Dealer ID:
Call Back #: 2106466225	Selling Dealer:
Contact First Name: THOMAS	Main Phone #:
Contact Last Name: WALKER	Main FAX #:
Dealer ID: F219	Street Address 1:
Dealer Name: GRANDE MACK SALES & SERVICE INC	Street Address 2:
Main Phone #: 2106466225	City:
Main FAX #:	State / ZIP:
Street Address 1: 11215 N WEIDNER RD	Country:
Street Address 2:	
City: SAN ANTONIO	
State / ZIP: TX / 782336004	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 170125
	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: 002259	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-415C
VIN / Serial #: 1M1AN09Y98N	HP Description: 415
Model: CHU613	Truck Model Year: 2008

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

Technical	
Km / Hr / Mi: 16377	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #:
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
F219 / [REDACTED] / Air Compressor discharge Line / US07 MP8

Desc./Compl.	Response
Customer complains of main air compressor dischargeline coming off intermittently on this and 3 other trucks. Test drove another truck and did not have any problems. On this truck you can see where they have ben working on it. Please Advise..Thanks	Followed Published information...

### Activity Notes

Created	Created By	Activity Type	Description
7/8/2008 2:49:39 PM	THOMAS WALKER	Web Update	Installed new discharge air line and fitting.Thanks For The Help...Tom Walker
7/7/2008 8:21:40 AM	MATT WITMAN	Notes	SR details to Nelson, Lengel, MP team
7/6/2008 11:19:22 AM	CHARLES WIEDDER	Web Response	Thomas look at SB 531-014.....CW

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# Service Request Detail Report

## SR # 1-1168069651

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: TIMOTHY LENGEL
SR Area: Technical	Func. Group: 5617-cooling coil	SR Group: Mack - Reliability Engineering
App/Service: technical	Severity: 3-Medium	SR Opened: 12/21/2007 9:47:47 AM
Sub Area: DSR (External)	Status: Closed	SR Closed: 3/17/2008 9:44:39 AM
Sub Area 2: NA	Sub-Status: Resolved	Created By: RICK JURKOWSKI
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: RICK JURKOWSKI	Selling Dealer ID:
Call Back #: 3147713180	Selling Dealer:
Contact First Name: RICK	Main Phone #:
Contact Last Name: JURKOWSKI	Main FAX #:
Dealer ID: D596	Street Address 1:
Dealer Name: F & C TRUCK SALES AND SERVICE INC	Street Address 2:
Main Phone #: 3147713180	City:
Main FAX #:	State / ZIP:
Street Address 1: 2350 CHOUTEAU AVE	Country:
Street Address 2:	
City: SAINT LOUIS	
State / ZIP: MO / 631033011	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 108001
	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: 001142	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-415C
VIN / Serial #: 1M1AW08Y78N	HP Description: 415
Model: CXU612	Truck Model Year: 2008

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

Technical	
Km / Hr / Mi: 41256	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #:
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
D596, CXU612, 1142, Air Compressor Discharge Line

Desc./Compl.	Response
HI TIM, PHIL CARY WANTED ME TO GET THIS STARTED FOR YOU. THIS UNIT HAD THE MAIN AIR LINE COME OUT OF THE FITTING ON THE AIR COMPRESSOR AND THE FITTING NUT WAS AS TIGHT AS CAN BE. WE ARE TRYING TO GET A 17QE371M 63AM88 593AM10 DOES THIS SOUND CORRECT? WE HAD TO VOR THEM. IF YOU GOT ANY IN YOUR DESK, SEND	na

THEM HERE. THANK YOU, RICK J. D596

**Activity Notes**

Created	Created By	Activity Type	Description
3/17/2008 9:42:45 AM	TIMOTHY LENGEL	Wrong Answer	Closing Case. MQR and QJ written on this matter. The design is changing to a 37 degree flare at the air compressor connection. Service parts are on order and Service Bulletin has been requested. T. Lengel 610-709-2653
1/8/2008 12:45:53 AM	TIMOTHY LENGEL	Web Response	Rick: Follow the same return procedure for the parts from this chassis. If you have any questions let me know. Thanks T. Lengel 610-709-2653
1/8/2008 9:11:53 AM	RICK JURKOWSKI	Web Update	HI TIM, HERE'S ANOTHER UNIT WITH MAIN AIR LINE PROBLEM. CXU612-1141 51,513 MILES
1/4/2008 11:20:39 AM	TIMOTHY LENGEL	Web Response	Rick: Please follow the instructions listed below to return the parts: Return Address Mack Trucks Inc. 2100 Mack Blvd. Allentown, PA 18105 Attention: T. Lengel Warranty Instructions, when you file yours claims: File as Good Will Use authorization code 865m Use E-Service Case 1-1168069651 Note: When I receive the claims and the parts I'll convert the claims to standard warranty and forward the claims to the warranty department for processing. If you have any questions let me know. Thanks T. Lengel 610-709-2653
1/4/2008 10:14:19 AM	RICK JURKOWSKI	Web Update	HI TIM. HERE ARE THE OTHER TWO UNITS. CXU612-1146 WITH 52,974 MILES AND CXU612-1144 WITH 44,929 MILES. GIVE ME FAILED PASTS SHIPPING INSTRUCTIONS WHEN YOU CAN. THANKS, RICK J.
1/3/2008 3:59:13 PM	TIMOTHY LENGEL	Web Response	Rick, Per our telephone conversation could you please provide to chassis and mileage for the two additional chassis you mentioned that have the problem with the discharge line. Thanks T. Lengel 610-709-2653
1/3/2008 12:29:34 AM	CHAD BOND	Web Response	Rick, It looks like you were attempting to assign this to Tim Lengel in reliability. I'll forward it to him. Thanks, Chad
12/31/2007 9:35:14 AM	RICK JURKOWSKI	Web Update	ANOTHER UNIT CAME IN SAME PROBLEM. CXU612-1144 WITH 44,929 MILES

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# Service Request Detail Report

