

DP15-005

VOLVO

test

10-28-2015

8181.312



Volvo Trucks North America

DSM

District Service Manager
Information Letter

GROUP
8181

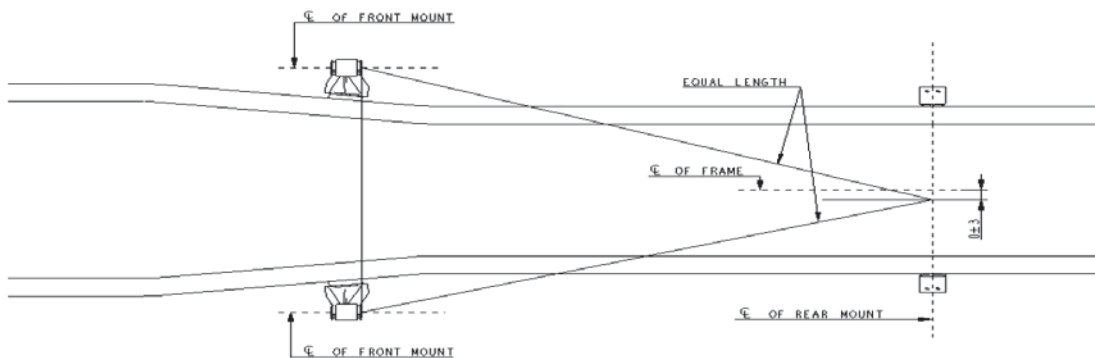
NO. PAGE
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DATE
10032014

SUBJECT: Volvo Cab Leaning
MODEL(S) VN
ISSUED BY: Ron Duncan
APPROVED: Elizabeth Jolin

DISTRICT SERVICE MANAGER INFORMATION LETTER

Reliability is receiving reports of leaning cab suspension issues. Please reference the drawing below to ensure the cab is mounted correctly to the frame. The center-line of the frame is critical when placing the front cab mounts. The front two mounts should be placed as closely across from each other as possible. The rear cab mount cross-member comes into play to get a correct triangle measurement in order to properly correct suspect units. Any unit that has yet to exhibit this issue, but when inspected the dimensions required per the drawing below are not in spec, correct the unit and replace the stay rod torsion spring on the rear cab suspension, as it could possibly be compromised. Note: New fixture used in production – mid August 2014 to prevent occurrence



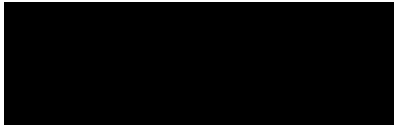
**There are no attachments with this DSM letter. Hard copies will be forwarded to designated areas only.*

REL001 REV.01 951109 FOR INTERNAL INFORMATION ONLY

DP15-005

VOLVO

10-28-2015

Cab Mount .01.1.w

Engineering Release Notice (ERN)	Location	Change Description	A = Added D = Deleted	W = Was	Document Release Status RELEASED
D-13104-08					Date 2005-03-17
					Modification Count

1. PURPOSE:

This Installation Requirement describes the requirements for the proper positioning of frame-mounted brackets and proper cab ride-height for a conventional cab with the VN-2 suspension.

2. BACKGROUND:

The reason for this requirement is that if the cab is incorrectly positioned, there may be a negative effect on the following:

- Ride Comfort
- Service Life of Components
- Wear of Cab Exterior Parts
- Visual Quality

Because defects may only become apparent after some miles, this Installation Requirement must be followed.

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Document Title

**CAB INSTALLATION
AND ALIGNMENT
VN-2**

Document Type

INSTALLATION REQUIREMENTS

Owner Domain: Document Prefix

Document No

[REDACTED]

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3. CONTENTS:

1. Purpose
2. Background
3. Contents
4. Preparation for Measurements
5. Rear Cab Mounting
 - 5.1 Rear Cab Height
 - 5.1.1 Air Suspension
 - 5.1.2 Coil Spring Suspension
 - 5.2 Lateral Position
6. Front Cab Mounting
7. Inspection Procedure

4. PREPARATION FOR MEASUREMENTS:

The following steps must be taken before determining cab-height:

- 4.1 Ensure measurements are taken on a vehicle that is empty of objects that are not factory installed and empty of people.
- 4.2 Place vehicle on a level surface.
- 4.3 The truck air system pressure should be no less than 260 kPa (90 psi)

5. REAR CAB MOUNTING:

5.1 Rear Cab Height

5.1.1 Air Suspension (Figures 1 & 2)

Air suspensions have a leveling valve that automatically adjusts the rear cab height to an optimum level when weight is added or removed from the cab. For ride quality, leveling valves have a "dead-band" which allows the cab height to vary within a certain range without activating the valve.

To inspect for correct rear cab height, the air springs must be exhausted then refilled carefully to avoid overshooting the shut-off point of the leveling valve. This can be done by manually operating the valve or by lifting the back of the cab until the valve removes sufficient air from the system. In addition, to ensure that the optimum height has been reached, the truck air system pressure should be no less than 260 kPa (90 psi) when taking a measurement.

The rear cab height at each shock should measure 192 ± 4 mm from the top flange of the cab chassis crossmember to the bottom of the cab floor.

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5.1.2 Coil Spring Suspension (Figure 3)

Coil spring suspensions have no automatic leveling system. Therefore, the rear cab height depends upon the extra amount of weight in the cab. To inspect for correct rear cab height, the cab should be empty of objects that are not factory installed and people.

If no roof fairing is specified, the rear cab height at each shock should measure 192 ± 4 mm from the top edge of the cab-suspension cross member to the bottom of the cab floor.

When a roof fairing is specified with a coil spring suspension, a shim is added to the springs to compensate for the extra down force caused by the fairing. The rear cab height should measure 199 ± 4 mm on a coil spring suspension when a roof fairing is specified but not installed. With the fairing installed, the height will be about 2 mm less, 197 ± 4 mm.

5.2 Lateral Position (Figures 1 and 2)

When installing the cab onto the chassis, ensure that the centerline of the lower cross member and the cab are aligned by allowing the chassis crossmember to hang freely. The suspension will ensure the crossmember is aligned to the cab in the lateral direction. Do not force the crossmember to one side when setting the crossmember to the chassis brackets. No lateral measurements are required for the VN-2 suspension.

See Section 7 for the inspection procedure.

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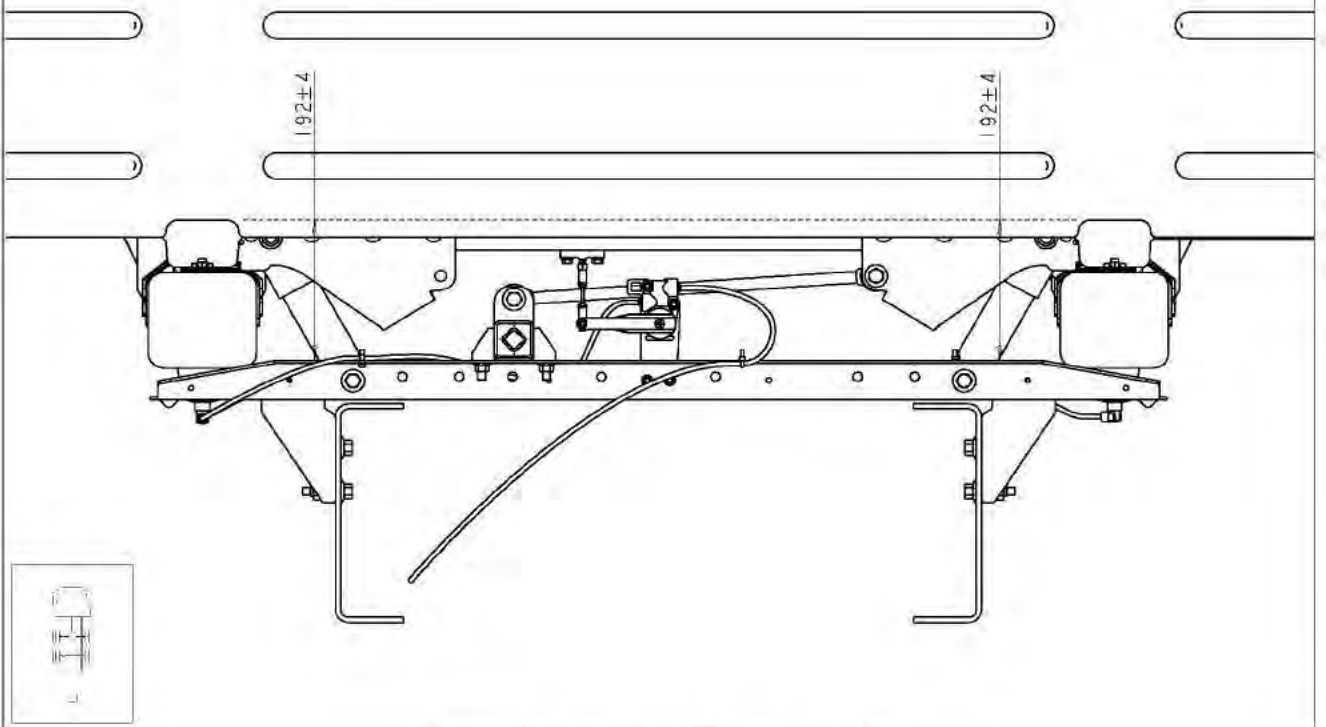


Figure 1 - Air Suspension Sleepers

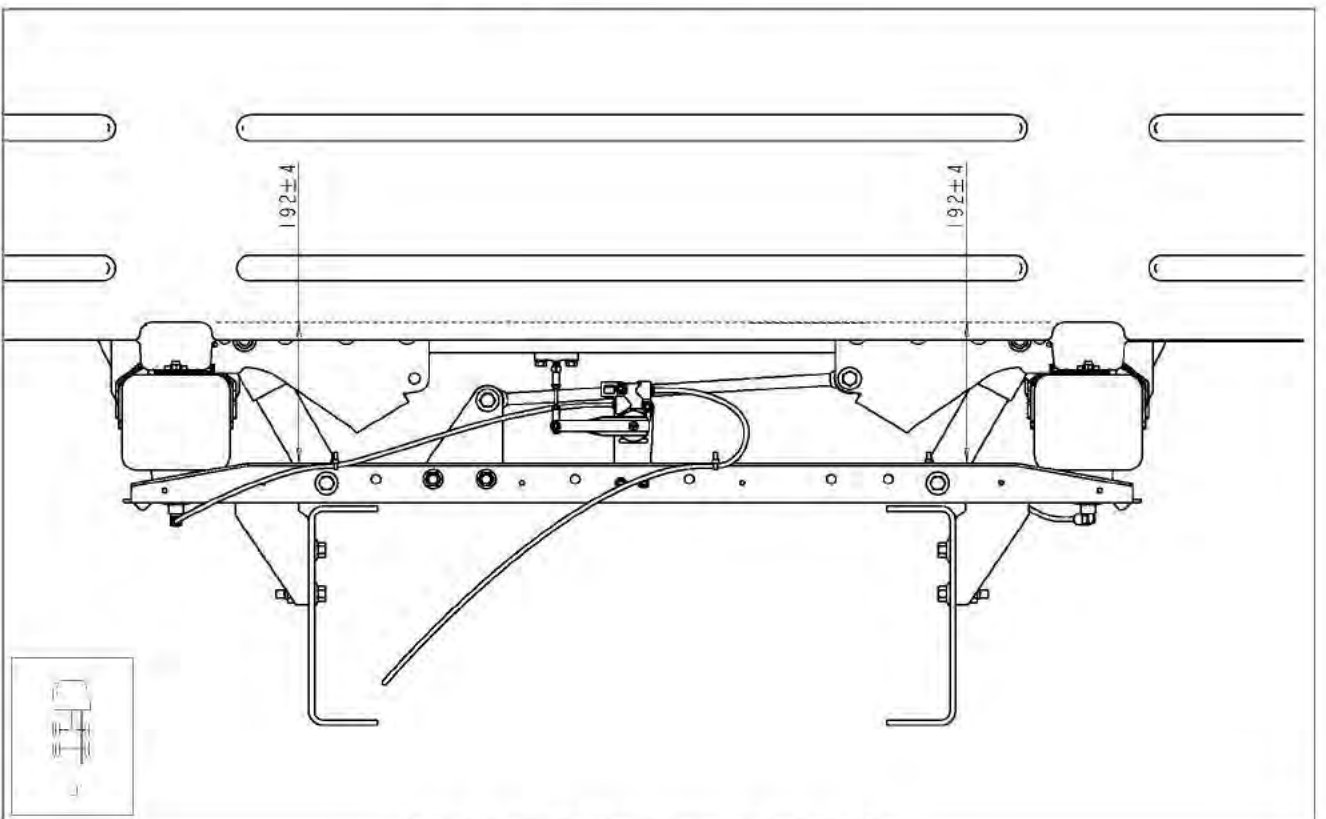


Figure 2 – Air Suspension Day cabs

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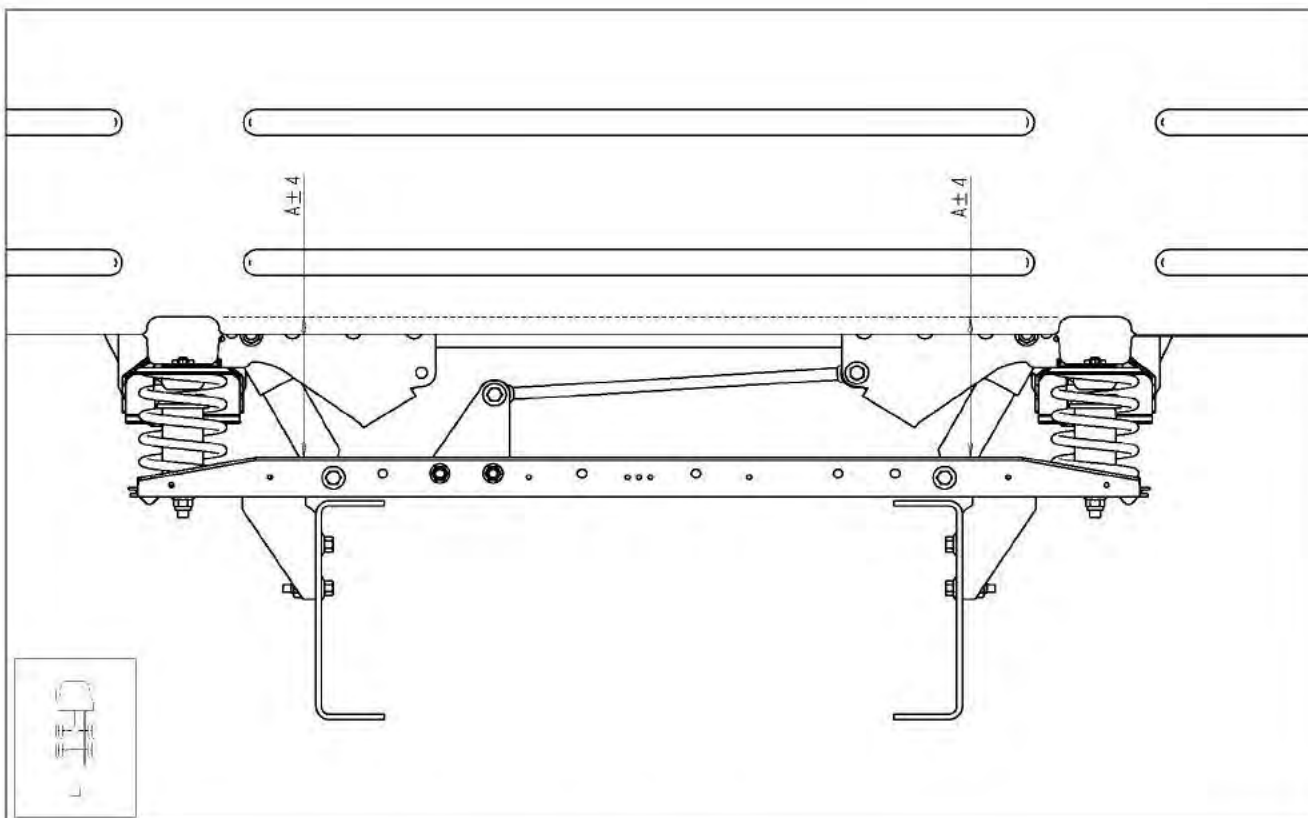


Figure 3 - Coil Spring Suspension

DIM A = 192 without roof deflector
 197 with roof deflector
 199 with roof deflector specified but not installed

5.3 Panhard rod height requirement (Figure 4)

For proper life of the panhard rod bushings, the height should be set accordingly. For a new installation of cab to chassis at the factory, the height of the panhard rod at the connection end to the cab should be 166+/-3 from the bottom surface of the crossmember. See figure 4.

For adjustments required after the cab has been assembled on the chassis, have both ends of the panhard rod connections loose, first set the ride height with the air valve adjustments (see section 5.1.1). After proper height has been set, tighten the end connections to the panhard rod to the proper torque.

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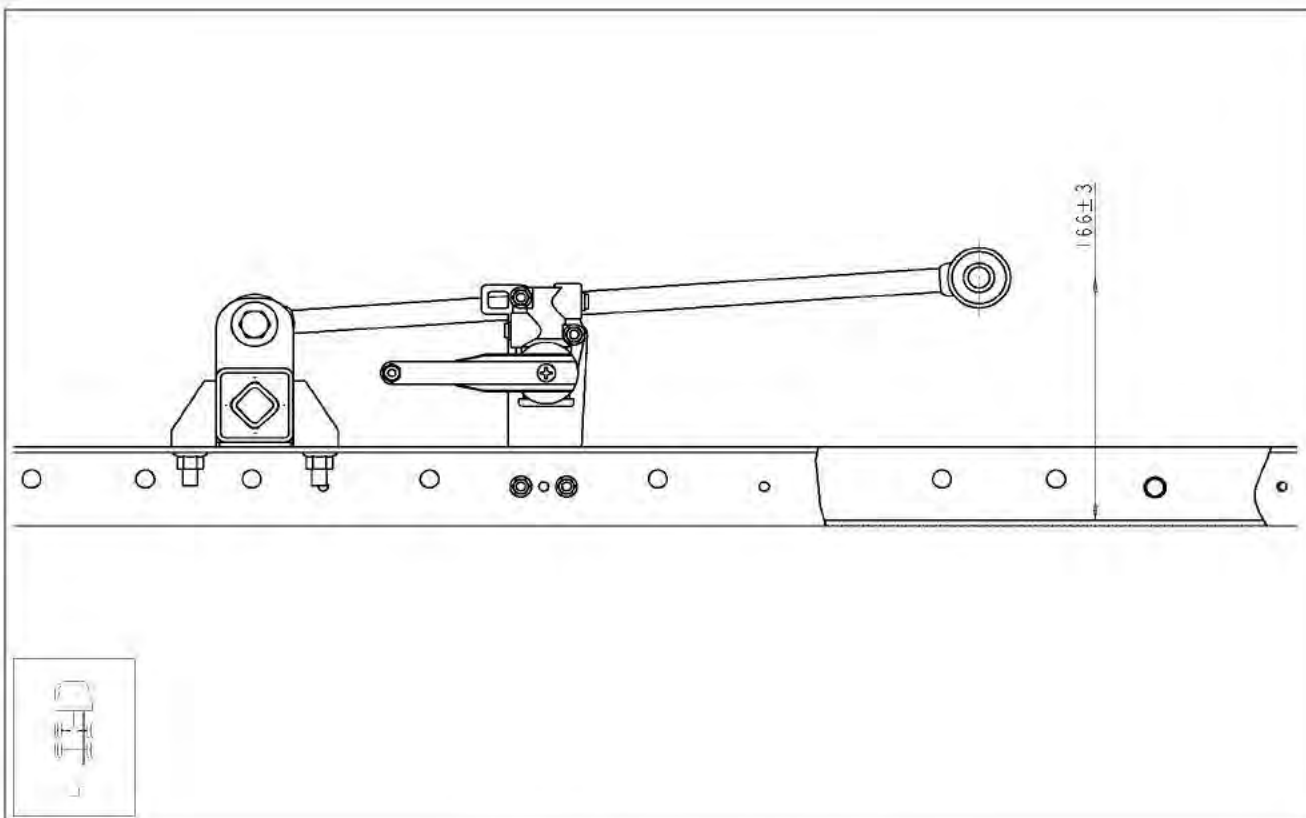


Figure 4 – Panhard Rod Height

6. Front Cab Mounting (Figure 5):

A fixture must be used to align the front cab mounts relative to each other and relative to the centerline of the frame. This can be established by using an isosceles triangle with the two equal sides of the triangle extending from the two target points on the front mounts to a point on the centerline between the rear cab mounts. The distance that this point may be off of the centerline is 0 ± 3 mm.