## SR # 1-1184082761

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Reliability	Source: Web Func. Group: 5651-brake pipe and connections: chassis, front axle	SR Owner: TIMOTHY LENGEL SR Group: Mack - Reliability Engineering
App/Service: reliability Sub Area: DSR (External) Sub Area 2: NA Argus Company: MACK Trucks	Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Opened: 2/19/2008 10:28:47 AM SR Closed: 3/17/2008 10:46:08 AM Created By: ERWIN PARE Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: ERWIN PARE Call Back #: 7344677100 Contact First Name: ERWIN Contact Last Name: PARE Dealer ID: D520 Dealer Name: INTERSTATE TRUCKSOURCE INC Main Phone #: 7344677100 Main FAX #: Street Address 1: 29085 SMITH RD Street Address 2: City: ROMULUS State / ZIP: MI / 481742242 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: 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: Chassis Number: 002681 Registration #: VIN / Serial #: 1M1AW07Y78N Model: CXU613	Cab Size: CA68 CON Engine Make: MACK TRUCKS INC Engine Model: MP8-445C HP Description: 445 Truck Model Year: 2008

Other Details
Part #: Misc Part #: 317qe371m Error Code #:

TMAC / Warranty / Reliability
Claim #: none yet Goodwill #: Tot. Diag Time Appr: Km / Hr / Mi: 32770 Unit: Mi

Summary
D520, CXU613,2681, Air Compressor Discharge line

Desc./Compl.	Response
The mail line off the compressor has come loose at the ferrule has come loose and line came off and the compressor could not deliver air to the tanks. this is a problem we are seeing on the new truck. the part is not avable till March 31 08 will this be accable for this conquest account ?	na

**Activity Notes**

Created	Created By	Activity Type	Description
3/17/2008 10:43:03 AM	TIMOTHY LENGEL	Web Response	Erwin, An MQR and QJ has been written on this matter. There will be a change made to the connection at the air compressor, It will be changed to a 37 degree flare fitting. Unfortunately the new design part is not available at this time. However they are on order and will be announced VIA a service bulletin in the near future. Closing E-Service case. T. Lengel 610-709-2653
2/19/2008 5:04:20 PM	TIMOTHY LENGEL	Web Response	Ok, Has your parts department actually put the part on order? If not have them put it on order, at that point they must call the part expeditor. If they still can't get the part please provide the PO number so I can followup with the parts department as to when it will be available. Regarding the tube your are installing from the stock truck make sure you torque the nut at the compressor end to 100 lb. ft. Thanks T. Lengel 610-709-2653
2/19/2008 11:22:31 AM	ERWIN PARE	Web Update	My DSM just called me and authorized me to pull part off a new truck

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# Service Request Detail Report

## SR # 1-1201220201

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Reliability	Source: Email Func. Group: 5617-cooling coil	SR Owner: TIMOTHY LENGEL SR Group: Mack - Reliability Engineering
App/Service: reliability Sub Area: DSR (External) Sub Area 2: NA	Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Opened: 3/31/2008 2:06:44 PM SR Closed: 4/8/2008 3:53:25 PM Created By: DON BODART
Argus Company: MACK Trucks		Created By Group:

Customer // Repairing Dealer Info	Selling Dealer Info
Call Back Name: MIKE LAUGHEAD Call Back #: 6157935600 Contact First Name: MIKE Contact Last Name: LAUGHEAD Dealer ID: C699 Dealer Name: MACK OF NASHVILLE LLC Main Phone #: 6157935600 Main FAX #: Street Address 1: 161 CHARTER PL Street Address 2: City: LA VERGNE State / ZIP: TN / 370864127 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: 168595 Buyer Name: <span style="background-color: black; color: black;">[REDACTED]</span> Main Phone #: <span style="background-color: black; color: black;">[REDACTED]</span> Main FAX #: <span style="background-color: black; color: black;">[REDACTED]</span> Street Address 1: <span style="background-color: black; color: black;">[REDACTED]</span> Street Address 2: <span style="background-color: black; color: black;">[REDACTED]</span> City: <span style="background-color: black; color: black;">[REDACTED]</span> State / ZIP: <span style="background-color: black; color: black;">[REDACTED]</span> Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: Chassis Number: 002378 Registration #: VIN / Serial #: 1M1AW09YX8N <span style="background-color: black; color: black;">[REDACTED]</span> Model: CXU613	Cab Size: CAS68 CO Engine Make: MACK TRUCKS INC Engine Model: MP8-425E HP Description: 425 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
C699, <span style="background-color: black; color: black;">[REDACTED]</span> , CXU613,2378, Air Comp. Discharge Line

Desc / Compl.	Response
several complaints of the main air line leaking at the air compressor. No parts available at this time. Leak is at the nut / ferrell. Serial number 002379 has also failed this week.	NA
Don Bodart	

### Activity Notes

Created	Created By	Activity Type	Description
4/8/2008 3:52:48 PM	TIMOTHY LENGEL	Web Response	Closing Case, T. Lengel 610-709-2653
3/31/2008 4:47:36 PM	TIMOTHY LENGEL	Web Response	<p>I have seen where dealers have installed a stainless steel braided Teflon line in place of the steel tube. If you recall we used the stainless steel braided Teflon line on ALL Mack chassis for about 17 years. The MRU613's still use the old Mack design discharge line arrangement. I checked the build record and the fittings and hose are as follows: Adapter fitting, 63am63 90 degree fitting 63ax1773 Hose, 42qe3180p6 = 45 " 42qe3180p7 = 50". One of the the two hoses should work, they will have to use the one that fits the best. Unfortunately they will have to design there own routing and clamping. Make sure the hose does NOT have any low spots to trap water.</p>