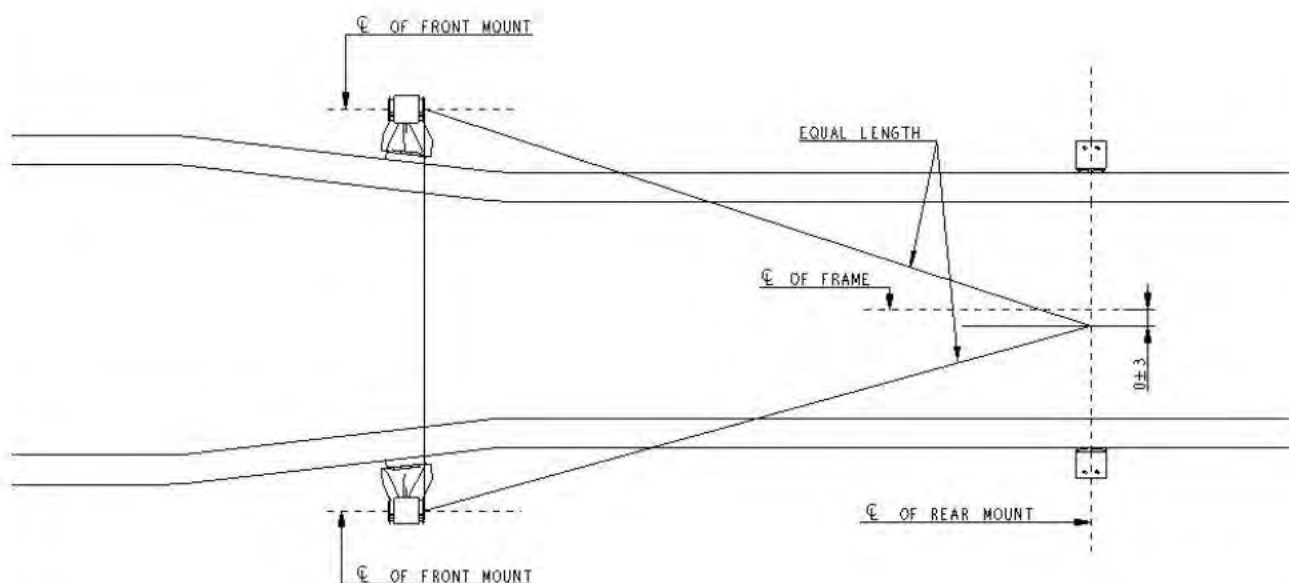


Figure 5 - Squaring Front Cab-Mounts

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7. Inspection Procedure:

Cab position measurements should be taken according to the following steps:

7.1 Standard Procedure:

- 7.1.1 Prepare the cab for measurements according to Section 4 of this document.
- 7.1.2 Disconnect the leveling rod and manually operate the valve to dump the air from the cab suspension system until the air springs are fully deflated.
- 7.1.3 Reconnect the leveling rod to re-inflate the air springs. (See Section 5.1)

7.2 For factory use only:

7.2.1 To check for cab lateral position and cab installation height, use the supplied gauge placed in the proper position on Body In White. The gauge will align a marker within the sight window on the level valve bracket. The marker should be viewable within the window for the cab position to be within tolerance. Measuring the height according to section 7.1 is acceptable also for quick checking.

VOLVO

Volvo Trucks North America, Inc.

Document Title

CAB INSTALLATION

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VOLVO

10-28-2015

copies of field reports-shrink

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2:

Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8109-miscellaneous

Severity: 1-Critical

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical Support

SR Opened: 2015-09-25 19:02:57

SR Closed: 2015-10-19 09:51:49

Created By: GEORGE GIBBS

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #:

Customer #:

Dealer Name: COLUMBUS TRUCK & EQUIPMENT CENTER, LLC

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: COLUMBUS

State / ZIP: OH / [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:

District #:

Customer #:

Selling Dealer:

Main Phone #:

Main FAX #:

Street Address 1:

Street Address 2:

City:

State / ZIP:

Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: RED ROCK CAPITAL LLC

Main Phone #:

Main FAX #:

Street Address 1: [REDACTED]

Street Address 2:

City: CARTER LAKE

State / ZIP: IA / [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #:

VIN / Serial #: 4V4NC9EHXG [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL17

Rear axle installation: RADD-A4V

Front axle load: FAL5.7

Engine: D13J455

HP Description: 455

Emission level: EM-USA14
Rear axle: RTS1857C
Gearshifting system: GSS-R
Transmission or F18913A
Gearbox:
Rear axle ratio: RAT3.42
Truck Model Year: 2016
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 98644
Unit: Mi
Accuracy: Actual
GCW:
Location:

Campaign #:
Tot. Diag Time Appr: 0
Unit #:
Tech Rating:
Date of Failure:
Remarks:

Summary

Cab Leaning

Desc./Compl.

On 8/27/2015 this truck had come to our location for the cab leaning/ pulled to the left on the rear or the cab. We had made adjustments to the cab to center it. Today it has come back to our location with the cab leaning/ pulling to the right. Do we just readjust the cab again or do we need to do something different to keep this truck from coming back for the same issue.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
10/19/2015 09:51:35	FRANKLIN SMALL	Public	Web Response	Closing case due to no update in over 5 days. If needed you can reopen this case.
10/06/2015 08:53:45	FRANKLIN SMALL	Public	Web Response	Please update case.
09/30/2015 10:18:03	FRANKLIN SMALL	Public	Web Response	Replace the cab mounts and adjust the cab and report back.
09/30/2015 10:02:56	DANIEL GOINS	Public	Notes	Transferred to Technical Support. Thanks
09/25/2015 19:09:39	GEORGE GIBBS	Public	Work Performed	Verified cab is pulling to the right

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident
SR Area: Cab Repair / Paint
App/Service: cab repair / paint
Sub Area: DSR (External)
Sub Area 2:
Sub Area 3:
Argus Company: VTNA Trucks

SR Classification

Source: Web
Func. Group: 8109-miscellaneous
Severity: 3-Medium
Status: Closed
Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]
SR Group: NA - Truck - Warranty
SR Opened: 2015-09-18 12:35:34
SR Closed: 2015-09-22 08:55:42
Created By: JUSTIN EASLEY
Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]
Call Back #: [REDACTED]
Contact First Name: [REDACTED]
Contact Last Name: [REDACTED]
Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #: [REDACTED]
Dealer Name: TEC EQUIPMENT, INC.
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: DES MOINES
State / ZIP: WA [REDACTED]
Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #: [REDACTED]
Selling Dealer: [REDACTED]
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: [REDACTED]
State / ZIP: [REDACTED]
Country: [REDACTED]

Owner Info**Buyer Info**

Buyer ID: [REDACTED]
Buyer Name: PACIFIC LOGISTICS
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: MOUNTLAKE TERRACE
State / ZIP: WA [REDACTED]
Country: UNITED STATES

Vehicle / Unit

Chassis Series: N
Chassis Number: [REDACTED]
Registration #: [REDACTED]
VIN / Serial #: 4V4NC9EJ5G [REDACTED]
Model: VNL64T N
Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4
Cab Size: 780
Engine Make: VOLVO
Engine Model: D13
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL5.7
Engine: D13J500
HP Description: 500
Emission level: EM-USA14
Rear axle: RTS1857C

Gearshifting system: GSS-AGS
Transmission or ATO2612D
Gearbox:
Rear axle ratio: RAT3.08
Truck Model Year: 2016
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Cab Repair / Paint

Paint #: P3010-EB
Area of Repair: Cab
Damage: Not Applicable
Workmanship: Not Applicable

Contamination: Not Applicable
Characteristics: Not Applicable
Corrosion: Not Applicable

Summary

NA

Desc./Compl.

CUSTOMER BROUGHT A TRUCK IN FOR HIS CAB BEING MISS ALIGNMENT IN THE REAR OF CAB SO MEASURED THE REAR OF THE CAB AND THE CAB IS PULLING A INCH OVER TO THE LEFT SO I LOOSEN LOWER AIR BAG SUPPORT AND TRIDE TO ALIGN IT THAT WAY BUT IT STILL WENT BACK TO BEING PUSHED OVER AN INCH SO I LOOSEN THE FRONT CAB MOUNTS THEN PUSH THE WHOLE FRONT OF CAB OVER TO THE RIGHT AND TIGHTEN THE FRONT MOUNTS AND REPLACED THE REAR CAB SHOCKS AND TORSON MOUNTS THEN MEASURED IT AGAIN THEN ITS OFF STILL BY THREE QUARTERS OF AN INCH IS SO I TOOK OUT THE FRONT BAB BUSHINGS AND THEY ARE IN GREAT SHAPE SO PUT THEM BACK IN IS THERE ANY THING I MIGHT BE MISSING TO ALIGN THE REAR OF THIS CAB

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
09/18/2015 20:25:11		Public	Web Update	Update i loosen up all the cab rear mounts on the back of the cab then rack the cab over ten inches with the porter power to the right then held it for 30min then release the porter power then hooked up every mount to the cab then crossed measured it it was over to the right an eight of an inch split the deffrents its in specs of an eight of an inch so you can close the case thank you

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2:

Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8109-miscellaneous

Severity: 2-High

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical Support

SR Opened: 2015-09-17 10:54:44

SR Closed: 2015-09-18 15:52:01

Created By: JIM WEIMERT

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #:

Customer #:

Dealer Name: SHEALY'S TRUCK CENTER, INC.

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: COLUMBIA

State / ZIP: SC / [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:

District #:

Customer #:

Selling Dealer:

Main Phone #:

Main FAX #:

Street Address 1:

Street Address 2:

City:

State / ZIP:

Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: RIVERSIDE TRANSPORT INC

Main Phone #:

Main FAX #:

Street Address 1: [REDACTED]

Street Address 2:

City: KANSAS CITY

State / ZIP: KS / [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #:

VIN / Serial #: 4V4NC9EH1F [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL17

Rear axle installation: RADD-A4V

Front axle load: FAL6.0

Engine: D13J425

HP Description: 425

Emission level: EM-USA14

Rear axle: RTS1857C
 Gearshifting system: GSS-AGS
 Transmission or Gearbox: ATO2612D
 Rear axle ratio: RAT2.64
 Truck Model Year: 2015
 Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Technical

Km / Hr / Mi: 225845
 Unit: Mi
 Accuracy: Actual
 GCW:
 Location:

Campaign #:
 Tot. Diag Time Appr: 0
 Unit #:
 Tech Rating: Master
 Date of Failure:
 Remarks:

Summary

US14/Cab Crooked

Desc./Compl.

Customer complaint of cab crooked, looking at rear of cab it sets to driver side by a lot.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
09/18/2015 15:51:46	FRANKLIN SMALL	Public	Web Response	Closing case
09/18/2015 15:38:28	JIM WEIMERT	Public	Web Update	Yes it's within 3/16" of being equal.
09/18/2015 15:04:28	FRANKLIN SMALL	Public	Web Response	Did it change anything on the back of the cab?
09/18/2015 14:39:57		Public	Web Update	Bushings ok, got cab within 3/16" from one side to the other. I think that's pretty good.
09/18/2015 10:27:54	FRANKLIN SMALL	Public	Web Response	Let me know what happens. Also check the bushings.
09/18/2015 10:01:04		Public	Web Update	The measurement from one side to other is within 1/16". Still going to loosen cab mounts and hopefully get it closer.
09/18/2015 08:32:06	FRANKLIN SMALL	Public	Web Response	Called [REDACTED] and advised to measure from the front of the frame to the front cab mount and report back.
09/18/2015 06:17:46		Public	Web Update	Cab needs to move toward pass side 1", nothing added in bunk and normal junk in storage compartment.
09/17/2015 16:30:27	FRANKLIN SMALL	Public	Web Response	Measure the difference between the two sides. Anything in the cab added to this side?
09/17/2015 16:14:33		Public	Web Update	Already did replace driver side shock.
09/17/2015 13:42:12	FRANKLIN SMALL	Public	Web Response	Replace the shock on the driver side and report back.
09/17/2015 11:57:00		Public	Web Update	Sent pic about same time you requested.
09/17/2015	SIEBEL			

11:45:12	ADMINISTRATOR	Internal	Notes	An attachment with filename '86426' has been added.
09/17/2015 11:43:33	FRANKLIN SMALL	Public	Web Response	please attach pictures from back of truck.
09/17/2015 11:00:00		Public	Work Performed	We have already try adjusting bracket that mounts rear shocks and air bags. And replaced rubber mount holding torsion bar at rear of bunk. What else can we do to get it centered on frame?

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2: Spurious

Sub Area 3: Cant find published info

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8102-cab, complete

Severity: 2-High

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical Support

SR Opened: 2015-09-08 15:15:54

SR Closed: 2015-09-22 14:16:57

Created By: DAVE BLACK

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #:

Customer #:

Dealer Name: GENERAL TRUCK SALES OF TOLEDO, LLC

Main Phone #: [REDACTED]

Main FAX #:

Street Address 1: [REDACTED]

Street Address 2:

City: MAUMEE

State / ZIP: OH / [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:

District #:

Customer #:

Selling Dealer:

Main Phone #:

Main FAX #:

Street Address 1:

Street Address 2:

City:

State / ZIP:

Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: CABO ENTERPRISES LLC/BOLT HOLD

Main Phone #:

Main FAX #:

Street Address 1: [REDACTED]

Street Address 2:

City: TOLEDO

State / ZIP: OH / [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #:

VIN / Serial #: 4V4NC9EH3G [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL18

Rear axle installation: RADD-A4V

Front axle load: FAL5.7

Engine: D13J455

HP Description: 455

Emission level: EM-USA14
Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT3.25
Truck Model Year: 2016
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 88333
Unit: Mi
Accuracy: Actual
GCW:
Location:

Campaign #:
Tot. Diag Time Appr: 0
Unit #:
Tech Rating:
Date of Failure:
Remarks:

Summary

US15 D13J455/ front chassis lean

Desc./Compl.

Customer has complaint of cab lean in the front, I am looking for the TSB for Cab lean for the wedges, can you help with this please.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
09/08/2015 15:48:06	GERRY JESSEN	Public	Web Response	let us know if you need anything else
09/08/2015 15:47:34	DAVE BLACK	Public	Web Update	Thank You
09/08/2015 15:40:04	GERRY JESSEN	Public	Web Response	see the document posted on the TPD/ service/ tech support/ GF 6 Axle / susp / steering/ Front Chassis Lean
09/08/2015 15:18:23	DAVE BLACK	Public	Work Performed	0

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2:

Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8102-cab, complete

Severity: 2-High

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: FRANKLIN SMALL

SR Group: NA - Truck - Technical Support

SR Opened: 2015-09-08 10:31:36

SR Closed: 2015-09-09 08:40:32

Created By: MIKE CURRY

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #: [REDACTED]

Customer #: [REDACTED]

Dealer Name: WESTERN TRUCK PARTS & EQUIPMENT COMPANY

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: WEST SACRAMENTO

State / ZIP: CA / [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:

District #:

Customer #:

Selling Dealer:

Main Phone #:

Main FAX #:

Street Address 1:

Street Address 2:

City:

State / ZIP:

Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: [REDACTED]

Main Phone #:

Main FAX #:

Street Address 1: [REDACTED]

Street Address 2:

City: RANCHO CORDOVA

State / ZIP: CA / [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #:

VIN / Serial #: 4V4N99EJ1GN [REDACTED]

Model: VNL62T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL9

Rear axle installation: RAD-A2L

Front axle load: FAL5.7

Engine: D13J500

HP Description: 500

Emission level: EM-USA14
Rear axle: RSS1845C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT3.07
Truck Model Year: 2016
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 54144
Unit: Mi
Accuracy: Actual
GCW:
Location:

Campaign #:
Tot. Diag Time Appr: 2
Unit #:
Tech Rating:
Date of Failure:
Remarks:

Summary

US15/Cab lean

Desc./Compl.

CUSTOMER COMPLAINING THAT THE CAB IS SHIFTED TO THE L/S.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
09/09/2015 08:40:04	FRANKLIN SMALL	Public	Web Response	closing case.
09/08/2015 17:51:21		Public	Web Update	ADJUST THE FRONT CAB MOUNTS AND REALIGNED THE CAB. TIGHTENED ALL MOUNTS AND THEN ROAD TEST. CAB IS STRAIGHT NOW. PLEASE CLOSE CASE WITH 2HRS. DIAG. THANKS.
09/08/2015 13:41:51	FRANKLIN SMALL	Public	Web Response	They need to the the same on both sides. You will need to move the mounts to get them the same on both sides.
09/08/2015 13:19:53		Public	Web Update	I TOOK MEASUREMENTS AND FOUND THE PASSENGER SIDE MOUNT IS 1/4" FURTHER BACK THEN THE DRIVERS SIDE CAB MOUNT. PLEASE ADVISE. THANKS.
09/08/2015 10:53:38	FRANKLIN SMALL	Public	Web Response	Mesure the front cab mounts from the front of the frame to the front of the cab mounts centered under the bolt on the body panel for reference.
09/08/2015 10:39:34		Public	Work Performed	WE INSPECTED TRUCK AND FOUND THE MOUNTING BUSHING FOR THE CAB TORSION BAR HAS TURNED CAUSING CAB TO SHIFT TO THE L/S. WE LOOSENED ALL CAB MOUNTS TO LINE CAB UP AND REPLACED THE TORSION ARM BUSHING AND THEN TIGHTENED ALL CAB MOUNTS. TORSION BUSHING IS STRAIGHT UP AND DOWN LIKE IT SHOULD BE. ROAD TESTED TRUCK. FOUND THAT THE CAB HAS SHIFTED BACK OVER TO THE L/S AND BUSHING IS TURNING INSIDE ITSELF CAUSING CAB TO SHIFT TO THE L/S. PLEASE ADVISE OF ANY OTHER FIXS FOR THIS COMPLAINT. THANKS.

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2: Quality Case Filed

Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8189-miscellaneous

Severity: 4-Low

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical Support

SR Opened: 2015-09-04 12:47:37

SR Closed: 2015-10-12 09:45:50

Created By: EDWARD ALBRECHT

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #:

Customer #:

Dealer Name: R & H TRUCK & TRAILER SALES, INC.

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: VINCENNES

State / ZIP: IN / [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:

District #:

Customer #:

Selling Dealer:

Main Phone #:

Main FAX #:

Street Address 1:

Street Address 2:

City:

State / ZIP:

Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: [REDACTED]

Main Phone #:

Main FAX #:

Street Address 1: [REDACTED]

Street Address 2:

City: JASPER

State / ZIP: IN / [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #:

VIN / Serial #: 4V4NC9EH9F [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL18

Rear axle installation: RADD-A4V

Front axle load: FAL6.0

Engine: D13J455

HP Description: 455

Emission level: EM-USA14

Rear axle: RTS1857C
 Gearshifting system: GSS-AGS
 Transmission or Gearbox: ATO2612D
 Rear axle ratio: RAT2.64
 Truck Model Year: 2015
 Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Technical

Km / Hr / Mi: 107876
 Unit: Mi
 Accuracy: Actual
 GCW:
 Location:

Campaign #:
 Tot. Diag Time Appr: 0
 Unit #:
 Tech Rating: Master
 Date of Failure:
 Remarks:

Summary

US14 D13J455/ cab leaning

Desc./Compl.

truck came in for take pics and has gone already..
 customer is complaining of the cab leaning ..

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
10/12/2015 09:45:13	GERRY JESSEN	Public	Web Response	This case is being closed due to lack of a response. After 5 days of inactivity the case is subject to be closed. Please keep this in mind for future The case can be reopened if there is a valid reason to do so. Thank you
10/02/2015 15:02:27	GERRY JESSEN	Public	Web Response	if the case is closed reopen when unit get back in. as we close after 5 day without a update
10/02/2015 14:58:16		Public	Web Update	driver had to go is going to bring truck back in two weeks and leave it for a couple days ,I will try to move the cab back to specs then and update ..
10/02/2015 14:45:59	GERRY JESSEN	Public	Call - Outbound	called the tech he said the 11mm was after they had loosened the mount bolts and already moved it . Edward will perform this once more and report
10/02/2015 14:34:56		Public	Web Update	we have loosened the cab mounts up and that is all we can get it to move the last time it was here
10/02/2015 14:28:45	GERRY JESSEN	Public	Web Response	we are told you will have enough movement in the front cab mounts to loosen both and move them to get the cab where it needs to be setting at then tighten the mounts back up
10/02/2015 13:05:37	GERRY JESSEN	Public	Web Response	hold off while we check with ASE=aftermarket support engineer for the correct repair for the 11 mm you measured . the +- 3 will be 3 MM
10/02/2015 12:32:03	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'FN918541' has been added.
10/02/2015 12:22:21		Public	Web Update	ok we measured from the front cab mount bolts to the back center of the cab there is 11 millimeters difference . the right side to center back of cab is longer . this attachment said + - 3 .. 3 what ?? both front cab mounts , the rear control rod and both torsion springs have been replaced on this

10/02/2015 10:35:43	GERRY JESSEN	Public	Web Response	see the attached e mail to check that the cab is mounted correctly on the frame and adjust as needed
10/02/2015 10:35:53	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'FW Cab Suspension Issue' has been added.
10/02/2015 09:26:28	EDWARD ALBRECHT	Public	Reopen	the truck came back in where should we measure from and too.
09/04/2015 14:16:59	EDWARD ALBRECHT	Public	Web Update	ok will let you know when the truck comes back.. another dealer out west somewhere told the them that VOLVO was having problems with the cabs and that VOLVO was working on a fix ..
09/04/2015 13:34:15	MATTHEW BEAUCHAMP	Public	Web Response	You can't measure off the fairings & we can't do anything until truck is there.
09/04/2015 13:30:11		Public	Web Update	what you see on the pics with the tape is after we loosened up the mounts and tried to square it up it was twice that bad
09/04/2015 13:04:35	MATTHEW BEAUCHAMP	Public	Web Response	So cab is sitting crooked not leaning to the side if I'm seeing your pictures right? If so loosen mounts and square it up. Either way let us know when truck is there then we can work on it.
09/04/2015 12:56:48	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'RO # ' has been added.
09/04/2015 12:56:21	EDWARD ALBRECHT	Public	Web Update	we looked for bulletins and did not find any
09/04/2015 12:55:46	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'RO ' has been added.
09/04/2015 12:55:45	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'RO ' has been added.
09/04/2015 12:53:53	EDWARD ALBRECHT	Public	Work Performed	we took some pics to attach for you to look at

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2:

Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8102-cab, complete

Severity: 3-Medium

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical Support

SR Opened: 2015-08-13 00:02:25

SR Closed: 2015-08-25 17:30:36

Created By: JED MCINTOSH

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #:

Customer #:

Dealer Name: RDO TRUCK CENTER CO.

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: FARGO

State / ZIP: ND / [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:

District #:

Customer #:

Selling Dealer:

Main Phone #:

Main FAX #:

Street Address 1:

Street Address 2:

City:

State / ZIP:

Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: R&R TRANSPORTATION

Main Phone #:

Main FAX #:

Street Address 1: [REDACTED]

Street Address 2:

City: AUDUBON

State / ZIP: MN / [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #:

VIN / Serial #: 4V4NC9EH5G [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL17

Rear axle installation: RADD-A4V

Front axle load: FAL6.0

Engine: D13J455

HP Description: 455

Emission level: EM-USA14

Rear axle: RTS1857C
 Gearshifting system: GSS-AGS
 Transmission or ATO2612D
 Gearbox:
 Rear axle ratio: RAT2.64
 Truck Model Year: 2016
 Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Technical

Km / Hr / Mi: 20494
 Unit: Mi
 Accuracy: Actual
 GCW:
 Location:

Campaign #:
 Tot. Diag Time Appr: 4
 Unit #:
 Tech Rating:
 Date of Failure:
 Remarks:

Summary

2015 CAB SHIFTING

Desc./Compl.

CAB SHIFT

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
08/25/2015 17:30:06		Public	Web Response	Approving 4.0 Hours Diag Time
08/25/2015 16:45:35	CONNER CORBETT	Public	Web Update	Diag. time was requested yesterday.
08/25/2015 16:45:11	CONNER CORBETT	Public	Web Update	Requesting less than 5 hours, no attachment needed.
08/25/2015 16:44:58	CONNER CORBETT	Public	Web Update	WENT THROUGH DOC [REDACTED] AND COMES OUT TO 3/8 INCH DIFFERENCE, CHECKED OVER THE REAR SUSP, FOUND THAT BOTH SHOCKS ARE LEAKING AND THE TORSION SPRINGS ARE CRACKED, REPLACED BOTH THE SHOCKS AND THE SPRINGS, DROVE TRUCK IN THE LOT TO RE-CENTER, STILL IS SHIFTED TO LEFT, LOOSENEED ALL CAB MOUNTS AND CAB SUSP AND DROVE IN LOT AGAIN, NO CHANGE, CHECKED THE FRONT MOUNTS AGAIN AND THE LEFT SIDE IS PUSHED TO ONE SIDE OF THE FRAME BRACKET, REPLACED THE LEFT FRONT CAB BUSHING AND BRACKET, DROVE IN LOT STILL THE SAME, SENT AN E-SERVICE AND REAR CAB SHOCKS AND TORSION ROD ARE LOOSE AND FRONT CAB MOUNT BUSHING BOLTS ARE LOOSE AS WELL. 7419. 1011 - TOOK OVER - LOOSENEED THE CAB MOUNTS AND ALIGNED THE CAB AND CENTER IT OUT TIGHTENED UP ALL THE LOOSE BOLTS. PUT THE FAIRINGS AND THE INNER FENDERS BACK IN. EVERYTHING LOOKS OK.
08/25/2015 13:43:46		Public	Web Response	What Diag Time ? No attachment or request You replaced failed parts
08/25/2015 10:20:23	CONNER CORBETT	Public	Reopen	Can you please put the diag time in?
08/25/2015	FRANK DEBONO	Public	Web Response	Noted

10:02:58				
08/25/2015 09:18:25	CONNER CORBETT	Public	Web Update	Released truck to customer and he has driven it for a while. Everything looks good. Ok to close case. Thanks
08/24/2015 15:07:15	FRANK DEBONO	Public	Web Response	Noted
08/24/2015 15:07:07	CONNER CORBETT	Public	Web Update	This repair was kind of a bearcat. Most of the work was done by a master tech. Requesting 4.3 hours diag be approved in case prior to closing. Thank You
08/24/2015 14:58:56	CONNER CORBETT	Public	Web Update	After replacing parts and realigning/centering, everything looks to be ok now.
08/24/2015 12:55:34	FRANK DEBONO	Public	Web Response	So after all the parts have been replaced, cab is still off ?
08/21/2015 18:00:25	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
08/21/2015 17:59:57	CONNER CORBETT	Public	Web Update	Yes, this is a new vehicle. 2016 with 20k miles on it. Photos of parts are attached.
08/21/2015 17:59:24	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
08/21/2015 17:58:23	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
08/21/2015 17:57:21	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
08/21/2015 17:57:21	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
08/21/2015 17:56:20	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
08/21/2015 17:55:19	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
08/21/2015 17:54:17	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
08/13/2015 09:55:39	[REDACTED]	Public	Web Response	This is a new vehicle; The cab shocks are leaking & rubber insulators are cracked ? Attach Detailed pictures of failed parts Using Impact Svc FGRP 81 Cab Suspension Specifications 8181-06-03-01 Cab Alignment, Checking 8181-05-02-05 Rear Cab Height, Adjustment
08/13/2015 00:20:28	[REDACTED]	Public	Work Performed	WENT THREW DOC # [REDACTED] MEASUREMENT FOR THE ISOSCELES TRIANGLE IS 3/8 IN OFF, CHECKED OVER THE SUSP AND FOUND CAB SHOCKS LEAKING AND THE TORSION SPRING RUBBERS WERE CRACKED, REPLACED THE SHOCKS AND TORSION SPRING, TRUCK STILL HAS A SHIFT, LOOSENED ALL CAB MOUNTS AND SHOCKS AND DROVE IN LOT TO LET RECENTER, STILL HAS A SHIFT TO THE LEFT, LOOKED OVER AGAIN AND THE LEFT FRONT CAB BUSHING IS PUSHED TO ONE SIDE OF THE FRAME MOUNT, REPLACED TH LEFT FRONT CAB MOUNT, TRUCK STILL HAS A SHIFT TO THE LEFT.

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident
SR Area: Cab Repair / Paint
App/Service: cab repair / paint
Sub Area: DSR (External)
Sub Area 2:
Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web
Func. Group: 8101-body, complete
Severity: 3-Medium
Status: Closed
Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]
SR Group: NA - Truck - Warranty
SR Opened: 2015-08-05 15:54:30
SR Closed: 2015-08-06 09:15:09
Created By: CHRIS HOWE
Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]
Call Back #: [REDACTED]
Contact First Name: [REDACTED]
Contact Last Name: [REDACTED]
Dealer ID: [REDACTED]
District #:
Customer #:
Dealer Name: TEC EQUIPMENT, INC.
Main Phone #: [REDACTED]
Main FAX #:
Street Address 1: [REDACTED]
Street Address 2:
City: PORTLAND
State / ZIP: OR / [REDACTED]
Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:
District #:
Customer #:
Selling Dealer:
Main Phone #:
Main FAX #:
Street Address 1:
Street Address 2:
City:
State / ZIP:
Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]
Buyer Name: AGA EXPRESS LLC
Main Phone #:
Main FAX #:
Street Address 1: [REDACTED]
Street Address 2:
City: PORTLAND
State / ZIP: OR / [REDACTED]
Country: UNITED STATES

Vehicle / Unit

Chassis Series: N
Chassis Number: [REDACTED]
Registration #:
VIN / Serial #: 4V4NC9EH3FN [REDACTED]
Model: VNL64T N
Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4
Cab Size: 780
Engine Make: VOLVO
Engine Model: D13
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL6.0
Engine: D13J455
HP Description: 455
Emission level: EM-USA14
Rear axle: RTS1857C

Gearshifting system: GSS-AGS
Transmission or Gearbox: AT2612D
Rear axle ratio: RAT2.47
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Cab Repair / Paint

Paint #: 749768-eb
Area of Repair: Cab
Damage: Not Applicable
Workmanship: Not Applicable

Contamination: Not Applicable
Characteristics: Not Applicable
Corrosion: Not Applicable

Summary

NA

Desc./Compl.

CAB MOUNTS WORN AND UNIT LEANING.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
08/06/2015 09:14:26	TRAVIS ERICKSON	Public	Web Response	This is a chassis issue covered 12/100 cab mounts are not part of struture or corrosion
08/06/2015 09:14:00	TRAVIS ERICKSON	Public	Web Response	repair as needed
08/05/2015 16:05:46	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
08/05/2015 16:05:46	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
08/05/2015 16:04:44	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
08/05/2015 16:02:41	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
08/05/2015 16:02:41	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'AGA TRUCKING CAB LEAN 08-05-15Estimate' has been added.

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2:

Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8102-cab, complete

Severity: 4-Low

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical Support

SR Opened: 2015-06-23 15:41:24

SR Closed: 2015-07-07 17:18:00

Created By: [REDACTED]

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #:

Customer #:

Dealer Name: WESTFALL O'DELL OF COLORADO, INC.

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: COMMERCE CITY

State / ZIP: CO [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:

District #:

Customer #:

Selling Dealer:

Main Phone #:

Main FAX #:

Street Address 1:

Street Address 2:

City:

State / ZIP:

Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: [REDACTED]

Main Phone #:

Main FAX #:

Street Address 1: [REDACTED]

Street Address 2:

City: OMAHA

State / ZIP: NE [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #: [REDACTED]

VIN / Serial #: 4V4NC9EH1DN [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL17

Rear axle installation: RADD-A4V

Front axle load: FAL5.7

Engine: D13H455

HP Description: 425

Emission level: EM-USA10

Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT3.08
Truck Model Year: 2013
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 370000
Unit: Mi
Accuracy: Estimated
GCW:
Location:

Campaign #:
Tot. Diag Time Appr: 0
Unit #:
Tech Rating:
Date of Failure:
Remarks:

Summary

2012 CAB SHIFTING

Desc./Compl.
CAB SHIFTING

Response
NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
07/07/2015 17:17:46	FRANK DEBONO	Public	Web Response	No Case Activity After 5 Days....Closing Case.
06/23/2015 16:42:09	FRANK DEBONO	Public	Web Response	Impact Svc FGRP 81 Coil Spring Cab Suspension System Cab Suspension Troubleshooting
06/23/2015 15:50:59	WESLEY	Public	Work Performed	Good afternoon. I received a call from my body shop here in town. They have a unit in their shop that keeps having cab shifting issues. I did some research and found that January of this year, the unit came to our shop and had the torsion spring and the cab mounts changed. It was then sent to the body shop to have the cab aligned. In March of this year, it came back with the cab shifted again. It was sent to the body shop and re-aligned, again. It is now on it's way back to the body shop with the same complaint. My question is, is there a known issue going on with the cab mounts/torsion springs on these units? If not, any ideas on why the cab keeps shifting on the customer with new components? To the company's knowledge, the truck has not been in any sort of accident.

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident
SR Area: Cab Repair / Paint
App/Service: cab repair / paint
Sub Area: DSR (External)
Sub Area 2:
Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web
Func. Group: 8101-body, complete
Severity: 3-Medium
Status: Closed
Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]
SR Group: NA - Truck - Warranty
SR Opened: 2015-06-23 12:13:14
SR Closed: 2015-06-24 08:38:02
Created By [REDACTED]
Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]
Call Back #: [REDACTED]
Contact First Name: [REDACTED]
Contact Last Name: [REDACTED]
Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #: [REDACTED]
Dealer Name: TOM GRADY ENTERPRISES, INC.
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: ADAIRSVILLE
State / ZIP: GA / [REDACTED]
Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #: [REDACTED]
Selling Dealer: [REDACTED]
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: [REDACTED]
State / ZIP: [REDACTED]
Country: [REDACTED]

Owner Info**Buyer Info**

Buyer ID: [REDACTED]
Buyer Name: LGE ORGANIC LLC
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: HIRAM
State / ZIP: GA / [REDACTED]
Country: UNITED STATES

Vehicle / Unit

Chassis Series: N
Chassis Number: [REDACTED]
Registration #: [REDACTED]
VIN / Serial #: 4V4NC9EJ5F [REDACTED]
Model: VNL64T N
Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4
Cab Size: 780
Engine Make: VOLVO
Engine Model: D13
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL6.0
Engine: D13J500
HP Description: 500
Emission level: EM-USA14
Rear axle: RTS1857C

Gearshifting system: GSS-AGS
Transmission or ATO2612D
Gearbox:
Rear axle ratio: RAT3.08
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Cab Repair / Paint

Paint #: orange
Area of Repair: Cab
Damage: Not Applicable
Workmanship: Not Applicable

Contamination: Not Applicable
Characteristics: Not Applicable
Corrosion: Not Applicable

Summary

NA

Desc./Compl.

Cab has lost it's alignment. Enclosed is pictures, and estimates. Do we have permission to repair?

Unit has 90871 miles.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
06/24/2015 08:37:43		Public	Web Response	UNDER 1000 NO E CASE NEEDED OR REQUIRED Warranty Policies and Procedures Manual Mack Trucks, Inc. & Volvo Trucks North America 2.28.1 - Paint & Body Repairs \$1,000 and Under Any Paint and Body Repair \$1,000.00 and less including stock trucks and frame paint does not require DSM, FSM or Warranty Department approval or an e-Service to be created. The following must be done at the dealer level when submitting a warranty claim for a paint and body repair \$1,000.00 and less. Failure to follow the steps below will cause a delay in your warranty claim being processed. • Pictures showing the defects must be attached to the e-Warranty claim. • Estimates must be attached to the e-Warranty claim o If dealer has their own body shop only one estimate is required to be attached to the claim. o If outside body shop is used, two estimates must be attached to the warranty claim. o Repair must be made per the lower of the two estimates. o Warranty claim will be paid per the lower of the two estimates.
06/24/2015 07:13:08		Public	Web Update	Please advise?
06/23/2015 12:20:40	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'FW_ Volvo VNL' has been added.
06/23/2015 12:20:39	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'FW_ VNL' has been added.

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2:

Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8181-mounting

Severity: 2-High

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical Support

SR Opened: 2015-05-21 16:31:30

SR Closed: 2015-05-22 14:32:47

Created By: RANDY TOMFY [REDACTED]

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #:

Customer #:

Dealer Name: GENERAL TRUCK SALES, INC.

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: MUNCIE

State / ZIP: IN / [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:

District #:

Customer #:

Selling Dealer:

Main Phone #:

Main FAX #:

Street Address 1:

Street Address 2:

City:

State / ZIP:

Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: CABO ENTERPRISES LLC/BOLT HOLD

Main Phone #:

Main FAX #:

Street Address 1: [REDACTED]

Street Address 2:

City: TOLEDO

State / ZIP: OH / [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #: [REDACTED]

VIN / Serial #: 4V4NC9EHXGN [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL18

Rear axle installation: RADD-A4V

Front axle load: FAL5.7

Engine: D13J455

HP Description: 455

Emission level: EM-USA14

Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or ATO2612D
Gearbox:
Rear axle ratio: RAT3.25
Truck Model Year: 2016
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 21587
Unit: Mi
Accuracy: Actual
GCW:
Location:

Campaign #:
Tot. Diag Time Appr: 0
Unit #:
Tech Rating:
Date of Failure:
Remarks:

Summary

DSR/US15 cab shift

Desc./Compl.

Cab was shifted left by about 4"

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
05/22/2015 14:32:17		Public	Web Response	losing case per request.
05/22/2015 14:23:24	RANDY TOMEY	Public	Web Update	Please close this case.
05/22/2015 13:53:57		Public	Web Response	Randy, diag time applies to FG2, and 3, reference the diag time time policy in the warranty manual. You need to file your time in your claim, sorry.
05/22/2015 11:29:16		Public	Web Update	We replaced both stay rod torsion springs. Unit is now square and held after road test. Please authorize for 4.0 hrs diagnosis
05/21/2015 20:26:58	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'Cabmount (3)' has been added.
05/21/2015 20:02:21		Public	Web Response	Ensure the cab is mounted correctly to the frame, the center-line of the frame is critical when placing the front mounts. The front two mounts should be mounted as closely across from each other as possible. The rear cab mount cross-member comes into play to get a correct triangle measurement in order to properly correct these. when inspected the dimensions required per the attached are not in spec, the stay rod torsion spring should be replaced on the rear cab suspension.
05/21/2015 16:38:41		Public	Work Performed	We found cab stands seem to have a twist and replaced both, we also replaced both cab shocks. After adjusting the cab to within 1/4" and taking a few turns around the parking lot, the cab has again shifted. What do you suggest we try next?

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2: Training Opportunity

Sub Area 3: Capable and not trained

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8109-miscellaneous

Severity: 2-High

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical Support

SR Opened: 2015-04-29 08:14:32

SR Closed: 2015-05-18 10:56:50

Created By [REDACTED]

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #: [REDACTED]

Customer #: [REDACTED]

Dealer Name: COLUMBUS TRUCK & EQUIPMENT CENTER, LLC

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2: [REDACTED]

City: COLUMBUS

State / ZIP: OH / [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID: [REDACTED]

District #: [REDACTED]

Customer #: [REDACTED]

Selling Dealer: [REDACTED]

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2: [REDACTED]

City: [REDACTED]

State / ZIP: [REDACTED]

Country: [REDACTED]

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: CRESCO CAPITAL INC

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2: [REDACTED]

City: CARTER LAKE

State / ZIP: IA / [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #: [REDACTED]

VIN / Serial #: 4V4NC9EH9G [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL17

Rear axle installation: RADD-A4V

Front axle load: FAL5.7

Engine: D13J455

HP Description: 455

Emission level: EM-USA14
Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT3.42
Truck Model Year: 2016
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 37038
Unit: Mi
Accuracy: Actual
GCW:
Location:

Campaign #:
Tot. Diag Time Appr: 9
Unit #:
Tech Rating:
Date of Failure:
Remarks:

Summary

US15 D13J455/ cab/sleeper is shifted to the left

Desc./Compl.

Customer complaint of excessive cab leaning to the left.

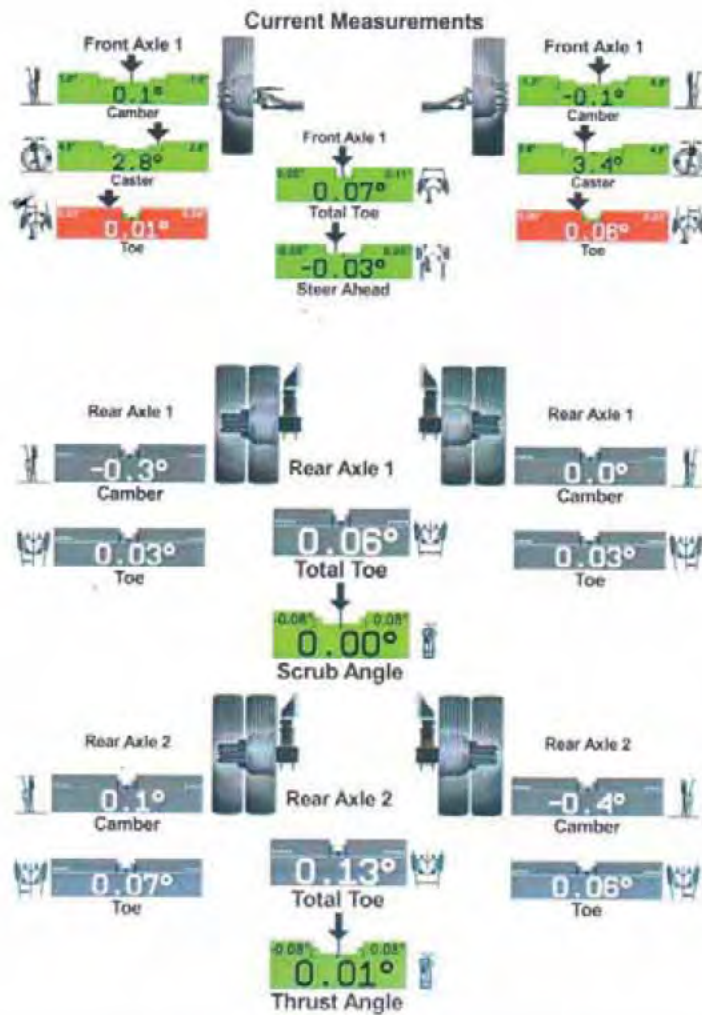
Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
05/18/2015 10:51:19	GERRY JESSEN	Public	Web Response	thank you, closing case
05/18/2015 09:32:04	CHRISTINA PRICE	Public	Web Update	attached requested documents
05/18/2015 09:31:53	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
05/18/2015 09:31:53	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
05/18/2015 09:31:52	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
05/18/2015 08:30:17	GERRY JESSEN	Public	Web Response	please attach a copy from the frame shop that can be read and it needs to explain what they found and what they repaired . thank you
05/16/2015 12:48:56	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
05/16/2015 12:35:42	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
05/16/2015 12:35:17	CHRISTINA PRICE	Public	Web Update	attached jones frame repair-all looks to be taken care of. we have excessive amount of time on this repair prior to sending to jones trying to get this cab leveled. asking 9 hours diag & trying to adjust cab. will attach diag sheet
				Spoke with service manager Gary Michael's. Gary advised that customer is becoming up-set with them and Volvo. Per Gary the customer advised that this is the second dealer that has attempted to fix this chassis lean issue, his selling dealer did when truck was new. Gary advised that a cab bushing was wore out already, they replaced it and it turned out in an 8 mile road test. I asked Gary if