# Service Request Detail Report

## SR # 1-1150060071

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: MATT WITMAN
SR Area: Technical	Func. Group: 5617-cooling coil	SR Group: Mack - Technical Support
App/Service: technical	Severity: 3-Medium	SR Opened: 10/23/2007 10:38:44 PM
Sub Area: DSR (External)	Status: Closed	SR Closed: 11/10/2007 10:48:53 PM
Sub Area 2: NA	Sub-Status: Resolved	Created By: JOHN LEPINE
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: JOHN LEPINE	Selling Dealer ID:
Call Back #: 6135481100	Selling Dealer:
Contact First Name: JOHN	Main Phone #:
Contact Last Name: LEPINE	Main FAX #:
Dealer ID: N975	Street Address 1:
Dealer Name: 1561660 ONTARIO LTD.	Street Address 2:
Main Phone #: 6135481100	City:
Main FAX #:	State / ZIP:
Street Address 1: 261 BINNINGTON CRT	Country:
Street Address 2:	
City: KINGSTON	
State / ZIP: ON / K7M9H2	
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: 001262	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485E
VIN / Serial #: 1M1AW07Y48N	HP Description: 485
Model: CXU613	Truck Model Year: 2008

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

Technical	
Km / Hr / Mi: 15023	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #:
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

**Summary**  
 N975 / Air leak / MP8-485E US07 EMP8\*901079\*F1\*H

Desc./Compl.	Response
UNIT TOWED IN, NOT ABLE TO BUILD AIR. DRIVER NOTED THAT HE HEARD A "POP" NOISE AND THEN NOTICED AIR PRESSURE SLOWLY DROPPING. WITH ENGINE RUNNING AT IDLE, HE COULD HEAR A SLIGHT KNOCKING NOISE. I INSPECTED UNIT AND FOUND COMPRESSOR DISCHARGE PIPE HAD COME OUT OF FITTING IN HEAD OF COMPRESSOR. REMOVED AND CHECKED PIPE, DID NOT SEE DAMAGE TO PIPE. CHECKED FEURLE AND	Per Activities, Closing SR. Matt

FITTING.NOTICED FEURLE WAS BOTTMED OUT IN  
FITTING.RAISED EDGE ON FEURLE WAS AGAINST FITTING AND  
NOT ALLOWING TAPERED END OF FEURLE TO GRIP PIPE TO  
SEAL.IS THERE AN UPDATED FITTING/FEURLE FOR THIS LINE.I  
REINSTALLED FITTING AND RECONNECTED PIPE.TIGHTEN  
FITTING AND WAS ABLE TO PULL PIPE OUT AGAIN. THANKS  
JOHN

### Activity Notes

Created	Created By	Activity Type	Description
11/5/2007 4:36:40 PM	MATT WITMAN	Web Response	Will send SR details to Tim L. in Reliability for FYI. Thanks. Matt
10/29/2007 10:45:25 AM	RONALD MUDD	Web Update	Truck is fixed & gone, replaced fitting & furrel. Road test & recheck operation of air system.

# Service Request Detail Report

**SR # 1-1156292667**

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Reliability	Source: Web Func. Group: 5617-cooling coil	SR Owner: TIMOTHY LENGEL SR Group: Mack - Reliability Engineering
App/Service: reliability Sub Area: DSR (External) Sub Area 2: NA Argus Company: MACK Trucks	Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Opened: 11/7/2007 2:10:30 PM SR Closed: 3/17/2008 9:20:18 AM Created By: JERRI MOORE Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: JERRI MOORE Call Back #: 7129445132 Contact First Name: JERRI Contact Last Name: MOORE Dealer ID: D502 Dealer Name: REES MACK SALES & SERVICE Main Phone #: 7129445132 Main FAX #: Street Address 1: 1709 HIGHWAY 20 Street Address 2: City: LAWTON State / ZIP: IA / 510308158 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: 384833 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: 001638 Registration #: VIN / Serial #: 1M1AW07Y18N 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 #: 17QE371M Error Code #:

TMAC / Warranty / Reliability
Claim #: NONE Goodwill #: Tot. Diag Time Appr: Km / Hr / Mi: 19443 Unit: Mi

Summary
D502, CXU613, 1638. Air Comp Discharge Line

Desc / Compl.	Response
PER JAY EDDINGS FILE E SERVICE FOR TIM LENGLE FOR BAD AIR LEAK ON COMPRESSOR DISCHARGE LINE FITTING IS TIGHT REMOVED STEEL DISCHARGE LINE NUT LINE SLEEVE LOOSE ON STEAL LINE R & R COMPRESSOR DISCHARGE LINE NUT AND SLEEVE	na

**Activity Notes**

Created	CreatedBy	Activity Type	Description
3/17/2008 9:18:04 AM	TIMOTHY LENGEL	Notes	An MQR/QJ has been written on the matter. The design will be changed to a 37 degree flare connection at the compressor. Service parts are on order and a Service Bulletin has been requested. Closing E-Service Case. T. Lengel
11/7/2007 3:53:07 PM	TIMOTHY LENGEL	Web Response	Jerri: Per our telephone conversation please send the parts associated with this repair to the following address: Mack Trucks Inc. 2100 Mack Blvd. Allentown PA. 18105 Attention: T. Lengel (6S1) When you file your warranty claim follow these instructions: **** File As Goodwill **** Use E-Service # 1-115629667 **** Use Authorization Code 865M The claim will be directed to my attention, upon receipt of the claim and parts, it will be converted to standard warranty and forwarded to the warranty analyst for processing. If you have any questions let me know. Thanks T. Lengel 610-709-2653
11/7/2007 2:39:17 PM	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'discharge line-3' has been added.
11/7/2007 2:39:16 PM	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'discharge line-2' has been added.
11/7/2007 2:39:15 PM	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'discharge line-1' has been added.