04/30/2015 14:27:22	JOHN RODDY	Public	Web Response	they had measured the spring pin to the cab mount on each side of the frame. Gary advised that they had taken the measurements that tech support wanted. I asked Gary if they had checked the frame to make sure it was square, he advised no. Advised Gary to send truck to Jones Frame, have them check that the frame is square, then have Jones loosen everything and square the cab as instructed by Tech Support. Advised Gary to make sure that the customer is in agreement. Thank you. John Roddy
04/30/2015 12:50:12	MATTHEW BEAUCHAMP	Public	Web Response	Straighten that up. If still an issue you are going to have to loosen everything up real good & let the air out of bags then square it up. As long as there are no wrong parts on it there isn't much else we can do from here.
04/29/2015 19:13:25	JEFF WINLAND	Public	Web Update	took measurement values as requested.left side to frame center 115 1/2 right side 115 1/4
04/29/2015 16:49:31	GERRY JESSEN	Public	Web Response	what are your measurment values Please reference the drawing attached to ensure the cab is mounted correctly to the frame. The center-line of the frame is critical when placing the front cab mounts. The front two mounts should be placed as closely across from each other as possible. The rear cab mount cross-member comes into play to get a correct triangle measurement in order to properly correct suspect units.
04/29/2015 16:47:51	MATTHEW BEAUCHAMP	Public	Web Response	Guys, they "look" pretty straight...did you measure any? That we sent is the only known issue.
04/29/2015 14:17:12	STEVE PEARSON	Public	Web Update	Any updates? We do have the driver and his wife here waiting for this unit.
04/29/2015 11:10:12	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '022' has been added.
04/29/2015 11:09:40	[REDACTED]	Public	Web Update	Pulled unit in and inspected front cab mounts. They look pretty straight with one another. Let air bags down and loosened both front cab mounts, did not shift in either direction. Removed stabilizer bar bolt at rear of cab and cab shifted left even more. Took pics and attached to case. Pics were taken AFTER stabilizer bar bolt was removed.
04/29/2015 11:09:10	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '021' has been added.
04/29/2015 11:08:06	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '020' has been added.
04/29/2015 11:07:03	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '019' has been added.
04/29/2015 11:05:59	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '018' has been added.
04/29/2015 09:15:28	MATTHEW BEAUCHAMP	Internal	Notes	Closed [REDACTED] since they can't see it.
04/29/2015 09:13:03	MATTHEW BEAUCHAMP	Public	Web Response	see the attachment and check if the cab is mounted correctly on the frame I'm closing the other SR# so make sure Joe knows when he comes in this afternoon. Only going to work one or the other.
04/29/2015 09:13:42	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'cab mount' has been added.
04/29/2015 09:08:17	STEVE PEARSON	Public	Reopen	I am the shop foreman and I have had the service manager look with his signon and we still do not see the case.
04/29/2015 09:01:08	MATTHEW BEAUCHAMP	Public	Web Response	An agent has already began working on the first SR#. It's in Joe Baumann's name. Get foreman or service manager to pull it or call helpdesk if you feel there is a system issue not allowing you to see it. No reason for doing double work for 2 cases for same truck.
04/29/2015 08:52:29	STEVE PEARSON	Public	Reopen	I apologize but I can not see this other case and it will not show up when doing a search of any kind. This is the only case for this truck I see. Our night shift wrote in there story that a case was started but we could not see one.
04/29/2015 08:27:59	MATTHEW BEAUCHAMP	Public	Web Response	This is a duplicate of [REDACTED] Closing this. Work off the first SR# that was created for this truck for this issue.
04/29/2015 08:22:56	STEVE PEARSON	Public	Work Performed	The cab was leaning a lot to the left. Our night shift replaced the torsion springs that connect to the torsion rod because the rubber was ripped. Once it was replaced the cab was straight until taken on a short road test. Now it is leaning left again just not as much. It seems like the cab is being pushed to the left even with the air drained from the bags. Any ideas?



• One or more values are not within specification. Tire wear, handling and safety problems may result.

Jones Truck & Spring Repair

Columbus, OH

6

www.jonesspring.com

Work Order: [REDACTED]
Last Name: [REDACTED]
Company: columbus truck
License: [REDACTED]
Year: 16
Technician: jason
Mileage: 37062
VIN#: gh [REDACTED]
Date: 5/6/15 7:43 AM

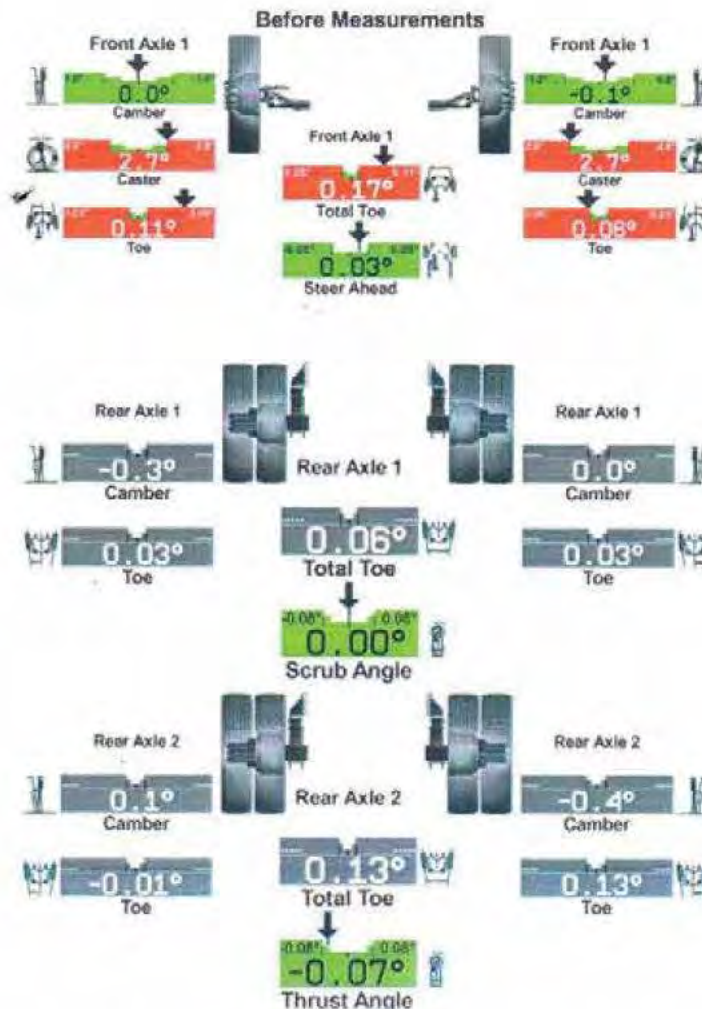
HUNTER
Engineering Company

H HENDRICKSON

BEE LINE



Heavy Duty Vehicles : Volvo / VolvoGM / White[GMC] : All with Hendrickson Axles (Modified Specification)





INVOICE

JONES TRUCK & SPRING REPAIR INC.

COLUMBUS, OHIO

TELEPHONE

FAX

<http://www.jonesspring.com>

RO#



COLUMBUS TRUCK & EQUIPMENT
CENTER LLC

COLUMBUS, OH

DATE	05-05-2015	INVOICE #	
ACCT #		PHONE #	
TRUCK #	2015 VOLVO		
P.O. #		ACCT #	

QUANTITY	PART NUMBER	DESCRIPTION	LIST	NET	EXTENSION
1	L29	FRAME STRAIGHTENING	1520.00	1520.00	1520.00
1	L28	TOTAL Computer Alignment	250.00	250.00	250.00
1	BR1871	"BRONZE" AXLE WEDGE (1 DEG 4"	63.17	26.02	26.02
2	L30	R&R INNER FENDERS	90.00	90.00	180.00

TOTAL PARTS 26.02
TOTAL LABOR 1,950.00
TAX EXEMPT
TOTAL INVOICE 1,976.02

U-BOLTS MUST BE RE-TIGHTENED WITHIN 30 DAYS (!!!)

NOTE

MERCER TRANSPORTATION, MILL 37062, SN. 60931808

NOTE: HOOD LATCH FOR RT SIDE NOT HOOKED UP.
BATTERIES KEEP GOING DEAD.

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that this company assumes no responsibilities for loss or damage by theft or fire to vehicles placed with them for storage, repair, or while road testing.

X

AUTHORIZED BY

TERMS: ALL ACCOUNTS ARE DUE AND PAYABLE UPON RECEIPT OF INVOICE.
ANY ACCOUNT REMAINING UNPAID ON THE 25TH OF THE FOLLOWING
MONTH, A LATE PENALTY CHARGE WILL BE IMPOSED IN THE
AMOUNT OF 2% PER MONTH (24% PER YEAR)

Diagnostic Time Worksheet

VIN: 4V4NC9EG0EN		
ODR ID:		
Description	SRT	Time
replaced cab shock	8181-03-02-19	0.3
loosen 3 cab mounts & adjust cab	?	1.1
replace 2 torsion bars	8212-03-02-01	0.8
follow chart supplied by eservice	?	2.0
loosen front cab mounts	?	1.1
remove the stabilizer bar	?	0.8
picures	1700-16-03-01	0.1
measurements per tech support	?	1.0
transport to & from jones frame	1700-20-09-01	1.5
road test	1700-20-09-01	0.3
		9.0
TOTAL DIAGNOSTIC TIME REQUEST		9.0

Description	SRT	Time	SRT	Time
Install test EECU	28404-0-07	1.0	230EK3620	1.6
Road Test	17010-0-03	0.5	101TA0002	0.5
Inspect Turbo/Calibrate SRA	25580-0-02	1.1	214SM3648	1.1
Disconnected Exhaust	no SRT	0.3	no SRT	0.3
EGR check	no SRT	0.2	no SRT	0.2
Total Diagnostic Time Request		3.1		3.7

Diagnostic Time

List the steps you took during the repair and assign the appropriate time to each step. If that step has an SRT, use it in the SRT column. If there is no SRT for that step, describe what you did and state no SRT. Put time it took to perform the step. Attach this list to the eService case.

INVOICE

JONES TRUCK & SPRING REPAIR INC.

COLUMBUS, OHIO

TELEPHONE

FAX

http://www.jonespring.com

RO#

JONES TRUCK & EQUIPMENT
 1000 N. 10TH ST.
 COLUMBUS, OH 43203-2814

DATE	05-06-2015	INVOICE #	
ACCT #		PHONE #	
TRUCK #	2011-2012		
P.O. #		ACCT #	

QUANTITY	PART NUMBER	DESCRIPTION	LIST	NET	EXTENSION
1		FRAM. STRAIGHTENING	150.00	150.00	150.00
1		TOTAL Alignment	50.00	50.00	50.00
1	101071	BRONZE AXLE WEDGE 11 DGS	50.00	50.00	50.00
1	1300	R&R INNER FENDERS	50.00	50.00	50.00

TOTAL PARTS 250.00
 TOTAL LABOR 150.00
 TAX EXEMPT
 TOTAL INVOICE 400.00

ALL BOLTS MUST BE RE-TIGHTENED WITHIN 30 DAYS

NOTE

RENDER TRANSPORTATION, MIL. 37062, SN. GUS31808

NOTE: HOOK LATCH FOR RT SIDE NOT HOOKED UP.
 BATTERIES KEEP GOING DEAD.

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that this company assumes no responsibility for loss or damage by theft or fire to vehicles placed with them for storage, repair, or while road testing.

TERMS: ALL ACCOUNTS ARE DUE AND PAYABLE UPON RECEIPT OF INVOICE. ANY ACCOUNT REMAINING UNPAID ON THE 25TH OF THE FOLLOWING MONTH, A LATE PENALTY CHARGE WILL BE IMPOSED IN THE AMOUNT OF 2% PER MONTH (24% PER YEAR).

X
 AUTHORIZED BY

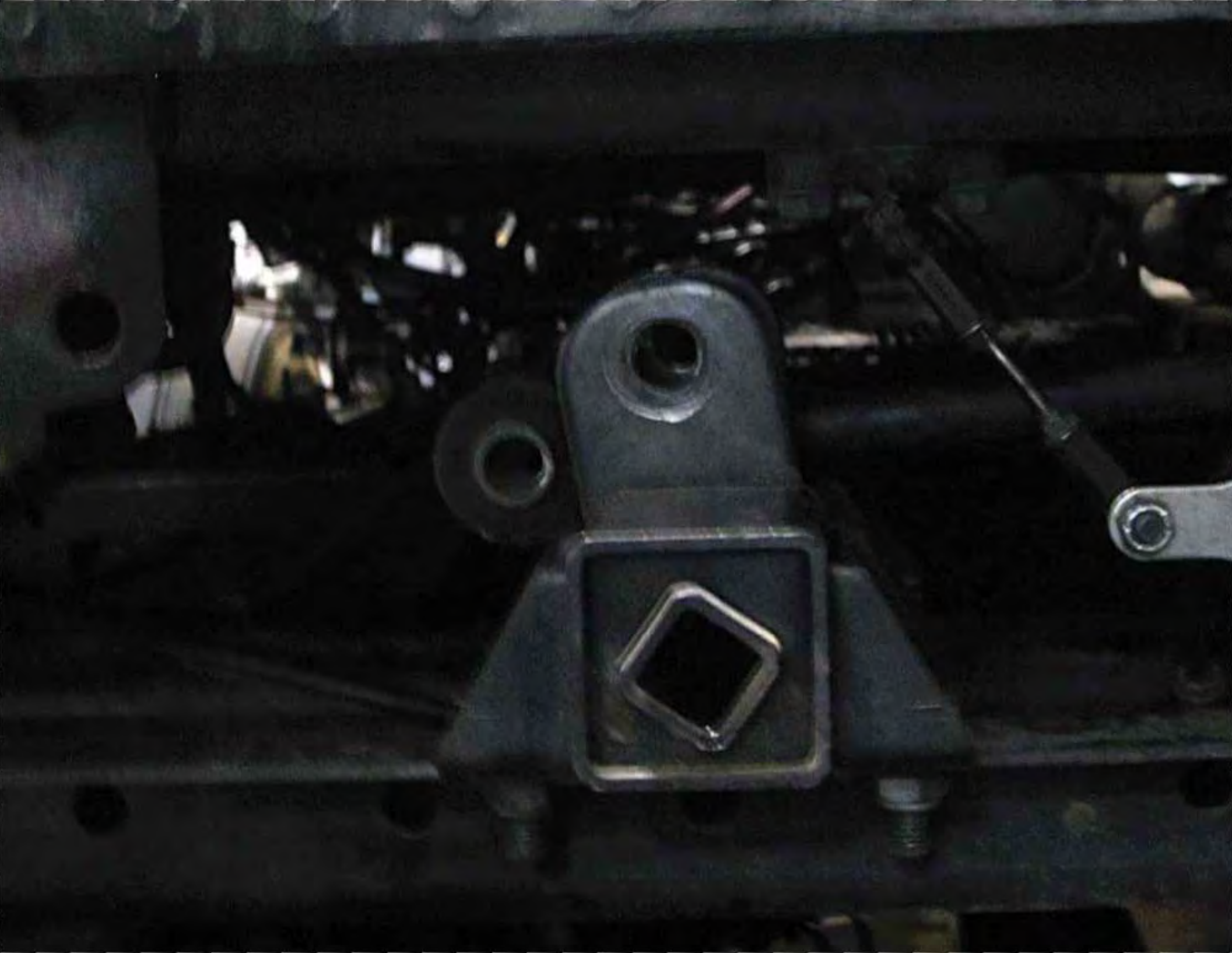
X
 RECEIVED BY











Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2: Spurious

Sub Area 3: Improper case submitted

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8109-miscellaneous

Severity: 4-Low

Status: Closed

Sub-Status: Refused

SR Ownership

SR Owner: MATTHEW BEAUCHAMP

SR Group: NA - Truck - Technical Support

SR Opened: 2015-04-29 00:22:59

SR Closed: 2015-04-29 09:14:55

Created By: [REDACTED]

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: US5464

District #: 7557

Customer #: 5464D

Dealer Name: COLUMBUS TRUCK & EQUIPMENT - COLUMBUS

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: COLUMBUS

State / ZIP: OH [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:

District #:

Customer #:

Selling Dealer:

Main Phone #:

Main FAX #:

Street Address 1:

Street Address 2:

City:

State / ZIP:

Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: CRESCO CAPITAL INC

Main Phone #:

Main FAX #:

Street Address 1: [REDACTED]

Street Address 2:

City: CARTER LAKE

State / ZIP: IA / [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #:

VIN / Serial #: 4V4NC9EH9GN [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL17

Rear axle installation: RADD-A4V

Front axle load: FAL5.7

Engine: D13J455

HP Description: 455

Emission level: EM-USA14
Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT3.42
Truck Model Year: 2016
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 37038
Unit: Mi
Accuracy: Actual
GCW:
Location:

Campaign #:
Tot. Diag Time Appr: 0
Unit #:
Tech Rating:
Date of Failure:
Remarks:

Summary

duplicate of [REDACTED] dealer claims can't see this SR#

Desc./Compl.

cab/sleeper is shifted to the left,was at shop 4/9/15 for same issue.can not see any damage to cab mounts and including cab bags,torsion bar,would like additional insite on issue.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
04/29/2015 09:11:37	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'cab mount' has been added.
04/29/2015 09:10:43	GERRY JESSEN	Public	Web Response	see the attachment and check if the cab is mounted correctly on the frame
04/29/2015 00:36:51	[REDACTED]	Public	Work Performed	Work performed,inspection,replacement of torsion arm bushingand right cab shock that had blown and was leaking oil

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2:

Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8119-miscellaneous

Severity: 4-Low

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical Support

SR Opened: 2015-04-22 12:01:12

SR Closed: 2015-05-06 08:14:32

Created By: [REDACTED]

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #:

Customer #:

Dealer Name: NEXTRAN CORPORATION

Main Phone #: [REDACTED]

Main FAX #:

Street Address 1: [REDACTED]

Street Address 2:

City: TAMPA

State / ZIP: FL / [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:

District #:

Customer #:

Selling Dealer:

Main Phone #:

Main FAX #:

Street Address 1:

Street Address 2:

City:

State / ZIP:

Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: GPSPA / GSA

Main Phone #:

Main FAX #:

Street Address 1: 7900 BAXTER GRADE RD

Street Address 2:

City: AUBURN

State / ZIP: CA / 956039797

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #:

VIN / Serial #: 4V4NC9EJ1F [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL17

Rear axle installation: RADD-A4V

Front axle load: FAL6.0

Engine: D13J500

HP Description: 500

Emission level: EM-USA14

Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT3.08
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 98994
Unit: Mi
Accuracy: Actual
GCW:
Location:

Campaign #:
Tot. Diag Time Appr: 0
Unit #:
Tech Rating: Master
Date of Failure:
Remarks:

Summary

DSR US14 cab shifted

Desc./Compl.

We have two fairly new truck that both have cabs that have shifted a few inches to one side. There is no obvious signs of damage. No loose bolts and ride height is close to specs. Cab is not damage or cab cross members. Looks like torsion spring have failed.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
04/22/2015 12:27:20	JEREMIAH BOWLES	Public	Web Response	ok, also follow the cab alignment procedure from impact and do that as well
04/22/2015 12:07:03		Public	Work Performed	We are going to replace the torsion springs to the cab control rod and both shocks.

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2: Quality Case Filed

Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8102-cab, complete

Severity: 1-Critical

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical Support

SR Opened: 2015-03-12 13:19:29

SR Closed: 2015-04-13 08:23:35

Created By: [REDACTED]

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: 5463D

District #:

Customer #:

Dealer Name: TEC EQUIPMENT, INC.

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: DES MOINES

State / ZIP: WA [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:

District #:

Customer #:

Selling Dealer:

Main Phone #:

Main FAX #:

Street Address 1:

Street Address 2:

City:

State / ZIP:

Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: [REDACTED]

Main Phone #:

Main FAX #:

Street Address 1: [REDACTED]

Street Address 2:

City: MARYSVILLE

State / ZIP: WA [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #:

VIN / Serial #: 4V4NC9TK1F [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: CUMMINS

Engine Model: ISX15

Rear axle load: RAL17

Rear axle installation: RADD-A4V

Front axle load: FAL6.0

Engine: CU15C550

HP Description: 550

Emission level: EM-USA14

Rear axle: RTS1857D
 Gearshifting system: GSS-R
 Transmission or F18913A
 Gearbox:
 Rear axle ratio: RAT3.55
 Truck Model Year: 2015
 Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Technical

Km / Hr / Mi: 13187
 Unit: Mi
 Accuracy: Actual
 GCW:
 Location:

Campaign #:
 Tot. Diag Time Appr: 0
 Unit #:
 Tech Rating:
 Date of Failure:
 Remarks:

Summary

DSR US14 cab alignment

Desc./Compl.