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# Service Request Detail Report

## SR # 1-1145357261

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: TIMOTHY LENGEL
SR Area: Reliability	Func. Group: 5617-cooling coil	SR Group: Mack - Reliability Engineering
App/Service: reliability	Severity: 3-Medium	SR Opened: 10/9/2007 3:53:19 PM
Sub Area: DSR (External)	Status: Closed	SR Closed: 2/13/2008 1:34:20 PM
Sub Area 2: NA	Sub-Status: Resolved	Created By: BRADY BARNES
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: BRADY BARNES	Selling Dealer ID:
Call Back #: 5073456225	Selling Dealer:
Contact First Name: BRADY	Main Phone #:
Contact Last Name: BARNES	Main FAX #:
Dealer ID: D872	Street Address 1:
Dealer Name: NUSS TRUCK GROUP INC	Street Address 2:
Main Phone #: 5073456225	City:
Main FAX #:	State / ZIP:
Street Address 1: 53976 208TH LN	Country:
Street Address 2:	
City: MANKATO	
State / ZIP: MN / 560015918	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 169178
	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: 001333	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485M
VIN / Serial #: 1M2AX07Y38N	HP Description: 485
Model: GU713	Truck Model Year: 2008

Other Details
Part #:
Misc Part #: 17QE368M
Error Code #:

TMAC / Warranty / Reliability
Claim #: 1
Goodwill #:
Tot. Diag Time Appr:
Km / Hr / Mi: 30,000 ?
Unit: Mi

Summary
D872, Gu713, 1333, Air Comp. Discharge

Desc / Compl.	Response
COMPLAINT OF AIR COMPRESSOR DISCHARGE LINE LEAKING, na	
I TALKED WITH TIM LENGEL ABOUT THIS. THE CUSTOMER HAS	
CONVERTED OVER TO MACK FACTORY STEEL LINE BY	
USEING PART # 63AM63, 63AX3668, 593AM10, AND THE	
PREMADE LINE. PLEASE ADVISE. THANKS	

### Activity Notes

Created	Created By	Activity Type	Description
12/19/2007 8:55:37 AM	TIMOTHY LENGEL	Web Response	Brady, Per our telephone conversation I have received the failed air compressor discharge tube. However I'm planning on leaving this case open until Jan. 2008. T. Lengel 610-709-2653
10/10/2007 12:50:54 AM	TIMOTHY LENGEL	Web Response	Brady, Per our telephone call yesterday, could you please have the failed parts returned to the address listed below: Mack Trucks Inc. 2100 Mack BLVD. Allentown, PA. 18105 Attention: T. Lengel 6S1 When you file the warranty claim please follow the instructions listed below. *** File as GOODWILL *** Use Authorization Code: 865M *** Include this E-Service #: 1-1145357261 *** Include the Shipping Charge in the claim When I receive the claim and the failed part, I will convert the claim to standard warranty and forward it to the Warranty Department for processing. If you have any questions please call T. Lengel at 610-709-2653.

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# Service Request Detail Report

## SR # 1-1246675281

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Reliability	Source: Web Func. Group: 5617-cooling coil	SR Owner: TIMOTHY LENGEL SR Group: Mack - Reliability Engineering
App/Service: reliability Sub Area: DSR (External) Sub Area 2:	Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Opened: 6/24/2008 3:20:16 PM SR Closed: 9/15/2008 11:22:41 AM Created By: TIM STAHL
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: TIM STAHL Call Back #: 8156392040 Contact First Name: TIM Contact Last Name: STAHL Dealer ID: D830 Dealer Name: NORTHERN ILLINOIS MACK INC Main Phone #: 8156392000 Main FAX #: Street Address 1: 4301 N BELL SCHOOL RD Street Address 2: City: LOVES PARK State / ZIP: IL / 611115623 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: 277875 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: 001247 Registration #: VIN / Serial #: 1M2AX07YX8M Model: GU713	Cab Size: CA68 CON Engine Make: MACK TRUCKS INC Engine Model: MP8-485M HP Description: 485 Truck Model Year: 2008

Other Details
Part #: Misc Part #: 21206841 Error Code #:

TMAC / Warranty / Reliability
Claim #: ????
Goodwill #:
Tot. Diag Time Appr: Km / Hr / Mi: 30636 Unit: Mi

Summary
D830, BU713, 1247

Desc / Compl.	Response
I REPAIR A MACK GU713 FOR A BLOWN AIR COMPRESSOR DISCHARGE LINE. FOLLOWED SERVICE BULLETIN SB 531-014. I CALLED MACK 1 THAT I COULD NOT COMPLETE THIS JOB IN 1.5 HRS THAT IT IS NOT THE SAME AS A CXU OR CHU. THEY CHECKED A CHU AND A GU AT THERE PLACE AND ADVISE US THAT IT WAS TOTALLY DIFFERENT. CHU HAS LOTS OF ROOM TO REMOVE AND INSTALL THE NEW PIPE. TO REMOVE AND INSTALL THE PIPE ON THE GU. I HAD TO REMOVE AIR	na

CLEANER,EGR CROSSOVER PIPE,INSIDE CAB ENGINE COVER.  
CAB FLOOR PANEL. TO ACCESS HOSE CONNECTION AND  
MOUNTING CLAMP.HAD TO REMOVE VALVE COVER TO ANGLE  
PIPE BETWEEN BACK OF ENGINE AND FLOOR PAN. I HAVE 6.6  
HRS IN THIS REPAIR.

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**Activity Notes**

Created	CreatedBy	Activity Type	Description
9/15/2008 11:20:56 AM	TIMOTHY LENGEL	Notes	Closing Case. T. Lengel 610-709-2653

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# Service Request Detail Report

## SR # 1-1187318011

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: 2/29/2008 1:00:37 PM
Sub Area: Fleet Contact	Status: Closed	SR Closed: 3/4/2008 1:11:17 PM
Sub Area 2: NA	Sub-Status: Resolved	Created By: GERALD KEENAN
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: LARRY BUHLER	Selling Dealer ID:
Call Back #: 2043262600	Selling Dealer:
Contact First Name: LARRY	Main Phone #:
Contact Last Name: BUHLER	Main FAX #:
Dealer ID: NNF4	Street Address 1:
Dealer Name: TRUCKS UNLIMITED INC.	Street Address 2:
Main Phone #: 2043209800	City:
Main FAX #:	State / ZIP:
Street Address 1: 495 PTH 12 NORTH	Country:
Street Address 2:	
City: STEINBACH	
State / ZIP: MB / R5G1V1	
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: 001742	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-485C
VIN / Serial #: 1M1AW07Y78N [REDACTED]	HP Description: 485
Model: CXU613	Truck Model Year: 2008

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

Technical	
Km / Hr / Mi: 70968	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #: 85285
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary
NNF4/ [REDACTED] air compressor/ MP8-485C EMP8*904561*F1*H