Customer states truck cab leans to the passenger side

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
04/10/2015 19:15:21	[REDACTED]	Public	Web Update	Cab is now level and customer took unit, thank you and please close case
04/09/2015 10:16:15	JEREMIAH BOWLES	Internal	Reopen	.
04/06/2015 14:19:27	MATTHEW BEAUCHAMP	Public	Web Response	Loosen the front mounts and twist it to level it out.
04/06/2015 14:17:22	[REDACTED]	Public	Web Update	Sorry i did not explain it, the height is in spec it's the side to side that it is out of spec. the cab is sitting 1/2inch to the left more then the right
04/06/2015 14:12:40	MATTHEW BEAUCHAMP	Public	Web Response	See if 8181-05-02-05 Rear Cab Height, Adjustment is what you are looking for sir?
04/06/2015 13:50:19	[REDACTED]	Public	Reopen	I have read the alginment checking for the cab, cover to cover it dos not explain how to correct if the cab is not aligned. any idea what the bulletin number is?
03/13/2015 12:43:22	JEREMIAH BOWLES	Public	Web Response	8181-06-03-01 Cab Alignment, Checking this is the operation number for this in impact
03/13/2015 12:32:00	[REDACTED]	Public	Web Update	I have been unable to find any documents that have data on how repair the alignment issue
03/13/2015 08:22:09	JEREMIAH BOWLES	Public	Web Response	there is info on this on impact and I do believe there was a bulletin out on this as well
03/12/2015 18:40:49	[REDACTED]	Public	Web Update	Sorry for the short update the rear of the cab is off center, but i don't know how to fix this issue. front mounts look fine the bags are leaned over to the left.
03/12/2015 18:21:19	[REDACTED]	Public	Web Update	Found the cab is not alinged straight, it is off center 1/2inch greater to the left.
03/12/2015	DWAYNE			Please check cab level per service instructions, check air pressure

15:22:10	ABEL	Public	Web Response	going to bags, check all bracketry. If all is good, then replace the air bag. Update case with the results. Thanks
03/12/2015 13:26:09	WILLIAM MIHAY	Public	Work Performed	measured hieghts of the air bags in rear on cab the drivers bag is more inflated or taller, checked air line coming out of the leveling valve to the "t" and both air lines from "t" to the bags found no kinks or issues, Could we have a bad air bag? checked part numbers both shocks and and air bags are the same numbers for each?

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident
SR Area: Warranty
App/Service: warranty
Sub Area: DSR (External)
Sub Area 2:

Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web
Func. Group: 8111-floor plating
Severity: 3-Medium
Status: Closed
Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]
SR Group: NA - Truck - Warranty
SR Opened: 2015-03-12 10:53:02
SR Closed: 2015-03-21 19:10:06
Created By [REDACTED]

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]
Call Back #: [REDACTED]
Contact First Name: [REDACTED]
Contact Last Name: [REDACTED]
Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #: [REDACTED]
Dealer Name: TEC EQUIPMENT, INC.
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: DES MOINES
State / ZIP: WA / [REDACTED]
Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #: [REDACTED]
Selling Dealer: [REDACTED]
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: [REDACTED]
State / ZIP: [REDACTED]
Country: [REDACTED]

Owner Info**Buyer Info**

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

Vehicle / Unit

Chassis Series: N
Chassis Number: [REDACTED]
Registration #: [REDACTED]
VIN / Serial #: 4V4NC9TK1F [REDACTED]
Model: VNL64T N
Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4
Cab Size: 780
Engine Make: CUMMINS
Engine Model: ISX15
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL6.0
Engine: CU15C550
HP Description: 550
Emission level: EM-USA14

Rear axle: RTS1857D
Gearshifting system: GSS-R
Transmission or F18913A
Gearbox:
Rear axle ratio: RAT3.55
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #: 20801803
Error Code #:

TMAC / Warranty / Reliability

Claim #: XXXXXXXXXX
Goodwill #:
Tot. Diag Time Appr: 0
Km / Hr / Mi: 13187
Unit: Mi

Summary

NA

Desc./Compl.

Customer complaint that the cab leans toward the passenger side, checked the bunk for heavy or excessive cargo and found none, how would you like to proceed? Thank you

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
03/21/2015 19:08:34	STEVEN KINLAW	Public	Web Response	warranty does not give repair instructions. need to contact DSM or tec support if needed.

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Order
SR Area: Factory Support

App/Service: factory support
Sub Area: DSR (External)
Sub Area 2:
Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web
Func. Group: 1009-miscellaneous

Severity: 2-High
Status: Closed
Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]
SR Group: NA - Truck - Factory Support

SR Opened: 2015-02-19 18:31:43
SR Closed: 2015-03-06 16:03:13
Created By: [REDACTED]

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]
Call Back #: [REDACTED]
Contact First Name: [REDACTED]
Contact Last Name: [REDACTED]
Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #:
Dealer Name: MOUNTAIN WEST TRUCK CENTER, INC.
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2:
City: SALT LAKE CITY
State / ZIP: UT / [REDACTED]
Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID: 0DACT
District #:
Customer #:
Selling Dealer: DUMMY ACCOUNT
Main Phone #:
Main FAX #:
Street Address 1: DUMMY ACCOUNT
Street Address 2:
City: DUMMY ACCOUNT
State / ZIP:
Country: UNITED KINGDOM

Owner Info**Buyer Info**

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

Vehicle / Unit

Chassis Series: N
Chassis Number: [REDACTED]
Registration #:
VIN / Serial #: 4V4NC9EJXF [REDACTED]
Model: VNL64T N
Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4
Cab Size: 780
Engine Make: VOLVO
Engine Model: D13
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL6.0
Engine: D13J500
HP Description: 500
Emission level: EM-USA14

Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT3.08
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Summary

Back of cab not stable

Desc./Compl.

BACL OF THE CAB IS NOT STABLE-HAS A LOT OF PLAY

Response

nn

Activity Notes

Created	Created By	Audience	Activity Type	Comments
02/20/2015 09:00:05	JENNIFER TONEY	Public	Response	Thank you for your feedback. This information has been communicated to the appropriate personnel. Will you please send photos with any future cases to allow our team to better understand the problem. Best Regards, Jennifer
02/19/2015 18:34:25	GAIL ROSE	Public	Work Performed	CHECKED BACK OF CAB FOR NOT BEING STABLE. FOUND SHOCKS OFFER NO RESITANCE FOR THE AIR BAGS. REMOVED AND REPLACED BOTH REAR CAB SHOCKS. TESTED REPAIR.

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident
SR Area: Cab Repair / Paint
App/Service: cab repair / paint
Sub Area: DSR (External)
Sub Area 2:
Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web
Func. Group: 8101-body, complete
Severity: 3-Medium
Status: Closed
Sub-Status: Resolved

SR Ownership

SR Owner: TRAVIS ERICKSON
SR Group: NA - Truck - Warranty
SR Opened: 2015-02-06 15:06:01
SR Closed: 2015-02-10 09:07:01
Created By [REDACTED]
Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]
Call Back #: [REDACTED]
Contact First Name: [REDACTED]
Contact Last Name: [REDACTED]
Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #: [REDACTED]
Dealer Name: OLD RIVER COMPANIES, INC.
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2:
City: RICHLAND
State / ZIP: MS / [REDACTED]
Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:
District #:
Customer #:
Selling Dealer:
Main Phone #:
Main FAX #:
Street Address 1:
Street Address 2:
City:
State / ZIP:
Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]
Buyer Name: INVESTMENT TRANSPORTATION
SERVICES KLLM
Main Phone #:
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2:
City: RICHLAND
State / ZIP: MS / [REDACTED]
Country: UNITED STATES

Vehicle / Unit

Chassis Series: N
Chassis Number: [REDACTED]
Registration #:
VIN / Serial #: 4V4NC9EH1 [REDACTED]
Model: VNL64T N
Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4
Cab Size: 780
Engine Make: VOLVO
Engine Model: D13
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL5.7
Engine: D13J455
HP Description: 455
Emission level: EM-USA14

Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT3.36
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Cab Repair / Paint

Paint #: L0548EB
Area of Repair: Structural Defects
Damage: Not Applicable
Workmanship: Not Applicable

Contamination: Not Applicable
Characteristics: Not Applicable
Corrosion: Not Applicable

Summary

NA

Desc./Compl.

CAB SHIFTED TO LEFT AT REAR. REPLACE CAB REAR
TORSION BAR BUSHING BRACKETS.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
02/09/2015 10:23:05	[REDACTED]	Public	Web Update	NO QUESTION, I HAVE JUST BEEN INSTRUCTED THAT WE ALWAYS HAVE TO DO AN ESERVE CASE ON WARRANTY
02/09/2015 09:52:22	TRAVIS ERICKSON	Public	Web Response	Is there a question? what is needed ?

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2:

Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8102-cab, complete

Severity: 3-Medium

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical Support

SR Opened: 2015-02-04 14:52:55

SR Closed: 2015-02-14 13:26:00

Created By [REDACTED]

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: E [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #: [REDACTED]

Customer #: [REDACTED]

Dealer Name: YOUNG'S TRUCK CENTER, INC.

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2: [REDACTED]

City: GREENSBORO

State / ZIP: NC [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID: [REDACTED]

District #: [REDACTED]

Customer #: [REDACTED]

Selling Dealer: [REDACTED]

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2: [REDACTED]

City: [REDACTED]

State / ZIP: [REDACTED]

Country: [REDACTED]

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: [REDACTED]

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2: [REDACTED]

City: BOONVILLE

State / ZIP: NC [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N [REDACTED]

Chassis Number: [REDACTED]

Registration #: [REDACTED]

VIN / Serial #: 4V4NC9EH5F [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L4H4

Cab Size: 670

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL17

Rear axle installation: RADD-A4V

Front axle load: FAL5.7

Engine: D13J425

HP Description: 425

Emission level: EM-USA14
Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT3.08
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 950100
Unit: Mi
Accuracy: Actual
GCW:
Location:

Campaign #:
Tot. Diag Time Appr: 0
Unit #:
Tech Rating:
Date of Failure:
Remarks:

Summary

US14/Cab Lean

Desc./Compl.

the cab on this truck is leaning to the left and the back of the cab is over 1 inch to the left.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
02/05/2015 09:54:28	FRANKLIN SMALL	Public	Web Response	Please see attachment. If you can find a good measureing point on boths sides in the front and mesure back to the cab mount abd get both the same this will fix the problem.
02/05/2015 09:55:19	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'Front Cab Mounts' has been added.
02/04/2015 15:02:01	FORREST MARTIN	Public	Work Performed	we loosened the front cab leg support bolts and put a port a power to push up on the front of the cab and one at the rear to push it over to the right. we put a new cab torque rod and bushing on the cab tightened everything down and when we release pressure from the port a powers the cab goes back to original position of leaning to the left and the back goes right back over.what do I do next?

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2: Quality Case Filed

Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 1009-miscellaneous

Severity: 2-High

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical Support

SR Opened: 2014-12-26 19:28:48

SR Closed: 2015-01-06 16:27:56

Created By [REDACTED]

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #:

Customer #:

Dealer Name: TRI-STATE TRUCK CENTER, INC.

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: SPRINGFIELD

State / ZIP: MO / [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:

District #:

Customer #:

Selling Dealer:

Main Phone #:

Main FAX #:

Street Address 1:

Street Address 2:

City:

State / ZIP:

Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: [REDACTED]

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: MOUNTAIN GROVE

State / ZIP: MO / [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #: [REDACTED]

VIN / Serial #: 4V4NC9EH3F [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL17

Rear axle installation: RADD-A4V

Front axle load: FAL5.7

Engine: D13J455

HP Description: 455

Emission level: EM-USA14

Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or ATO2612D
Gearbox:
Rear axle ratio: RAT2.64
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 53817
Unit: Mi
Accuracy: Actual
GCW:
Location:

Campaign #:
Tot. Diag Time Appr: 0
Unit #:
Tech Rating:
Date of Failure:
Remarks:

Summary

US14 D13J Cab Lean

Desc./Compl.

cab leaning to the left

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
01/06/2015 16:27:06	MICHAEL VINCOLI	Public	Web Response	Thanks for the update. As requested the case will be closed.
01/06/2015 16:20:37	MICHAEL NORVELL	Public	Web Update	okay to close case. Chassis released to customer
01/06/2015 08:06:05	MICHAEL VINCOLI	Public	Web Response	Advise to refer to the service information found in IMPACT and Emedia.
01/02/2015 11:14:04	DANIEL GOINS	Internal	Response	Transferred to Technical Support. Thanks
12/26/2014 19:37:44	KENNETH ROBISON	Public	Work Performed	check out cab bushing in the front are ok . check out rear of cab, nothing look worn or broken. is there a way to adjusted cab? please advice.

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2:

Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8102-cab, complete

Severity: 3-Medium

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical Support

SR Opened: 2014-12-15 15:07:08

SR Closed: 2014-12-23 12:31:24

Created By: [REDACTED]

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #:

Customer #:

Dealer Name: STYKEMAIN TRUCKS, INC.

Main Phone # [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: DEFIANCE

State / ZIP: OH [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:

District #:

Customer #:

Selling Dealer:

Main Phone #:

Main FAX #:

Street Address 1:

Street Address 2:

City:

State / ZIP:

Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: [REDACTED]

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: FRESNO

State / ZIP: CA [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #: [REDACTED]

VIN / Serial #: 4V4NC9EJ6F [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL17

Rear axle installation: RADD-A4V

Front axle load: FAL6.0

Engine: D13J500

HP Description: 500

Emission level: EM-USA14

Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT3.08
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 120670
Unit: Mi
Accuracy: Actual
GCW:
Location:

Campaign #:
Tot. Diag Time Appr: 0
Unit #:
Tech Rating:
Date of Failure:
Remarks:

Summary

DSR US14 cab alignment

Desc./Compl.

C/S that the cab is off to the left about an inch. He is measuring from side to side and compairing.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
12/23/2014 12:23:28	MICHAEL MEKUS	Public	Web Update	Thank you for your assistance please go ahead and close case.
12/15/2014 15:36:38	JEREMIAH BOWLES	Public	Web Response	in function group 8 in impact there is a cab alignment procedure
12/15/2014 15:12:05	MICHAEL MEKUS	Public	Work Performed	We need to know whether there is an adjustment for the cab? I have not found anything stating that there is.

Service Request Detail Report

SR # [REDACTED]**SR Info**

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2:

Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8181-mounting

Severity: 3-Medium

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical Support

SR Opened: 2014-11-29 11:02:07

SR Closed: 2014-12-08 15:30:20

Created By: [REDACTED]

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #:

Customer #:

Dealer Name: CENTRAL ILLINOIS TRUCKS, INC.

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: NORMAL

State / ZIP: IL [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:

District #:

Customer #:

Selling Dealer:

Main Phone #:

Main FAX #:

Street Address 1:

Street Address 2:

City:

State / ZIP:

Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: [REDACTED]

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: FAIRBURY

State / ZIP: IL [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #:

VIN / Serial #: 4V4NC9EH6F [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL17

Rear axle installation: RADD-A4V

Front axle load: FAL5.7

Engine: D13J455

HP Description: 455

Emission level: EM-USA14

Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or ATO2612D
Gearbox:
Rear axle ratio: RAT2.64
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 4541
Unit: Mi
Accuracy: Actual
GCW:
Location:

Campaign #:
Tot. Diag Time Appr: 0
Unit #:
Tech Rating:
Date of Failure:
Remarks:

Summary

2014 CAB AIR RIDE

Desc./Compl.

cab air ride uneven.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
12/08/2014 15:30:04	FRANK DEBONO	Public	Web Response	No Case Activity After 5 Days....Closing Case.
12/01/2014 10:58:17	FRANK DEBONO	Public	Web Response	Impact SVC FGRP 81 8181-06-03-01 Cab Alignment, Checking 8181-05-02-05 Rear Cab Height, Adjustment
11/29/2014 12:01:44	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '[REDACTED] air bag (2)' has been added.
11/29/2014 11:59:42	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '[REDACTED] air bag' has been added.
11/29/2014 11:42:53	DILLON SCHOUWEILER	Public	Work Performed	we have a new truck and on customers first trip out he noticed the cab air ride uneven. we checked out the truck here and the left side of the sleeper sits half inch higher than the right side. the same air line supplies both air bags so in theory both air bags should have the same air pressure but it is visibly noticable that the left air bag is inflated more than the right air bag. we checked both inside the sleeper and in the side boxes and see no added weight on one side verses the other. weight looks evenly distributed from side to side. we visually inspected the air lines going from the leveling valve to the air bags and see no kinks in the air line. we unhooked the leveling valve, drained the air out of the sleeper air bags and then hooked up leveling valve and inflated air bags with no change in height. will attach pictures to view. Thanks.





Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2:

Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8181-mounting

Severity: 4-Low

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical Support

SR Opened: 2014-11-11 11:29:30

SR Closed: 2014-12-08 14:42:49

Created By: BILL BEERS

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #:

Customer #:

Dealer Name: GABRIELLI TRUCK SALES OF CONNECTICUT, LLC

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: HARTFORD

State / ZIP: CT [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:

District #:

Customer #:

Selling Dealer:

Main Phone #:

Main FAX #:

Street Address 1:

Street Address 2:

City:

State / ZIP:

Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: [REDACTED]

Main Phone #:

Main FAX #:

Street Address 1: [REDACTED]

Street Address 2:

City: SOUTH SIOUX CITY

State / ZIP: NE / [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #:

VIN / Serial #: 4V4NC9EJ6FN [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL18

Rear axle installation: RADD-A4V

Front axle load: FAL5.7

Engine: D13J500

HP Description: 500

Emission level: EM-USA14
Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT3.25
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 87609
Unit: Mi
Accuracy: Actual
GCW:
Location:

Campaign #:
Tot. Diag Time Appr: 0
Unit #:
Tech Rating:
Date of Failure:
Remarks:

Summary

2014 CAB AIR BAGS

Desc./Compl.

Customers complaint that the cab air bags are swayed to the left .

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
12/08/2014 14:40:43	FRANK DEBONO	Public	Web Response	No Case Activity After 5 Days....Closing Case.
11/11/2014 12:13:05	FRANK DEBONO	Public	Web Response	Impact Svc FGRP 81 and 728
11/11/2014 11:46:32	[REDACTED]	Public	Work Performed	The cab is level and ride height is correct , but both air bags lean to the left , I looked in impact and e-media but didn't find any proceedure for a side to side adjustment , just ride height . Is there a proceedure ? I've seen this alignment issue with other newer trucks , this customer is concerned about it and wants it fixed . Are the front cab mounts adjustable ? Please advise , Thanks , Bill

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2:

Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8102-cab, complete

Severity: 3-Medium

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical Support

SR Opened: 2014-10-29 10:20:40

SR Closed: 2014-11-13 17:38:12

Created By: ERIC SIDVERS

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #:

Customer #:

Dealer Name: TEC OF CALIFORNIA, INC.

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: OAKLAND

State / ZIP: CA [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:

District #:

Customer #:

Selling Dealer:

Main Phone #:

Main FAX #:

Street Address 1:

Street Address 2:

City:

State / ZIP:

Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: [REDACTED]

Main Phone #:

Main FAX #:

Street Address 1: [REDACTED]

Street Address 2:

City: RANCHO CORDOVA

State / ZIP: CA / [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #:

VIN / Serial #: 4V4NC9EH0F [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L4H4

Cab Size: 670

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL17

Rear axle installation: RADD-A4V

Front axle load: FAL5.7

Engine: D13J455

HP Description: 455

Emission level: EM-USA14

Rear axle: RTS1857C
 Gearshifting system: GSS-AGS
 Transmission or Gearbox: ATO2612D
 Rear axle ratio: RAT3.25
 Truck Model Year: 2015
 Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Technical

Km / Hr / Mi: 24962
 Unit: Mi
 Accuracy: Actual
 GCW:
 Location:

Campaign #:
 Tot. Diag Time Appr: 0
 Unit #:
 Tech Rating: Master
 Date of Failure:
 Remarks:

Summary

2014 CAB MOUNTING

Desc./Compl.

This cab is off the the left several inches as seen from the back. The front looks centered.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
10/29/2014 12:29:41	FRANK DEBONO	Public	Web Response	Following Impact Svc FGRP 81 ? Cab Suspension Troubleshooting 8181-06-03-01 Cab Alignment, Checking 8181-05-02-05 Rear Cab Height, Adjustment
10/29/2014 10:33:55	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'CABPIC6' has been added.
10/29/2014 10:32:52	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'CABPIC5' has been added.
10/29/2014 10:31:45	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'CABPIC4' has been added.
10/29/2014 10:31:44	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'CABPIC3' has been added.
10/29/2014 10:30:39	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'CABPIC2' has been added.
10/29/2014 10:26:07		Public	Work Performed	We have changed the cab suspension torsion springs but the cab still goes to the left. we don't see anything else that would cause this. See attached pictures. How can we repair this?