Desc./Compl.	Response
uncy/ [REDACTED] stated tk won't build air and is leaking at top of air compressor, called NNF4 for tow and repair. tk is in south junction, mb	NA

### Activity Notes

Created	Created By	Activity Type	Description
3/4/2008 1:10:32 PM	GERALD KEENAN	Call - Outbound	dealer stated he is replacing air line and compressor

>

# Service Request Detail Report

## SR # 1-1191471538

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: 3/14/2008 10:53:16 AM
Sub Area: Fleet Contact	Status: Closed	SR Closed: 3/18/2008 5:10:50 PM
Sub Area 2: NA	Sub-Status: Resolved	Created By: GERALD KEENAN
Argus Company: MACK Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: troy	Selling Dealer ID:
Call Back #: 304-952-5913	Selling Dealer:
Contact First Name: BRETT	Main Phone #:
Contact Last Name: BARRETT	Main FAX #:
Dealer ID: C699	Street Address 1:
Dealer Name: MACK OF NASHVILLE LLC	Street Address 2:
Main Phone #: 6157935600	City:
Main FAX #:	State / ZIP:
Street Address 1: 161 CHARTER PL	Country:
Street Address 2:	
City: LA VERGNE	
State / ZIP: TN / 370864127	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 168595
	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: 002365	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-425E
VIN / Serial #: 1M1AW09Y18N	HP Description: 425
Model: CXU613	Truck Model Year: 2008

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

Technical
Km / Hr / Mi: 31812
Unit: Mi
Accuracy: Actual
GCW:
Location:
Campaign #:
Tot. Diag Time Appr:
Unit #: 18101
Tech Rating:
Date of Failure:
Remarks:

Summary
699/ air leak/ MP8-425E EMP8*905783*F1*H

Desc./Compl.	Response
stated fleetnet did road service for leaking air. tk is in scottsville, ky. Going to C699. Air leak is from air compressor to supply line	NA

### Activity Notes

Created	Created By	Activity Type	Description
3/18/2008 5:09:21 PM	GERALD KEENAN	Call - Outbound	dealer stated he replaced air line at compressor and shipped tk

# Service Request Detail Report

## SR # 1-1280238375

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Visit	SR Owner: RAY LESTRANGE
SR Area: Technical	Func. Group: 2102-engine complete, diesel	SR Group: VTNA - Field Service Region SouthEast
App/Service: technical	Severity: 4-Low	SR Opened: 11/25/2008 4:33:55 PM
Sub Area: Fleet Contact	Status: Closed	SR Closed: 11/25/2008 4:33:58 PM
Sub Area 2:	Sub-Status: Resolved	Created By: RAY LESTRANGE
Argus Company: MACK Trucks		Created By Group: VTNA - Field Service Region SouthEast

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: GREG OCONNOR	Selling Dealer ID: C611
Call Back #: 8632928383	Selling Dealer: NEXTRAN CORPORATION
Contact First Name: GREG	Main Phone #: 8136267141
Contact Last Name: OCONNOR	Main FAX #: 8136227297
Dealer ID: C606	Street Address 1: 7810 E ADAMO DR
Dealer Name: NEXTRAN CORPORATION	Street Address 2:
Main Phone #: 8632928383	City: TAMPA
Main FAX #:	State / ZIP: FL / 336193506
Street Address 1: 4425 AVENUE G NW	Country: UNITED STATES
Street Address 2:	
City: WINTER HAVEN	
State / ZIP: FL / 338806201	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 245047
	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: 004861	Engine Make: MACK TRUCKS INC
Registration #:	Engine Model: MP8-415C
VIN / Serial #: 1M1AW09YX9N	HP Description: 415
Model: CXU613	Truck Model Year: 2009

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**  
 Dealer visit - conquest customer visit - 4/22/08 - Bynum Transport

Desc./Compl.	Response
Met with dealer to review parameters in new trucks. Advised dealer on proper changes to make. We attempted to secure air compressor outlet pipe, as some had been working loose and redesigned pipe/fitting was not yet available. Travelled over to customer and met Gary Brinklely and Walt	NA

Ringdahl. Agreed to send some training material for driver education.

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**Service Request Detail Report**

**SR # 1-1284825696**  
**Ext ID# 1-51924259**

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Email	SR Owner: CHRISTOPHER JONES
SR Area: Technical	Func. Group: 5611-compressor, complete	SR Group: VTNA - Volvo Transportation Services
App/Service: technical	Severity: 3-Medium	SR Opened: 12/30/2008 11:08:19 AM
Sub Area: Fleet Contact	Status: Closed	SR Closed: 1/12/2009 11:49:29 AM
Sub Area 2:	Sub-Status: Resolved	Created By: SIEBEL ADMINISTRATOR
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: BRYANT BLANKENSHIP	Selling Dealer ID:
Call Back #: (540) 449-3853	Selling Dealer:
Contact First Name: RICK	Main Phone #:
Contact Last Name: DENOLF	Main FAX #:
Dealer ID: F219	Street Address 1:
Dealer Name: GRANDE MACK SALES & SERVICE INC	Street Address 2:
Main Phone #: 2106466225	City:
Main FAX #:	State / ZIP:
Street Address 1: 11215 N WEIDNER RD	Country:
Street Address 2:	
City: SAN ANTONIO	
State / ZIP: TX / 782336004	
Country: UNITED STATES	

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

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N	Cab Size: 200
Chassis Number: 285803	Engine Make: VOLVO
Registration #:	Engine Model: D13
VIN / Serial #: 4V5KC9EGX9N [REDACTED]	Rear axle installation: RADD-HH
Model: VHD64B	Engine: D13F405
	HP Description: 375
	Rear axle: RT2173SM
	Gearshifting system: GSS-FAS
	Transmission: 14910BA3
	Truck Model Year: 2009
	Brake system: BSYS-CON

Other Details
Part #:
Misc Part #: BUFFLO, NY
Error Code #:

Technical
Km / Hr / Mi: 464
Unit: Mi
Accuracy:
GCW:
Location:
Campaign #:
Tot. Diag Time Appr:
Unit #: 5803
Tech Rating:
Date of Failure:
Remarks:

**Summary**

D13 LINE AT AIR COMP.