YUKWILA, WA
USDOT [REDACTED]
GVW 80,000 LBS





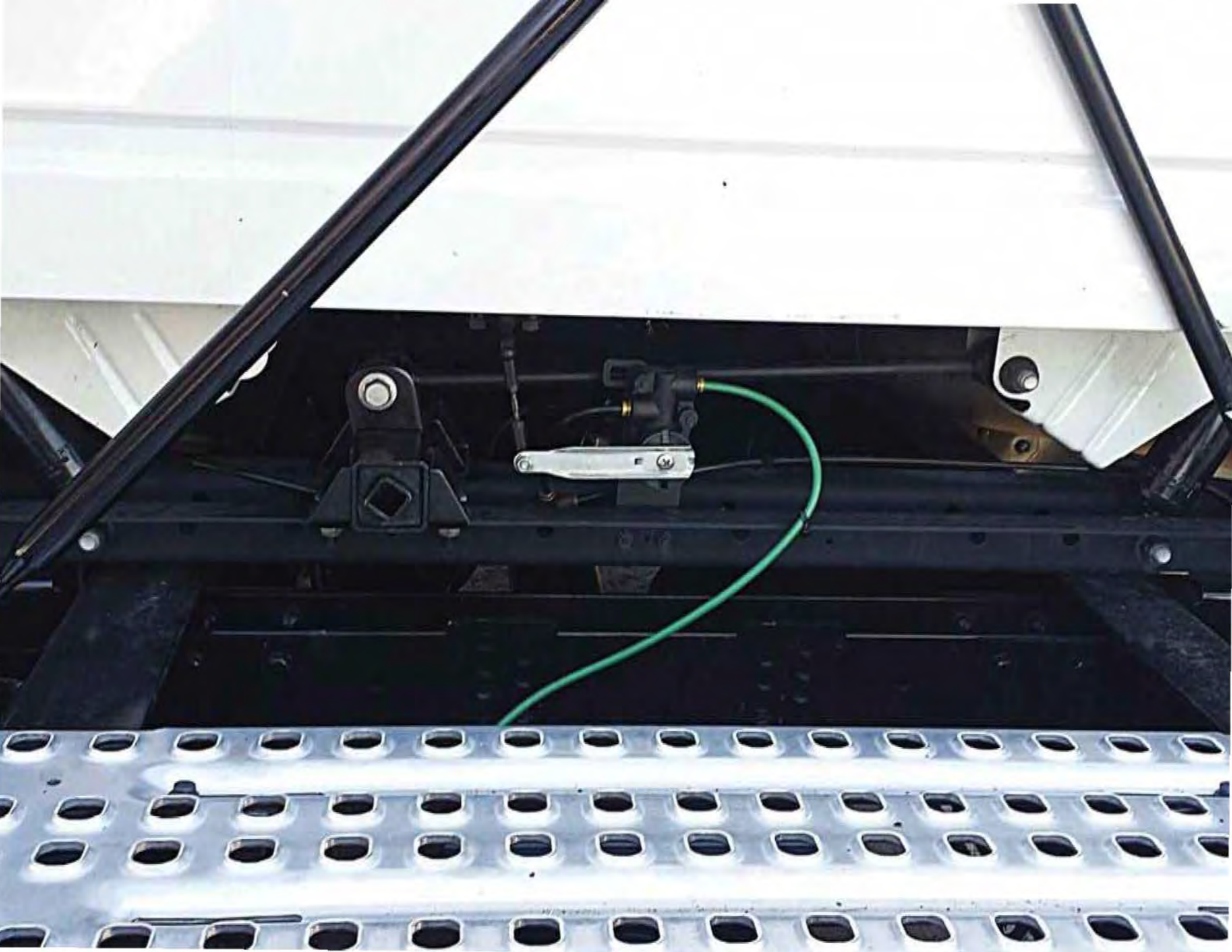
GV

V

WARNING
FALLING STEPS
FALLING
SEE CR







Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident
SR Area: Reliability
App/Service: reliability
Sub Area: DSR (External)
Sub Area 2:
Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web
Func. Group: 8919-miscellaneous
Severity: 3-Medium
Status: Closed
Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]
SR Group: NA - Truck - Reliability
SR Opened: 2014-10-13 16:30:09
SR Closed: 2014-12-09 13:49:05
Created By: [REDACTED]
Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]
Call Back #: [REDACTED]
Contact First Name: [REDACTED]
Contact Last Name: [REDACTED]
Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #: [REDACTED]
Dealer Name: NUSS TRUCK GROUP, INC.
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: ROSEVILLE
State / ZIP: MN / [REDACTED]
Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:
District #:
Customer #:
Selling Dealer:
Main Phone #:
Main FAX #:
Street Address 1:
Street Address 2:
City:
State / ZIP:
Country:

Owner Info**Buyer Info**

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

Vehicle / Unit

Chassis Series: N
Chassis Number: [REDACTED]
Registration #: [REDACTED]
VIN / Serial #: 4V4NC9EHXFM [REDACTED]
Model: VNL64T N
Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4
Cab Size: 780
Engine Make: VOLVO
Engine Model: D13
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL6.0
Engine: D13J425
HP Description: 425
Emission level: EM-USA14
Rear axle: RTS1857C

Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT2.64
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #: 1111
Error Code #:

TMAC / Warranty / Reliability

Claim #: [REDACTED]
Goodwill #:
Tot. Diag Time Appr: 0
Km / Hr / Mi: 111677
Unit: Mi

Summary

DSR...Cab Shifting/Lean Issue

Desc./Compl.

Cab is shifted over to the left on the rear air bags. This is the other sister truck that is also shifted over. ref e- service case [REDACTED]

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
10/16/2014 09:06:33	RONALD DUNCAN	Public	Web Response	Thank you for the report. Please proceed with correction as stated in reference Argus case. Thank you

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2: Quality Case Filed

Sub Area 3: Misc.

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8181-mounting

Severity: 2-High

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: GREGORY CHAFFIN

SR Group: NA - Truck - Technical Support

SR Opened: 2014-10-08 11:27:39

SR Closed: 2014-10-13 19:58:51

Created By: DERRICK OTIS

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #: [REDACTED]

Customer #: [REDACTED]

Dealer Name: BEAM MACK SALES & SERVICE, INC.

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2: [REDACTED]

City: ROCHESTER

State / ZIP: NY / [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID: [REDACTED]

District #: [REDACTED]

Customer #: [REDACTED]

Selling Dealer: [REDACTED]

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2: [REDACTED]

City: [REDACTED]

State / ZIP: [REDACTED]

Country: [REDACTED]

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

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

Chassis Series: N

Chassis Number: [REDACTED]

Registration #: [REDACTED]

VIN / Serial #: 4V4NC9EH9FN [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL17

Rear axle installation: RADD-A4V

Front axle load: FAL5.7

Engine: D13J455

HP Description: 455

Emission level: EM-USA14

Rear axle: RTS1857C
 Gearshifting system: GSS-AGS
 Transmission or Gearbox: ATO2612D
 Rear axle ratio: RAT2.64
 Truck Model Year: 2015
 Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Technical

Km / Hr / Mi: 22279
 Unit: Mi
 Accuracy: Actual
 GCW:
 Location:

Campaign #:
 Tot. Diag Time Appr: 0
 Unit #:
 Tech Rating: Master
 Date of Failure:
 Remarks:

Summary

US14 D13J Cab Lean/Brake Noise

Desc./Compl.

Customer complaint 1: Rear of cab has shifted to drivers side.
 Customer complaint 2: Front brakes make noise when applied.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
10/13/2014 19:58:16	GREGORY CHAFFIN	Internal	Reopen	argus
10/13/2014 08:38:03	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'DSC04684' has been added.
10/13/2014 08:36:59	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'DSC04683' has been added.
10/13/2014 08:36:57	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'DSC04682' has been added.
10/13/2014 08:34:53	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'DSC04681' has been added.
10/13/2014 08:33:48	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
10/13/2014 08:33:47	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
10/13/2014 08:32:07	MICHAEL VINCOLI	Public	Web Response	Thanks for the update. The case will be closed.
10/13/2014 08:28:11	[REDACTED]	Public	Web Update	Replaced front cab mounts, truck cab straight and aligned on chassis. Pictures attached of cab shift after adjusting rear crossmember and replacing rear torsion bar mounts. No pictures of initial shift before any repairs.
10/08/2014 14:00:22	MICHAEL VINCOLI	Public	Web Response	Advise that at this time there are no additional instructions or adjustments. Replace the suspected damaged mounts reporting the results. Also attach pictures of the lean and mounts. No additional information for the brake squeal other than what is listed in Tech Tips.

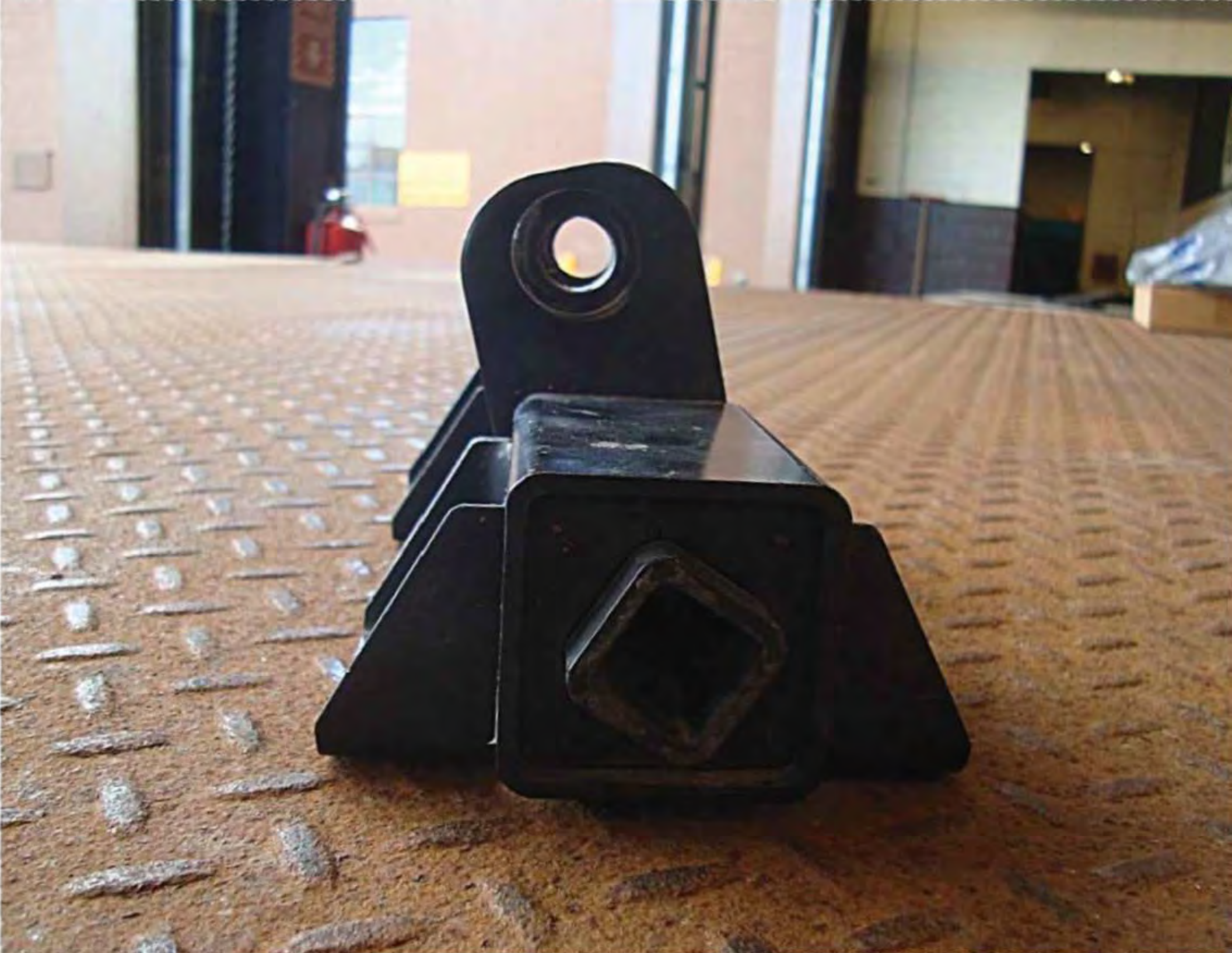
10/08/2014
11:43:55

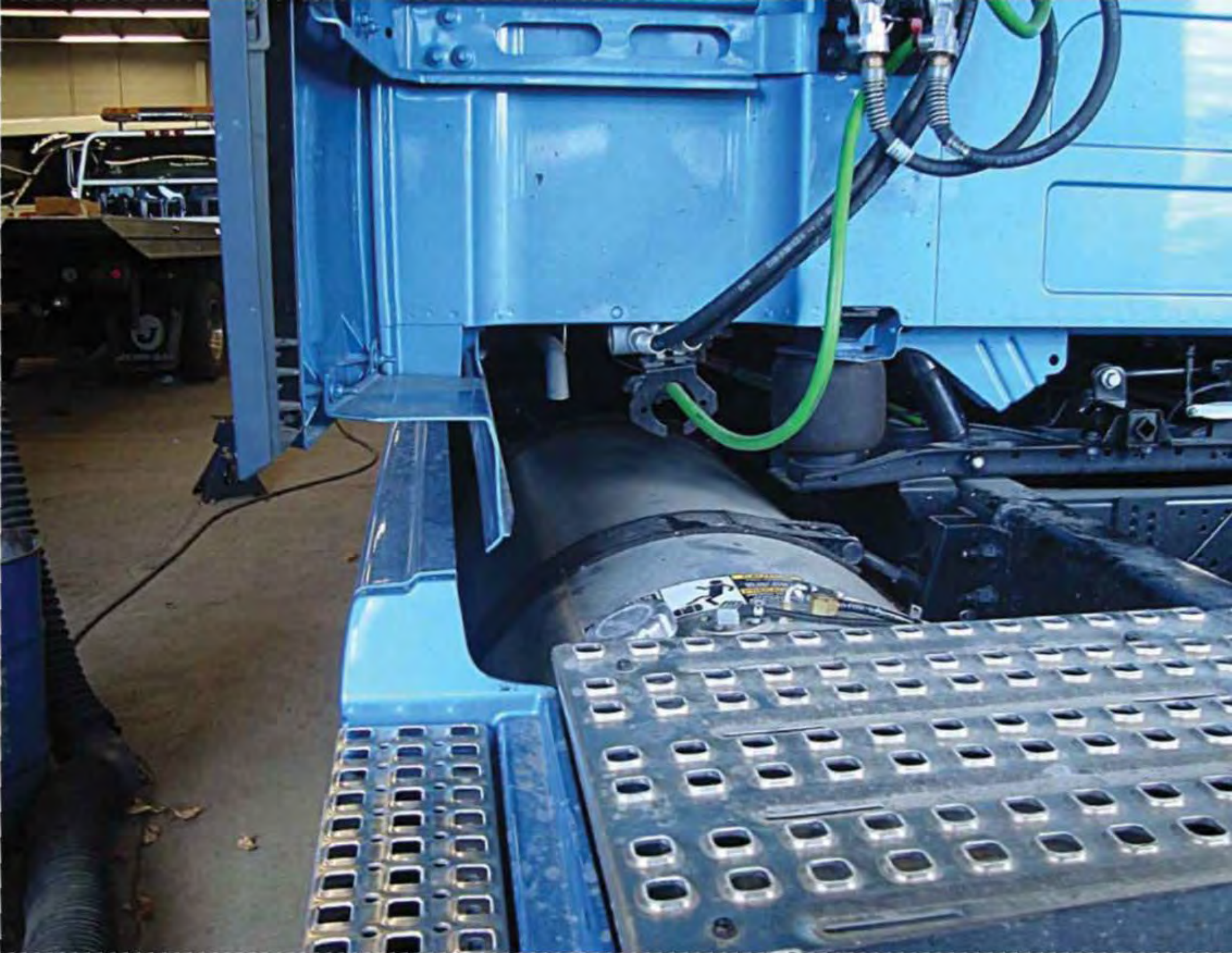


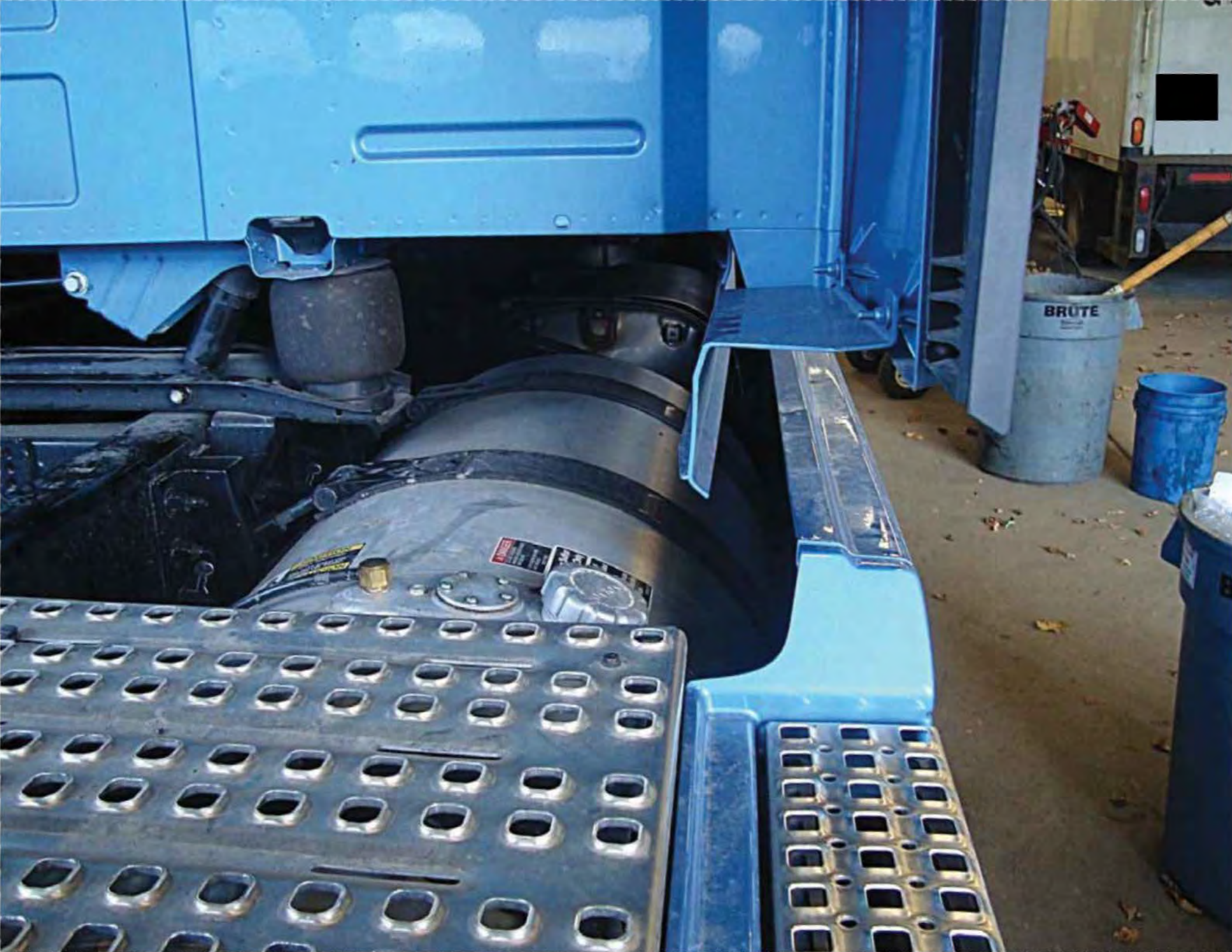
Public

Work Performed

Checked cab hieght and adjusted to specs in 8181-06-03-01. Rear cab crossmember is offset to drivers side 10mm. Adjusted to center and Cab is still offset to drivers side approx 40mm. Cab suspension troubleshooting in Impact leads to front cab mounts being damaged or misaligned. Should we attempt to reallign front mounts or just replace them? Are there any better alignment instructions than the ones listed in Impact 8181-03-02-10? Are there any updated procedures for brake noise other than what's listed in Tech Support Tips?









Shop 24/7 at:
allagherTire.com





Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident
SR Area: Reliability
App/Service: reliability
Sub Area: DSR (External)
Sub Area 2:
Sub Area 3:
Argus Company: VTNA Trucks

SR Classification

Source: Web
Func. Group: 7113-frame
Severity: 3-Medium
Status: Closed
Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]
SR Group: NA - Truck - Reliability
SR Opened: 2014-10-02 10:41:08
SR Closed: 2014-12-09 14:02:59
Created By: [REDACTED]
Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]
Call Back #: [REDACTED]
Contact First Name: [REDACTED]
Contact Last Name: [REDACTED]
Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #:
Dealer Name: NUSS TRUCK GROUP, INC.
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2:
City: ROSEVILLE
State / ZIP: MN / [REDACTED]
Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:
District #:
Customer #:
Selling Dealer:
Main Phone #:
Main FAX #:
Street Address 1:
Street Address 2:
City:
State / ZIP:
Country:

Owner Info**Buyer Info**

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

Vehicle / Unit

Chassis Series: N
Chassis Number: [REDACTED]
Registration #: [REDACTED]
VIN / Serial #: 4V4NC9EH1FN [REDACTED]
Model: VNL64T N
Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4
Cab Size: 780
Engine Make: VOLVO
Engine Model: D13
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL6.0
Engine: D13J425
HP Description: 425
Emission level: EM-USA14
Rear axle: RTS1857C

Gearshifting system: GSS-AGS
Transmission or ATO2612D
Gearbox:
Rear axle ratio: RAT2.64
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #: 1111
Error Code #:

TMAC / Warranty / Reliability

Claim #: XXXXXXXXXX
Goodwill #:
Tot. Diag Time Appr: 0
Km / Hr / Mi: 12223
Unit: Mi

Summary

DSR...Cab Shifting/Leaning Issue

Desc./Compl.

cab is shifting over on the rear air bags. cab looks off set from the chassis. we have 2 sister trucks that both the cabs shifted over. you can see the cab air bags are shifted over.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
10/03/2014 08:58:59	RONALD DUNCAN	Public	Web Response	The front cab mounting plates attached to the frame are not square. These brackets need to as close to being directly across from each other as feasibly possible. The attached will give a diagram for measuring the front and rear. Please replace the rod bushing and all compromised components. Check all trucks in this fleet and if any are found to be out of square, repair and replace the rod bushing. Thank you...
10/03/2014 08:59:21	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'Front Cab Mounts' has been added.
10/03/2014 08:58:14	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'Front Cab Mounts' has been added.

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident
SR Area: Reliability
App/Service: reliability
Sub Area: DSR (External)
Sub Area 2:
Sub Area 3:

SR Classification

Source: Visit
Func. Group: 8181-mounting
Severity: 3-Medium
Status: Closed
Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]
SR Group: NA - Truck - Reliability
SR Opened: 2014-09-15 10:05:21
SR Closed: 2014-12-09 14:08:26
Created By: JEFF BURROW
Created By Group: VTNA - Field Service
Region SouthEast

Argus Company: VTNA Trucks

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]
Call Back #: [REDACTED]
Contact First Name: [REDACTED]
Contact Last Name: [REDACTED]
Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #:
Dealer Name: COLONIAL TRUCK SALES, INC.
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2:
City: ASHLAND
State / ZIP: VA / [REDACTED]
Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #:
Selling Dealer: COLONIAL TRUCK SALES, INC.
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2:
City: ASHLAND
State / ZIP: VA / [REDACTED]
Country: UNITED STATES

Owner Info**Buyer Info**

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

Vehicle / Unit

Chassis Series: N
Chassis Number: [REDACTED]
Registration #: [REDACTED]
VIN / Serial #: 4V4NC9EHXF [REDACTED]
Model: VNL64T
Product Type:

Vehicle / Unit Info

Cab version: L5H4
Cab Size: 780
Engine Make: VOLVO
Engine Model: D13
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL5.7
Engine: D13J455
HP Description: 455
Emission level: EM-USA14

Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT2.64
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #: 20769319
Misc Part #: 20769319
Error Code #:

TMAC / Warranty / Reliability

Claim #:
Goodwill #:
Tot. Diag Time Appr: 0
Km / Hr / Mi: 73050
Unit: Mi

Summary

DSR...Abilene / customer visit / cab suspension

Desc./Compl.

customer visit to review cab suspension. lateral stiffening rod bushing flips and cab is not centered on frame. went to customer location to retrieve damaged parts. send customer information on how to center cab and align when this support brace is replaced. cab shifted to the right

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
09/15/2014 10:15:46	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'Front Cab Mounts' has been added.
09/15/2014 10:14:19	RONALD DUNCAN	Public	Web Response	Please review attached. Please make sure that the front cab mount brackets are as close across from each feasibly possible. Replace compromised components. Thank you...

Service Request Detail Report

SR # [REDACTED]**SR Info**

SR Type: Service issues - Incident
SR Area: Reliability
App/Service: reliability
Sub Area: DSR (External)
Sub Area 2:
Sub Area 3:

SR Classification

Source: Visit
Func. Group: 8181-mounting
Severity: 3-Medium
Status: Closed
Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]
SR Group: NA - Truck - Reliability
SR Opened: 2014-09-15 09:59:55
SR Closed: 2014-12-09 14:00:14
Created By: JEFF BURROW
Created By Group: VTNA - Field Service
Region SouthEast

Argus Company: VTNA Trucks

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]
Call Back #: [REDACTED]
Contact First Name: [REDACTED]
Contact Last Name: [REDACTED]
Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #:
Dealer Name: COLONIAL TRUCK SALES, INC.
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2:
City: ASHLAND
State / ZIP: VA / [REDACTED]
Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #:
Selling Dealer: COLONIAL TRUCK SALES, INC.
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2:
City: ASHLAND
State / ZIP: VA / [REDACTED]
Country: UNITED STATES

Owner Info**Buyer Info**

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

Vehicle / Unit

Chassis Series: N
Chassis Number: [REDACTED]
Registration #:
VIN / Serial #: 4V4NC9EH1F [REDACTED]
Model: VNL64T
Product Type:

Vehicle / Unit Info

Cab version: L5H4
Cab Size: 780
Engine Make: VOLVO
Engine Model: D13
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL5.7
Engine: D13J455
HP Description: 455
Emission level: EM-USA14

Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT2.64
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #: 20769319
Misc Part #: 20769319
Error Code #:

TMAC / Warranty / Reliability

Claim #:
Goodwill #:
Tot. Diag Time Appr: 0
Km / Hr / Mi: 38618
Unit: Mi

Summary

DSR...Abilene / customer visit / cab suspension

Desc./Compl.

customer visit to review cab suspension. lateral stiffening rod bushing flips and cab is not centered on frame. went to customer location to retrieve damaged parts. send customer information on how to center cab and align when this support brace is replaced. cab shifted to the left.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
09/15/2014 10:13:39	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'Front Cab Mounts' has been added.
09/15/2014 10:12:12	RONALD DUNCAN	Public	Web Response	Please review attached. Please make sure that the front cab mount brackets are as close across from each feasibly possible. Replace compromised components. Thank you...

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident
SR Area: Reliability
App/Service: reliability
Sub Area: DSR (External)
Sub Area 2:
Sub Area 3:

SR Classification

Source: Phone
Func. Group: 8181-mounting
Severity: 3-Medium
Status: Closed
Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]
SR Group: NA - Truck - Reliability
SR Opened: 2014-09-15 09:56:59
SR Closed: 2014-12-09 13:59:51
Created By: JEFF BURROW
Created By Group: VTNA - Field Service
Region SouthEast

Argus Company: VTNA Trucks

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]
Call Back #: [REDACTED]
Contact First Name: [REDACTED]
Contact Last Name: [REDACTED]
Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #: [REDACTED]
Dealer Name: COLONIAL TRUCK SALES, INC.
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: ASHLAND
State / ZIP: VA [REDACTED]
Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID: 0DACT
District #: [REDACTED]
Customer #: [REDACTED]
Selling Dealer: DUMMY ACCOUNT
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: DUMMY ACCOUNT
Street Address 2: [REDACTED]
City: DUMMY ACCOUNT
State / ZIP: [REDACTED]
Country: UNITED KINGDOM

Owner Info**Buyer Info**

Buyer ID: [REDACTED]
Buyer Name: ABILENE MOTOR EXPRESS, INC.
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: RICHMOND
State / ZIP: VA [REDACTED]
Country: UNITED STATES

Vehicle / Unit

Chassis Series: N
Chassis Number: [REDACTED]
Registration #: [REDACTED]
VIN / Serial #: 4V4NC9EH2 [REDACTED]
Model: VNL64T N
Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4
Cab Size: 780
Engine Make: VOLVO
Engine Model: D13
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL5.7
Engine: D13J455
HP Description: 455
Emission level: EM-USA14

Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT2.64
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #: 20769319
Misc Part #: 20769319
Error Code #:

TMAC / Warranty / Reliability

Claim #:
Goodwill #:
Tot. Diag Time Appr: 0
Km / Hr / Mi: 0
Unit: Mi

Summary

DSR...Abilene / customer visit / rear cab suspension

Desc./Compl.

customer visit to review cab suspension. lateral stiffening rod bushing flips and cab is not centered on frame. went to customer location to retrieve damaged parts. send customer information on how to center cab and align when this support brace is replaced.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
09/15/2014 10:11:34	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'Front Cab Mounts' has been added.
09/15/2014 10:10:40	RONALD DUNCAN	Public	Web Response	Please review attached. Please make sure that the front cab mount brackets are as close across from each feasibly possible. Replace compromised components. Thank you...
09/15/2014 10:01:12	JEFF BURROW	Internal	Response	current mileage is 53767 .. thanks, Jeffrey Burrow

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident
SR Area: Reliability
App/Service: reliability
Sub Area: DSR (External)
Sub Area 2:
Sub Area 3:

SR Classification

Source: Phone
Func. Group: 8181-mounting
Severity: 3-Medium
Status: Closed
Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]
SR Group: NA - Truck - Reliability
SR Opened: 2014-09-15 09:53:54
SR Closed: 2014-12-09 13:59:05
Created By: JEFF BURROW
Created By Group: VTNA - Field Service
Region SouthEast

Argus Company: VTNA Trucks

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]
Call Back #: [REDACTED]
Contact First Name: [REDACTED]
Contact Last Name: [REDACTED]
Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #: [REDACTED]
Dealer Name: COLONIAL TRUCK SALES, INC.
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: ASHLAND
State / ZIP: VA / [REDACTED]
Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID: 0DACT
District #: [REDACTED]
Customer #: [REDACTED]
Selling Dealer: DUMMY ACCOUNT
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: DUMMY ACCOUNT
Street Address 2: [REDACTED]
City: DUMMY ACCOUNT
State / ZIP: [REDACTED]
Country: UNITED KINGDOM

Owner Info**Buyer Info**

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

Vehicle / Unit

Chassis Series: N
Chassis Number: [REDACTED]
Registration #: [REDACTED]
VIN / Serial #: 4V4NC9EH6 [REDACTED]
Model: VNL64T N
Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4
Cab Size: 780
Engine Make: VOLVO
Engine Model: D13
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL5.7
Engine: D13J455
HP Description: 455
Emission level: EM-USA14

Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT2.64
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #: 20769319
Misc Part #: 20769319,
Error Code #:

TMAC / Warranty / Reliability

Claim #:
Goodwill #:
Tot. Diag Time Appr: 0
Km / Hr / Mi: 45873
Unit: Mi

Summary

DSR...Abilene / customer visit / cab suspension

Desc./Compl.

customer visit to review cab suspension. lateral stiffening rod bushing flips and cab is not centered on frame. went to customer location to retrieve damaged parts. send customer information on how to center cab and align when this support brace is replaced.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
09/15/2014 10:10:29	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'Front Cab Mounts' has been added.
09/15/2014 10:04:46	RONALD DUNCAN	Public	Web Response	Please review attached. Please make sure that the front cab mount brackets are as close across from each feasibly possible. Replace compromised components. Thank you...
09/15/2014 10:06:00	JEFF BURROW	Internal	Response	cab shifted to the left. thanks,Jeffrey Burrow

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident
SR Area: Reliability
App/Service: reliability
Sub Area: DSR (External)
Sub Area 2:
Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web
Func. Group: 8119-miscellaneous
Severity: 3-Medium
Status: Closed
Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]
SR Group: NA - Truck - Reliability
SR Opened: 2014-09-09 09:15:26
SR Closed: 2014-09-10 15:50:52
Created By: [REDACTED]
Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]
Call Back #: [REDACTED]
Contact First Name: [REDACTED]
Contact Last Name: [REDACTED]
Dealer ID: [REDACTED]
District #: 6225
Customer #: [REDACTED]
Dealer Name: EAU CLAIRE MACK SALES, INC.
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: DULUTH
State / ZIP: MN / [REDACTED]
Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:
District #:
Customer #:
Selling Dealer:
Main Phone #:
Main FAX #:
Street Address 1:
Street Address 2:
City:
State / ZIP:
Country:

Owner Info**Buyer Info**

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

Vehicle / Unit

Chassis Series: N
Chassis Number: [REDACTED]
Registration #: [REDACTED]
VIN / Serial #: 4V4N99EHXE [REDACTED]
Model: VNL62T N
Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4
Cab Size: 780
Engine Make: VOLVO
Engine Model: D13
Rear axle load: RAL17
Rear axle installation: RADT-A4L
Front axle load: FAL5.7
Engine: D13H425
HP Description: 425
Emission level: EM-USA10
Rear axle: RSS1845C

Gearshifting system: GSS-AGS
Transmission or ATO2612D
Gearbox:
Rear axle ratio: RAT2.67
Truck Model Year: 2014
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #: 20900880
Error Code #:

TMAC / Warranty / Reliability

Claim #: XXXXXXXXXX
Goodwill #:
Tot. Diag Time Appr: 0
Km / Hr / Mi: 109487
Unit: Mi

Summary

DSR...Cab Shifting

Desc./Compl.

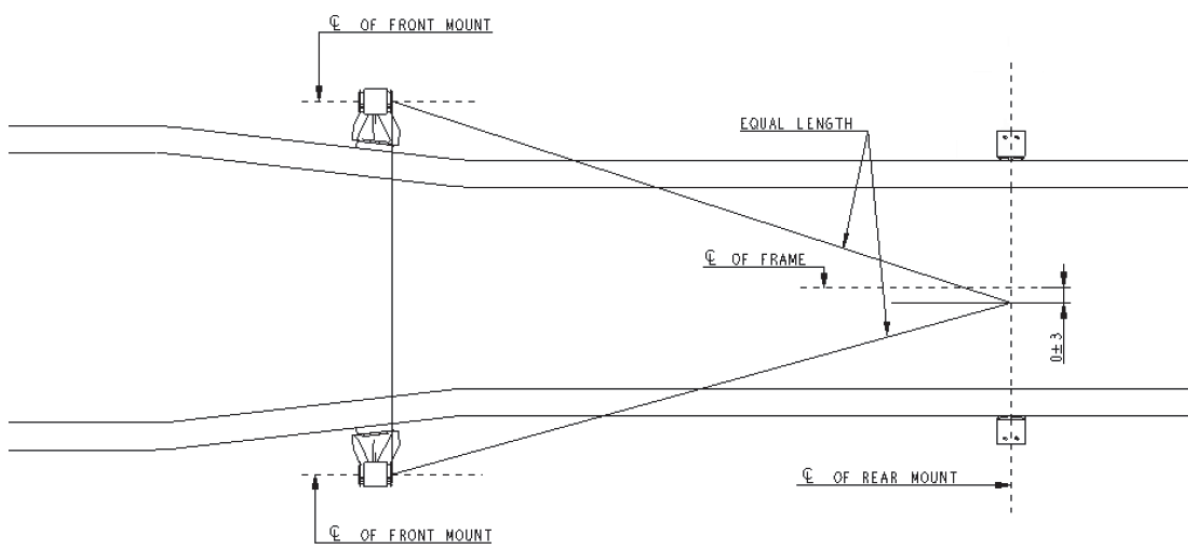
THE CAB ON THIS TRUCK IS SHIFTED TO THE LEFT BY ABOUT 2 INCHES IN THE REAR. WE HAVE BEEN IN CONTACT WITH DAMIAN MERKEL ON THIS ISSUE AND WERE ADVISED TOO SUBMIT AN ESERVICE WITH OUR FINDINGS. MESUREMENTS WERE TAKE FROM THE FRONT OF THE FRAME RAIL TO THE FRONT OF THE CAB NEXT TO THE FRONT CAB MOUNTING BOLT ON BOTH SIDES. THE RIGHT FRONT CAB MOUNT IS 1/2" FATHER TO THE REAR OF THE TRUCK THAN THE LEFT FRONT MOUNT CAUSING THE CAB TO SHIFT TO THE LEFT IN THE REAR. PLEASE ADVISE WITH A REPAIR.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
09/10/2014 15:17:12	XXXXXXXXXX	Public	Web Update	THE RIGHT FRONT CAB MOUNT WAS REPOSITIONED 1/4" FARTHER FORWARD AND THE STABALIZER BAR AND MOUNTS ON THE REAR OF THE CAB WE REPLACED ALONG WITH THE RIGHT FRONT CAB MOUNT. PLEASE CLOSE THIS CASE
09/09/2014 17:35:33	RONALD DUNCAN	Public	Web Response	Please replace all compromised cab suspension components. Thank you
09/09/2014 17:34:21	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'Front Cab Mounts' has been added.
09/09/2014 17:02:56	RONALD DUNCAN	Public	Web Response	Please review attachment. The front mounts need to be as close as feasibly possible directly across from each other. Thank you...



Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2: Quality Case Filed

Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8109-miscellaneous

Severity: 3-Medium

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical Support

SR Opened: 2014-09-02 11:19:58

SR Closed: 2014-09-11 14:06:39

Created By: DAVE HOFFMAN

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #: [REDACTED]

Customer #:

Dealer Name: GATEWAY INDUSTRIAL POWER, INC.

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: WRIGHT CITY

State / ZIP: MO / [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:

District #:

Customer #:

Selling Dealer:

Main Phone #:

Main FAX #:

Street Address 1:

Street Address 2:

City:

State / ZIP:

Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: [REDACTED]

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: MIAMI

State / ZIP: FL / [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #:

VIN / Serial #: 4V4NC9EH3F [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL18

Rear axle installation: RADD-A4V

Front axle load: FAL6.0

Engine: D13J455

HP Description: 455

Emission level: EM-USA14

Rear axle: RTS1857C
 Gearshifting system: GSS-AGS
 Transmission or AT2612D
 Gearbox:
 Rear axle ratio: RAT2.47
 Truck Model Year: 2015
 Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Technical

Km / Hr / Mi: 42963
 Unit: Mi
 Accuracy: Actual
 GCW:
 Location:

Campaign #:
 Tot. Diag Time Appr: 0
 Unit #:
 Tech Rating:
 Date of Failure:
 Remarks:

Summary

US14 D13J455/ cab shifted

Desc./Compl.

cust complaint of cab shifted

Response

NA

Activity Notes

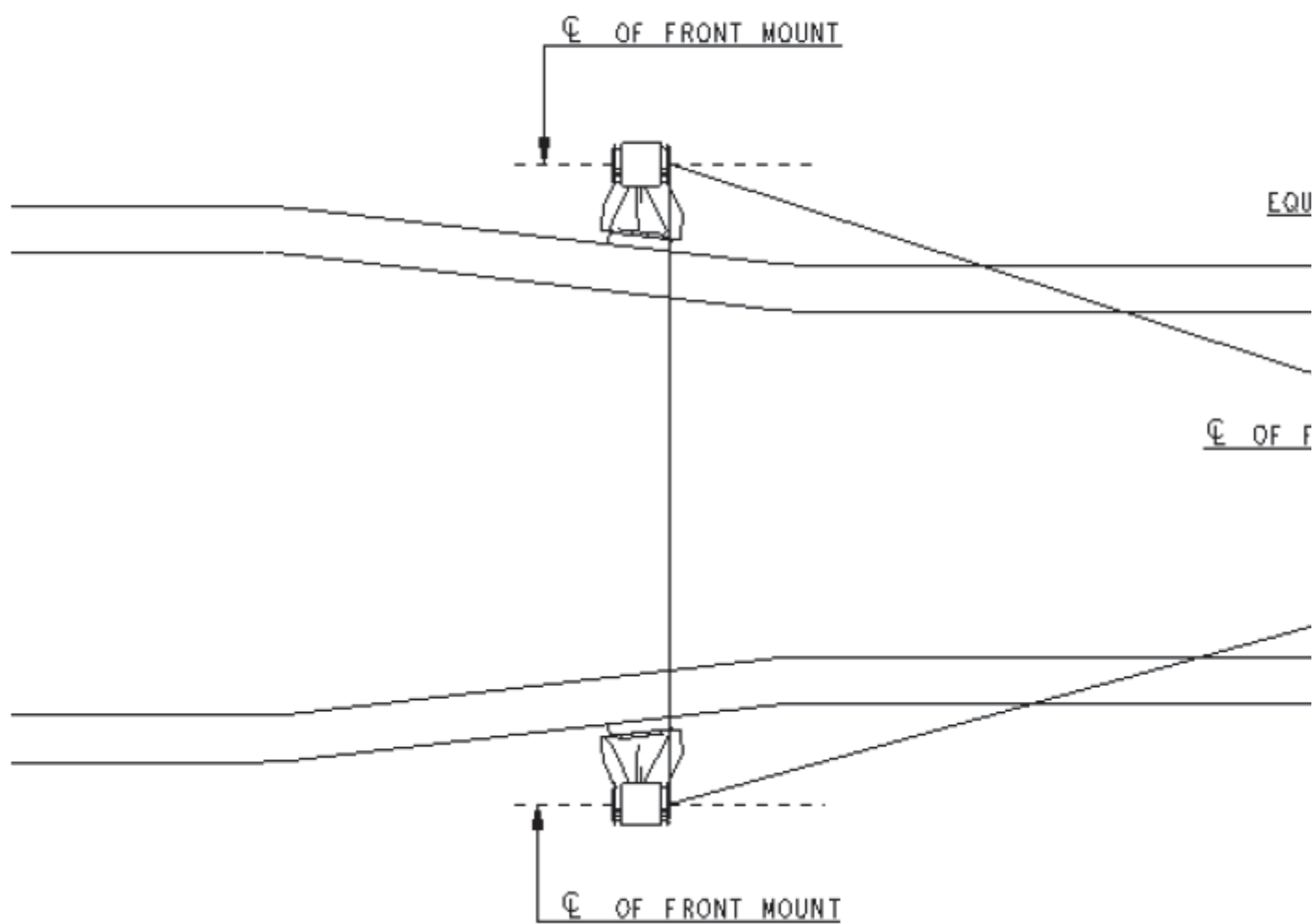
Created	Created By	Audience	Activity Type	Comments
09/11/2014 14:05:48	GERRY JESSEN	Public	Web Response	This case is being closed due to lack of a response. After 5 days of inactivity the case is subject to be closed. Please keep this in mind for future reference. The case can be reopened if there is a valid reason to do so. Thank you.
09/04/2014 11:39:04	GERRY JESSEN	Internal	Call - Outbound	called dealer to advise the front of the cab will need to be move over to get the cab to set correctly on the frame
09/04/2014 11:04:50	[REDACTED]	Public	Web Update	can someone call us on this? We have replaced the rod and stay rod torsion springs. The cab still needs to be shifted and ajusted at the front mounts. We would like to make sure everything is as it should before we release to the customer.
09/03/2014 20:37:47	GREGORY CHAFFIN	Public	Web Response	Parts Specs should be able to confirm this for you. [REDACTED]
09/03/2014 15:57:13	NATHAN BENACK	Public	Web Update	Can you guys confirm that part# 20704332 (control rod) is the part that needs to be replaced? We have this part on its way. Anything else that needs to be checked or looked at? Just want to make sure this is correct before releasing this back to the customer.
09/03/2014 14:02:32	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'RYDER CAB MEASERMENT' has been added.
09/03/2014 14:02:19	CASEY SMITH	Public	Web Update	I HAVE ATTACHED THE CAB MEASERMENT WORKSHEET WITH THE MEASERMENTS ON IT. THE CAB IS SHIFTED 1 INCH TO THE DRIVER SIDE. WE ARE WAITING ON THE NEW TORQUE ROD TO BE DELIVERED.
09/02/2014 13:27:44	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'cab mount' has been added.
09/02/2014 13:20:32	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'FW Cab Suspension Issue' has been added.
09/02/2014	GERRY JESSEN	Public	Web Response	thanks i'm checking with reliability on this issue

12:50:22				
09/02/2014 11:53:34		Public	Web Update	the rear cab suspension shifts to the left. after realignment i test drove unit & it has already started to shift back to the left.
09/02/2014 11:46:53		Public	Web Response	what is it that keeps moving ?
09/02/2014 11:31:47		Public	Work Performed	checked unit & found cab alignment had shifted to left. checked front cab mounts. no loose bolts or mount problems noticed. loosened front mounts & realigned cab. cust stated that this is the second time this has happened.how should i proceed?