Desc./Compl.	Response
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The line coming off the air compressor blew off...he shoved it off on there and then every 40 miles it pops off and he is going to try to get it to a dealer. He is currently in Erie. and he is delivering in Bufallo NY. He may just leave it in Bufallo and have them fix. Sender : do-not-reply@myactionservice.com	1-1284825696
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ERROR ON ACCOUNT FIELD: 6977U

### Activity Notes

Created	Created By	Activity Type	Description
1/12/2009 11:48:54 AM	CHRISTOPHER JONES	Response	BUFFALO TRUCK CENTER, INC. // Spoke to Jay - unit is complete - replaced compressor discharge line warranty

# Service Request Detail Report

## SR # 1-1145598992

## Ext ID# 1-33780747

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Email	SR Owner: MIKE RUSSELL
SR Area: Technical	Func. Group: 5619-miscellaneous	SR Group: VTNA - Volvo Transportation Services
App/Service: technical	Severity: 3-Medium	SR Opened: 10/11/2007 2:47:34 PM
Sub Area: Fleet Contact	Status: Closed	SR Closed: 10/11/2007 3:52:20 PM
Sub Area 2: NA	Sub-Status: Resolved	Created By: SIEBEL ADMINISTRATOR
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: CARL	Selling Dealer ID:
Call Back #: (800) 447-3152	Selling Dealer:
Contact First Name: ELIANE	Main Phone #:
Contact Last Name: SIMONS	Main FAX #:
Dealer ID: 6977U	Street Address 1:
Dealer Name: VAS	Street Address 2:
Main Phone #:	City:
Main FAX #:	State / ZIP:
Street Address 1: 7900 NATIONAL SERVICE RD	Country:
Street Address 2:	
City: GREENSBORO	
State / ZIP: NC / 274099416	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 486754
	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: N	Cab Size: 780
Chassis Number: 481124	Engine Make: VOLVO
Registration #:	Engine Model: D13
VIN / Serial #: 4V4NC9EJ18N	Rear axle installation: RADD-A4L
Model: VNL	Engine: D13F485
	HP Description: 475
	Rear axle: RT1857SM
	Gearshifting system: GSS-FAS
	Transmission: 16910BD3
	Truck Model Year: 2008
	Brake system: BSYS-CON

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

Technical	
Km / Hr / Mi: 26124	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #:
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

### Summary



Desc./Compl.	Response
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BLOWN OFF THE DEMOTED AIR LINE (STEEL LINE) OFF OF AIR COMPRESSOR...AND HAS BEEN AT A SHOP AND THEY WERE SENT THE WRONG PART.....

unit is at outside shop, customer handling repairs there

TRACTOR ONLY  
Sender : do-not-reply@myactionservice.com

# Service Request Detail Report

**SR # 1-1168867203**

**Ext ID# 1-35443546**

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Email	SR Owner: MIKE RUSSELL
SR Area: Technical	Func. Group: 5619-miscellaneous	SR Group: VTNA - Volvo Transportation Services
App/Service: technical	Severity: 3-Medium	SR Opened: 12/27/2007 7:03:10 AM
Sub Area: Fleet Contact	Status: Closed	SR Closed: 12/28/2007 8:15:56 AM
Sub Area 2: NA	Sub-Status: Resolved	Created By: SIEBEL ADMINISTRATOR
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: PHILLIP	Selling Dealer ID:
Call Back #: (800) 533-2343	Selling Dealer:
Contact First Name: WALTER	Main Phone #:
Contact Last Name: ATTMORE	Main FAX #:
Dealer ID: 6977U	Street Address 1:
Dealer Name: VAS	Street Address 2:
Main Phone #:	City:
Main FAX #:	State / ZIP:
Street Address 1: 7900 NATIONAL SERVICE RD	Country:
Street Address 2:	
City: GREENSBORO	
State / ZIP: NC / 274099416	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 108279
	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: N	Cab Size: 630
Chassis Number: 491168	Engine Make: VOLVO
Registration #:	Engine Model: D13
VIN / Serial #: 4V4NC9EH98N	Rear axle installation: RADD-A4L
Model: VNL64T	Engine: D13F435
	HP Description: 425
	Rear axle: RT1857SM
	Gearshifting system: GSS-R
	Transmission: F16210CO
	Truck Model Year: 2008
	Brake system: BSYS-CON

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

Technical	
Km / Hr / Mi: 50000	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #:
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

## Summary

VTSVAS / [REDACTED] US07 / D13F / Main Air Line

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Desc/Compl	Response
DRVR SAYS HEARD LOUD BANG AND NOW AIR PRESSURE WILL NOT BUILD AIR LEAK COMING FROM ENGINE SIDE	CUMBERLAND TRUCK EQUIPMENT S/W JIM UNIT COMPLETE THREE HOURS AGO REPLACED OR REPAIRED MAIN DISCHARGE LINE AT COMPRESSOR .....WARRANTY
SEEMS LIKE MAIN LINE TO AIR COMPRESOR BUSTED	
JUST A FITTING FOR THE MAIN OF THE LINE OF THE COMPRESSOR AND SOME BOLTS THAT WERE MISSING...	
ACTUAL FAULT...REPLACED FITTING ON AIR COMPRESSOR BUT THE UNIT IS DOWN AGAIN FOR THE SAME PROBLEM... Sender : do-not-reply@myactionservice.com	

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# Service Request Detail Report

**SR # 1-1170918345**

**Ext ID# 1-35770854**

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Technical	Source: Email Func. Group: 5919-miscellaneous	SR Owner: DAVID FAIRBANKS SR Group: VTNA - Volvo Transportation Services
App/Service: technical Sub Area: Fleet Contact Sub Area 2: NA	Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Opened: 1/7/2008 2:11:14 PM SR Closed: 1/18/2008 7:49:42 AM Created By: SIEBEL ADMINISTRATOR
Argus Company: VTNA Trucks		Created By Group:

Customer/Repairing Dealer Info	Selling Dealer Info
Call Back Name: GABRIELLI TRUCK SALES-JAMAICA Call Back #: (718) 977-7348 Contact First Name: WALTER Contact Last Name: ATTMORE Dealer ID: 6977U Dealer Name: VAS Main Phone #: Main FAX #: Street Address 1: 7900 NATIONAL SERVICE RD Street Address 2: City: GREENSBORO State / ZIP: NC / 274099416 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: 105960 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: N Chassis Number: 481155 Registration #: VIN / Serial #: 4V4NC9EJ18N Model: VNL	Cab Size: 780 Engine Make: VOLVO Engine Model: D13 Rear axle installation: RADD-A4L Engine: D13F485 HP Description: 475 Rear axle: RT1857SM Gearshifting system: GSS-FAS Transmission: 16910BD3 Truck Model Year: 2008 Brake system: BSYS-CON

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

Technical	
Km / Hr / Mi: 65375 Unit: Mi Accuracy: Actual GCW: Location:	Campaign #: Tot. Diag Time Appr: Unit #: 80240 Tech Rating: Date of Failure: Remarks:

## Summary

vtsvas/ [REDACTED] 07 D13F air line

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Desc / Compl	Response
MAIN AIR LINE OFF THE AIR COMPRESSOR POPPED OUT OR BUSTED. Sender : do-not-reply@myactionservice.com	GABRIELLI:7189777348:PAT: UNIT IS COMPLETE. REPLACED THE DISCHARGE LINE FOR AIR COMPRESSOR-WARRANTY AND ALSO DID A FULL PM SERVICE - CUSTOMER PAY. COMPLETED JUST NOW.

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# Service Request Detail Report

**SR # 1-1201029756**

**Ext ID# 1-38274609**

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Technical	Source: Email Func. Group: 5619-miscellaneous	SR Owner: MIKE RUSSELL SR Group: VTNA - Volvo Transportation Services
App/Service: technical Sub Area: Fleet Contact Sub Area 2: NA	Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Opened: 4/1/2008 12:39:53 AM SR Closed: 4/3/2008 4:22:21 PM Created By: SIEBEL ADMINISTRATOR
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: ADAM SILVER Call Back #: (647) 236-2699 Contact First Name: WALTER Contact Last Name: ATTMORE Dealer ID: 6977U Dealer Name: VAS Main Phone #: Main FAX #: Street Address 1: 7900 NATIONAL SERVICE RD Street Address 2: City: GREENSBORO State / ZIP: NC / 274099416 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: 497721 Buyer Name: Main Phone #: Main FAX #: Street Address 1: Street Address 2: City: State / ZIP: Country: CANADA

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N Chassis Number: 489819 Registration #: VIN / Serial #: 4V4NC9EJX8N Model: VNL	Cab Size: 730 Engine Make: VOLVO Engine Model: D13 Rear axle installation: RADD-A4L Engine: D13F485 HP Description: 475 Rear axle: RT1857SM Gearshifting system: GSS-R Transmission: F16913AO Truck Model Year: 2008 Brake system: BSYS-CON

Other Details
Part #: Misc Part #: Silver Line Logistics Error Code #:

Technical	
Km / Hr / Mi: 64903 Unit: Mi Accuracy: Actual GCW: Location:	Campaign #: Tot. Diag Time Appr: Unit #: Tech Rating: Date of Failure: Remarks:

## Summary

██████████ / US07 / D13f / Metal Tube @ Compressor

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Desc / Compl	Response
METAL TUBE FROM COMPRESSOR CAME OFF AND IS LEAKING Sender : do-not-reply@myactionservice.com	HUDSON COUNTY MOTORS, INC. TRUCK COMPLETED AT 1500 WARRANTY REPAIRS,,,,,,REPALCED AIRLINE

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# Service Request Detail Report

**SR # 1-1209827621**  
**Ext ID# 1-38760188**

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Email	SR Owner: MIKE RUSSELL
SR Area: Technical	Func. Group: 5611-compressor, complete	SR Group: VTNA - Volvo Transportation Services
App/Service: technical	Severity: 3-Medium	SR Opened: 4/17/2008 7:11:31 AM
Sub Area: Fleet Contact	Status: Closed	SR Closed: 4/21/2008 11:58:51 AM
Sub Area 2: NA	Sub-Status: Resolved	Created By: SIEBEL ADMINISTRATOR
Argus Company: VTNA Trucks		Created By Group:

Customer/Repairing Dealer Info	Selling Dealer Info
Call Back Name: CUMBERLAND TRUCK EQUIPMENT	Selling Dealer ID:
Call Back #: 7172492922	Selling Dealer:
Contact First Name: WALTER	Main Phone #:
Contact Last Name: ATTMORE	Main FAX #:
Dealer ID: 6977U	Street Address 1:
Dealer Name: VAS	Street Address 2:
Main Phone #:	City:
Main FAX #:	State / ZIP:
Street Address 1: 7900 NATIONAL SERVICE RD	Country:
Street Address 2:	
City: GREENSBORO	
State / ZIP: NC / 274099416	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 105960
	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: N	Cab Size: 780
Chassis Number: 481171	Engine Make: VOLVO
Registration #:	Engine Model: D13
VIN / Serial #: 4V4NC9EJX8N	Rear axle installation: RADD-A4L
Model: VNL	Engine: D13F485
	HP Description: 475
	Rear axle: RT1857SM
	Gearshifting system: GSS-FAS
	Transmission: 16910BD3
	Truck Model Year: 2008
	Brake system: BSYS-CON

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

Technical
Km / Hr / Mi: 119558
Unit: Mi
Accuracy:
GCW:
Location:
Campaign #:
Tot. Diag Time Appr:
Unit #: 80256
Tech Rating:
Date of Failure:
Remarks:

## Summary

vtsvas/ [redacted] uta us 07 D13F air line

Desc./Compl.	Response
THE MAIN AIR LINE FROM THE COMPRESSOR IS LEAKING.. Sender : do-not-reply@myactionservice.com	CUMBERLAND TRUCK EQUIPMENT- us xpress 80256 -spoke with Terry, done, replaced an injector, cylinder # 1 , repairs were covered by warranty.. and performed recall, 0707.

**Activity Notes**

Created	Created By	Activity Type	Description
4/18/2008 8:21:23 AM	DAVID FAIRBANKS	Response	okay. follow up with dealer later and keep vts posted
4/18/2008 8:20:50 AM	DAVID FAIRBANKS	Response	CUMBERLAND TRUCK EQUIPMENT SPOKE TO BONNIE - PARTS ARE ON ORDER AND SHLD BE IN TODAY AROUND NOON. UNIT SHLD BE COMPLETE LATER THIS AFTERNOON

# Service Request Detail Report

**SR # 1-1224274544**  
**Ext ID# 1-39560181**

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Email	SR Owner: MIKE RUSSELL
SR Area: Technical	Func. Group: 5611-compressor, complete	SR Group: VTNA - Volvo Transportation Services
App/Service: technical	Severity: 3-Medium	SR Opened: 5/13/2008 2:52:59 AM
Sub Area: Fleet Contact	Status: Closed	SR Closed: 5/14/2008 4:20:08 PM
Sub Area 2: NA	Sub-Status: Resolved	Created By: SIEBEL ADMINISTRATOR
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: FLAGSTAFF TRUCK	Selling Dealer ID:
Call Back #: (928) 714-9062	Selling Dealer:
Contact First Name: WALTER	Main Phone #:
Contact Last Name: ATTMORE	Main FAX #:
Dealer ID: 6977U	Street Address 1:
Dealer Name: VAS	Street Address 2:
Main Phone #:	City:
Main FAX #:	State / ZIP:
Street Address 1: 7900 NATIONAL SERVICE RD	Country:
Street Address 2:	
City: GREENSBORO	
State / ZIP: NC / 274099416	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 486754
	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: N	Cab Size: 780
Chassis Number: 481128	Engine Make: VOLVO
Registration #:	Engine Model: D13
VIN / Serial #: 4V4NC9EJ98N	Rear axle installation: RADD-A4L
Model: VNL	Engine: D13F485
	HP Description: 475
	Rear axle: RT1857SM
	Gearshifting system: GSS-FAS
	Transmission: 16910BD3
	Truck Model Year: 2008
	Brake system: BSYS-CON

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

Technical
Km / Hr / Mi: 121567
Unit: Mi
Accuracy:
GCW:
Location:
Campaign #:
Tot. Diag Time Appr:
Unit #: 80213
Tech Rating:
Date of Failure:
Remarks:

## Summary

vtsvas/ us xpress euta air line at air compressor  
 FLAGSTAFF,AZ

Desc/Compl.	Response
UNIT HARD LINE FROM AIR COMPRESSOR CAME OUT Sender : do-not-reply@myactionservice.com	FLAG TRUCK CENTER-9287149062 Spoke with John, replaced discharge ferrul at the air compressor, completed RVXX 0707 Campaign---warranty full service on unit---customer pay.

**Activity Notes**

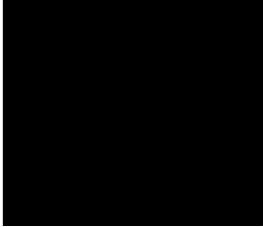
Created	Created By	Activity Type	Description
5/14/2008 7:54:30 AM	DAVID FAIRBANKS	Response	okay vas follow up with dealer later today for status and keep vts up to date
5/14/2008 7:53:52 AM	DAVID FAIRBANKS	Response	FLAGSTAFF TRUCK: CALLED AND SW JOHN...STATED THAT THEY HAVE ORDERED THE LINE FARRELL FOR THE COMPRESSOR...PART SHOULD BE IN TOMORROW...TRUCK IS ALSO NEEDING A COMPLETE PM SERVICE AND A COUPLE OF RECALL PERFORMED....NEED TO FU TOMORROW.


# Service Request Detail Report

**SR # 1-1257935665**  
**Ext ID# 1-42068010**

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Technical	Source: Email Func. Group: 5912-control unit	SR Owner: DAVID FAIRBANKS SR Group: VTNA - Volvo Transportation Services
App/Service: technical Sub Area: Fleet Contact Sub Area 2:	Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Opened: 7/30/2008 4:25:49 PM SR Closed: 8/7/2008 8:56:01 AM Created By: SIEBEL ADMINISTRATOR
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: TRUCK ENTERPRISES-- HARRISONBURG, VA Call Back #: (540) 564-6900 Contact First Name: WALTER Contact Last Name: ATTMORE Dealer ID: 6977U Dealer Name: VAS Main Phone #: Main FAX #: Street Address 1: 7900 NATIONAL SERVICE RD Street Address 2: City: GREENSBORO State / ZIP: NC / 274099416 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: 105960 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: N Chassis Number: 481171 Registration #: VIN / Serial #: 4V4NC9EJX8N  Model: VNL	Cab Size: 780 Engine Make: VOLVO Engine Model: D13 Rear axle installation: RADD-A4L Engine: D13F485 HP Description: 475 Rear axle: RT1857SM Gearshifting system: GSS-FAS Transmission: 16910BD3 Truck Model Year: 2008 Brake system: BSYS-CON

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

Technical	
Km / Hr / Mi: 171193 Unit: Mi Accuracy: GCW: Location:	Campaign #: Tot. Diag Time Appr: Unit #: 80256 Tech Rating: Date of Failure: Remarks:

**Summary**

vtsvas/ [redacted] s 07 D13F air leak

TRUCK ENTERPRISES  
5340D  
540-564-6900

**Desc/Compl**

MAIN AIR LINE TO COMPRESSOR CAME OFF.  
Sender : do-not-reply@myactionservice.com

**Response**

Called the Volvo dealer spoke with Brittany she advised that the repairs are completed they replaced the air line on air compressor warranty repairs.

**Activity Notes**

Created	Created By	Activity Type	Description
7/31/2008 1:16:06 PM	JEFFREY GWINN	Response	PER VAS...Called the Volvo dealer spoke with Brittany she advised that the repairs are completed they replaced the air line on air compressor warranty repair