Hones Gerard

From: Jessen Gerry
Sent: Tuesday, September 02, 2014 1:19 PM
To: Jessen Gerry
Subject: FW: Cab Suspension Issue

In light of the cab suspension issue that we are seeing in the field I have attached a drawing that will be required to ensure the cab is mounted correctly to the frame. As you can see the center-line of the frame is critical when placing the front mounts. The front two mounts should be mounted as closely across from each other as possible. The rear cab mount cross-member comes into play to get a correct triangle measurement in order to properly correct these units in the field. but when inspected the dimensions required per the attached are not in spec, the stay rod torsion spring should be replaced on the rear cab suspension. ...Thanks very much and let me know how I can further assist...



Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2: Quality Case Filed

Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8181-mounting

Severity: 2-High

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical Support

SR Opened: 2014-08-18 17:35:52

SR Closed: 2014-09-08 15:47:48

Created By: AARON HARRINGTON

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #:

Customer #:

Dealer Name: CENTRAL VALLEY GMC

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: BAKERSFIELD

State / ZIP: CA / [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:

District #:

Customer #:

Selling Dealer:

Main Phone #:

Main FAX #:

Street Address 1:

Street Address 2:

City:

State / ZIP:

Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: [REDACTED]

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: BAKERSFIELD

State / ZIP: CA / [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #: [REDACTED]

VIN / Serial #: 4V4NC9EH3F [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL17

Rear axle installation: RADD-A4V

Front axle load: FAL6.0

Engine: D13J455

HP Description: 455

Emission level: EM-USA14

Rear axle: RTS1857C
 Gearshifting system: GSS-AGS
 Transmission or AT2612D
 Gearbox:
 Rear axle ratio: RAT2.47
 Truck Model Year: 2015
 Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Technical

Km / Hr / Mi: 36247
 Unit: Mi
 Accuracy: Actual
 GCW:
 Location:

Campaign #:
 Tot. Diag Time Appr: 0
 Unit #:
 Tech Rating:
 Date of Failure:
 Remarks:

Summary

US14 D13J Cab Air Bags

Desc./Compl.

CAB HAS SHIFTED ON THE CAB AIR BAGS.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
09/08/2014 15:46:59	GREGORY CHAFFIN	Public	Web Response	This case is being closed due to lack of a response. After 5 days of inactivity the case is subject to be closed. Please keep this in mind for future reference. The case can be reopened if there is a valid reason to do so. Thank you.
08/27/2014 16:56:56	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'Cabmount' has been added.
08/27/2014 16:52:34	GREGORY CHAFFIN	Public	Web Response	I have attached a drawing that will be required to ensure the cab is mounted correctly to the frame. As you can see the center-line of the frame is critical when placing the front mounts. The front two mounts should be mounted as closely across from each other as possible. The rear cab mount cross-member comes into play to get a correct triangle measurement in order to properly correct these units in the field. I feel that any unit that has yet to exhibit this issue, but when inspected the dimensions required per the attached are not in spec, the stay rod torsion spring should be replaced on the rear cab suspension.
08/27/2014 16:33:58		Public	Web Update	i was wondering if i was going to get a response on this eserv.
08/18/2014 18:30:49	GREGORY CHAFFIN	Public	Web Response	Sent case for review, will advise.
08/18/2014 17:57:44		Public	Web Update	IF YOU LOOK AT THE TORSION SPRING ON THE TRUCK IT LOOKS LIKE IT IS GOING TO DO THE SAME THING AGAIN. IN ADDITION THE CAB IS CURRENTLY MOR THEN .08 IN. LATTERLY TO THE LEFT HOW DO I GET THE CAB IN SPEC.
08/18/2014 17:56:36	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'OLD SPRINGS' has been added.
08/18/2014 17:54:33	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'RIGHT' has been added.

08/18/2014 17:53:32	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'LEFT' has been added.
08/18/2014 17:50:36		Public	Work Performed	I REPLACED THE CAB TORSION SPRINGS CHECKED FOR CAB ALIGNMENT BROUGHT THE CAB OVER TO SPEC TWICE BUT THE CAB JUST WANTS TO SHIFT OVER TO THE LEFT SIDE







Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Reliability

App/Service: reliability

Sub Area: DSR (External)

Sub Area 2:

Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8117-member system,
rear

Severity: 4-Low

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Reliability

SR Opened: 2014-08-06 16:23:08

SR Closed: 2014-10-13 14:12:44

Created By: ANDREW RASMUSSEN

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #: [REDACTED]

Customer #:

Dealer Name: NUSS TRUCK GROUP, INC.

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: ROSEVILLE

State / ZIP: MN [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:

District #:

Customer #:

Selling Dealer:

Main Phone #:

Main FAX #:

Street Address 1:

Street Address 2:

City:

State / ZIP:

Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: [REDACTED]

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: HUDSON

State / ZIP: WI / [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #:

VIN / Serial #: 4V4NC9EH7 [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL17

Rear axle installation: RADD-A4V

Front axle load: FAL6.0

Engine: D13J425

HP Description: 425

Emission level: EM-USA14

Rear axle: RTS1857C
 Gearshifting system: GSS-AGS
 Transmission or Gearbox: ATO2612D
 Rear axle ratio: RAT2.64
 Truck Model Year: 2015
 Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

TMAC / Warranty / Reliability

Claim #:
 Goodwill #:
 Tot. Diag Time Appr: 0
 Km / Hr / Mi: 5000
 Unit: Mi

Summary

DSR US14 cab shifted

Desc./Compl.

cab is shifting over on the rear air bags. cab looks off set from the chassis. we have 2 sister trucks that both the cabs shifted over. you can see the cab air bags are shifted over.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
10/13/2014 14:12:04	RONALD DUNCAN	Public	Web Response	Reference [REDACTED] closing case...Thank you
09/27/2014 11:12:52	ANDREW RASMUSSEN	Public	Reopen	Customer returned the next day. with the cab off center again. found both the front cab mount bushings off center due to the cab pulling on them from being off center. we installed both front cab mounts. center the cab to the frame. we released the truck to the customer. i was advised after a weeks worth of nromal driving the cab is staying center now. please note for future ref Thanks
08/15/2014 11:06:28	ANDREW RASMUSSEN	Public	Web Update	Installed torsion springs, r & r both cab shocks. adjusted cab to frame. repair complete thanks for the help please close case
08/08/2014 08:50:18	[REDACTED]	Public	Web Response	Please change the two torsion springs P/N [REDACTED] and both cab shocks P/N [REDACTED]. Please send me the old parts. [REDACTED] Greensboro, NC [REDACTED]
08/08/2014 08:43:21	RONALD DUNCAN	Public	Web Response	Information provided to Adam VanderBee to address these units. Thanks for the report...
08/06/2014 17:02:38	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'w 8' has been added.
08/06/2014 17:02:38	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'w 7' has been added.
08/06/2014 17:02:02	ANDREW RASMUSSEN	Public	Web Update	all pics attached please review
08/06/2014 17:01:35	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'w 6' has been added.
08/06/2014 17:01:35	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'w 4' has been added.
08/06/2014	SIEBEL	Internal	Notes	An attachment with filename 'w 5' has been added.

17:01:35	ADMINISTRATOR			
08/06/2014 17:00:34	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'w 3' has been added.
08/06/2014 17:00:33	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'w 2' has been added.
08/06/2014 17:00:33	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'w1' has been added.
08/06/2014 16:59:00	ANDREW RASMUSSEN	Public	Web Update	pics should be attached soon, working on converting them to jpeg
08/06/2014 16:40:36	JEREMIAH BOWLES	Public	Web Response	just follow the cab alignment procedure in the manuals look in impact under function group 8
08/06/2014 16:30:40	ANDREW RASMUSSEN	Public	Work Performed	please see attched pics, have you seen this issue. if so what is the proper fix for this.

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident
SR Area: Reliability
App/Service: reliability
Sub Area: Dealer Contact
Sub Area 2:
Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web
Func. Group: 8181-mounting
Severity: 3-Medium
Status: Closed
Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]
SR Group: NA - Truck - Reliability
SR Opened: 2014-08-06 15:25:04
SR Closed: 2014-08-20 09:21:47
Created By: ADAM KING
Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]
Call Back #: [REDACTED]
Contact First Name: [REDACTED]
Contact Last Name: [REDACTED]
Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #: [REDACTED]
Dealer Name: BRUCKNER TRUCK SALES, INC.
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: OKLAHOMA CITY
State / ZIP: OK / [REDACTED]
Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #: [REDACTED]
Selling Dealer: [REDACTED]
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: [REDACTED]
State / ZIP: [REDACTED]
Country: [REDACTED]

Owner Info**Buyer Info**

Buyer ID: [REDACTED]
Buyer Name: [REDACTED]
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: OKLAHOMA CITY
State / ZIP: OK / [REDACTED]
Country: UNITED STATES

Vehicle / Unit

Chassis Series: N
Chassis Number: [REDACTED]
Registration #: [REDACTED]
VIN / Serial #: 4V4NC9EH2F [REDACTED]
Model: VNL64T N
Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4
Cab Size: 780
Engine Make: VOLVO
Engine Model: D13
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL6.0
Engine: D13J455
HP Description: 455
Emission level: EM-USA14
Rear axle: RTS1857C

Gearshifting system: GSS-AGS
Transmission or ATO2612D
Gearbox:
Rear axle ratio: RAT2.64
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #: 20769319
Misc Part #: 20769319, 20769319
Error Code #:

TMAC / Warranty / Reliability

Claim #: [REDACTED]
Goodwill #:
Tot. Diag Time Appr: 0
Km / Hr / Mi: 45640
Unit: Mi

Summary

... cab suspension

Desc./Compl.

The cab on this Veh is leaning to the Drivers side. We have moved and shifted the front cab mounts. Adjusted the rear body crossmember. Taken multiple measurements and angles and photos.

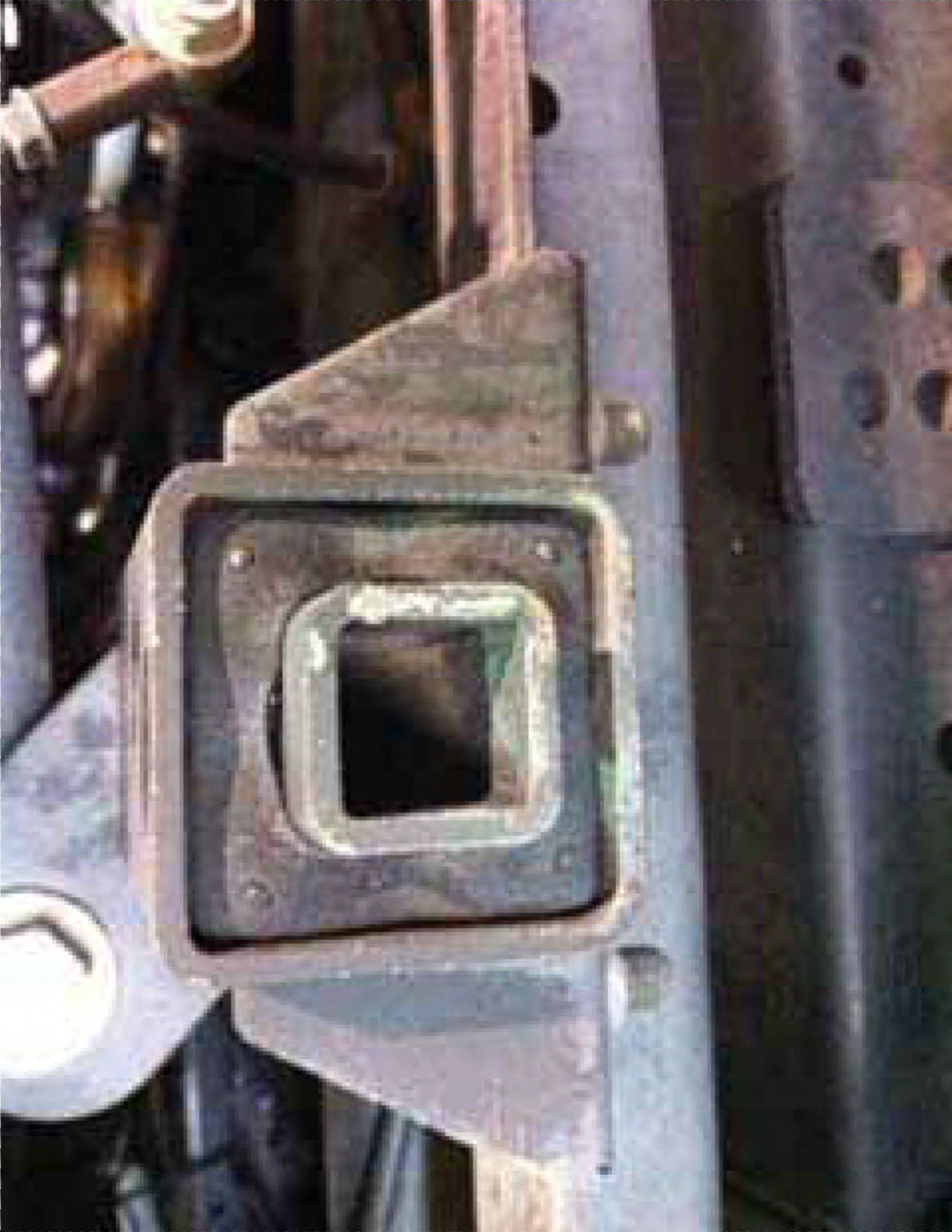
Response

NA

Activity Notes

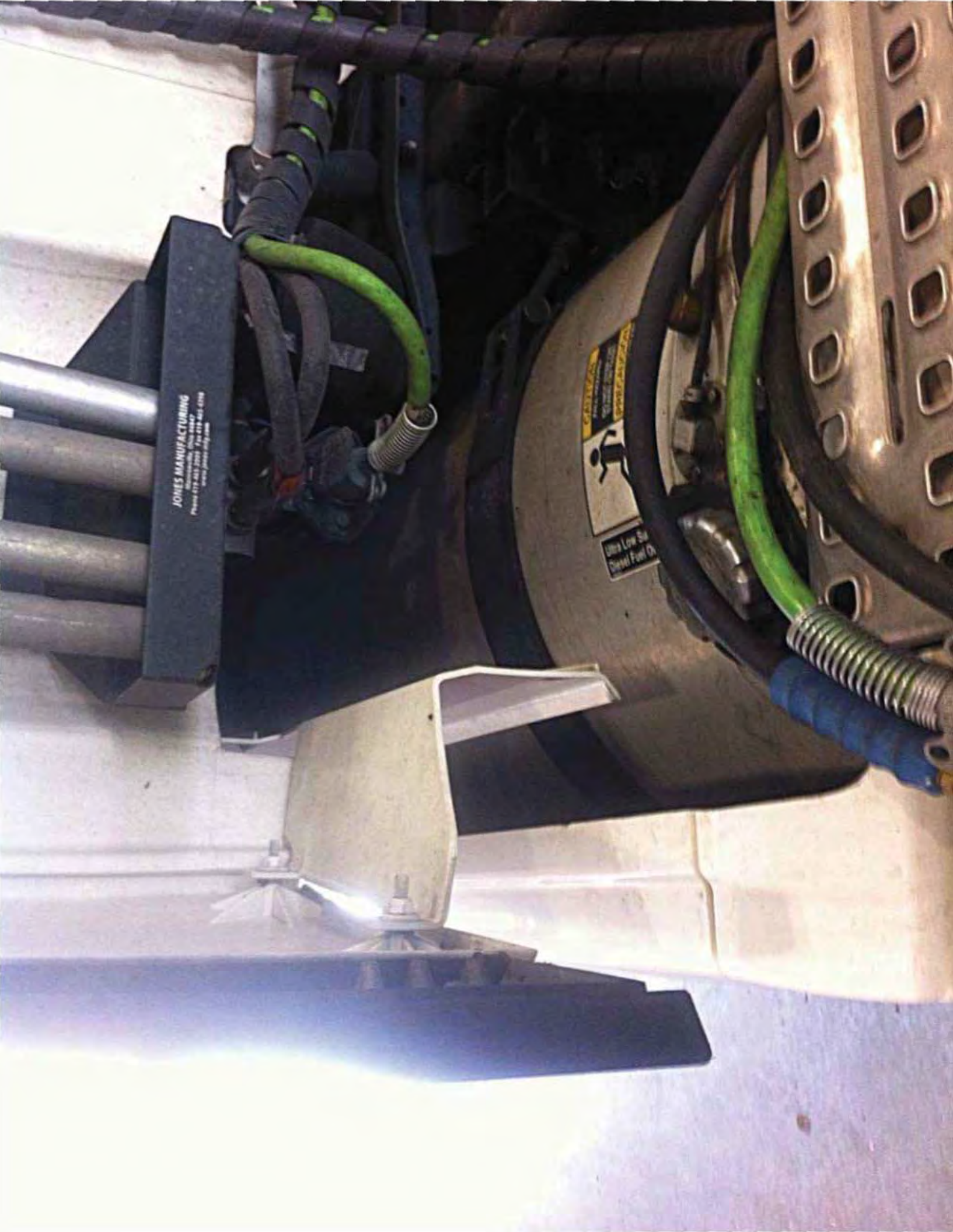
Created	Created By	Audience	Activity Type	Comments
08/19/2014 15:16:28	[REDACTED]	Public	Web Response	Has this problem been rectified? Have the failed parts been sent back to [REDACTED] Greensboro, NC [REDACTED]
08/07/2014 10:06:12	[REDACTED]	Public	Web Response	Please change the two torsion springs P/N [REDACTED] and both cab shocks P/N [REDACTED]. Please send me the old parts. [REDACTED] Greensboro, NC [REDACTED]
08/07/2014 07:40:59	WILLIAM PARROTT	Public	Web Response	Ron, attached five pictures of cab shift. Three for this chassis and one each of two more discovered at their yard yesterday. Failing early between 31k and 51k miles. 2-2.5 months old. BP
08/07/2014 07:38:55	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
08/07/2014 07:37:53	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
08/07/2014 07:36:50	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
08/07/2014 07:36:50	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
08/07/2014 07:35:48	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.











Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident
SR Area: Cab Repair / Paint
App/Service: cab repair / paint
Sub Area: DSR (External)
Sub Area 2:
Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web
Func. Group: 8101-body, complete
Severity: 3-Medium
Status: Closed
Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]
SR Group: NA - Truck - Warranty
SR Opened: 2014-07-29 21:51:29
SR Closed: 2014-07-31 11:27:49
Created By: TY THARRINGTON
Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]
Call Back #: [REDACTED]
Contact First Name: [REDACTED]
Contact Last Name: [REDACTED]
Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #: [REDACTED]
Dealer Name: TEC OF CALIFORNIA, INC.
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: FONTANA
State / ZIP: CA / [REDACTED]
Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #: [REDACTED]
Selling Dealer: [REDACTED]
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: [REDACTED]
State / ZIP: [REDACTED]
Country: [REDACTED]

Owner Info**Buyer Info**

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

Vehicle / Unit

Chassis Series: N
Chassis Number: [REDACTED]
Registration #: [REDACTED]
VIN / Serial #: 4V4NC9EJ7FN [REDACTED]
Model: VNL64T N
Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4
Cab Size: 780
Engine Make: VOLVO
Engine Model: D13
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL6.0
Engine: D13J500
HP Description: 500
Emission level: EM-USA14
Rear axle: RTS1857C

Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT3.08
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Cab Repair / Paint

Paint #: P3287
Area of Repair: Cab
Damage: Dents/Dings
Workmanship: Not Applicable

Contamination: Not Applicable
Characteristics: Not Applicable
Corrosion: Not Applicable

Summary

NA

Desc./Compl.

Truck only has 12,330 miles and the cab has shifted severely causing progressive damage to left side skirt deflector. Removed inner fender well splash shields and found front cab mount bushings have shifted within cab mounts breaking shims. Also torsion springs rubber has twisted severely within bracket casing. Truck leans to the left also. No signs of abuse or damage to frame found.

Estimate & Photos attached.

Thank you

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
07/31/2014 11:27:30	TRAVIS ERICKSON	Public	Web Response	Reviewed, OK to repair per estimate
07/29/2014 22:19:35	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] 'Estimate' has been added.
07/29/2014 22:18:34	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
07/29/2014 22:16:31	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
07/29/2014 22:15:30	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
07/29/2014 22:13:28	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
07/29/2014 22:11:25	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
07/29/2014 22:07:21	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.

TEC of California Collision Center

Fontana, CA.

Tax ID:

Estimate - Preliminary

Estimate Prepared by: Ty Tharrington

Appraised for: Volvo Trucks North America

Accident Date:

Regional District Service

Date of Loss:

Manager Jeff Pfendler

Arrival Date:

Date: 7/29/2014

Repair Start:

Estimate#:

Repair End:

Type of Loss:

Policy Number:

Claim Number:

Owner:

Contact: Owner

Address:

City, State, Zip Code: Beaumont, CA.

Appraised for:

Company: Volvo Trucks North America

Contact: Regional District Service Manager Jeff Pfendler

Address:

City, State, Zip Code: Greensboro, NC.

Telephone, Fax:

Body Shop:

Company: TEC of California Inc.

Contact: Regional Body Shop Operations Manager Ty Tharrington

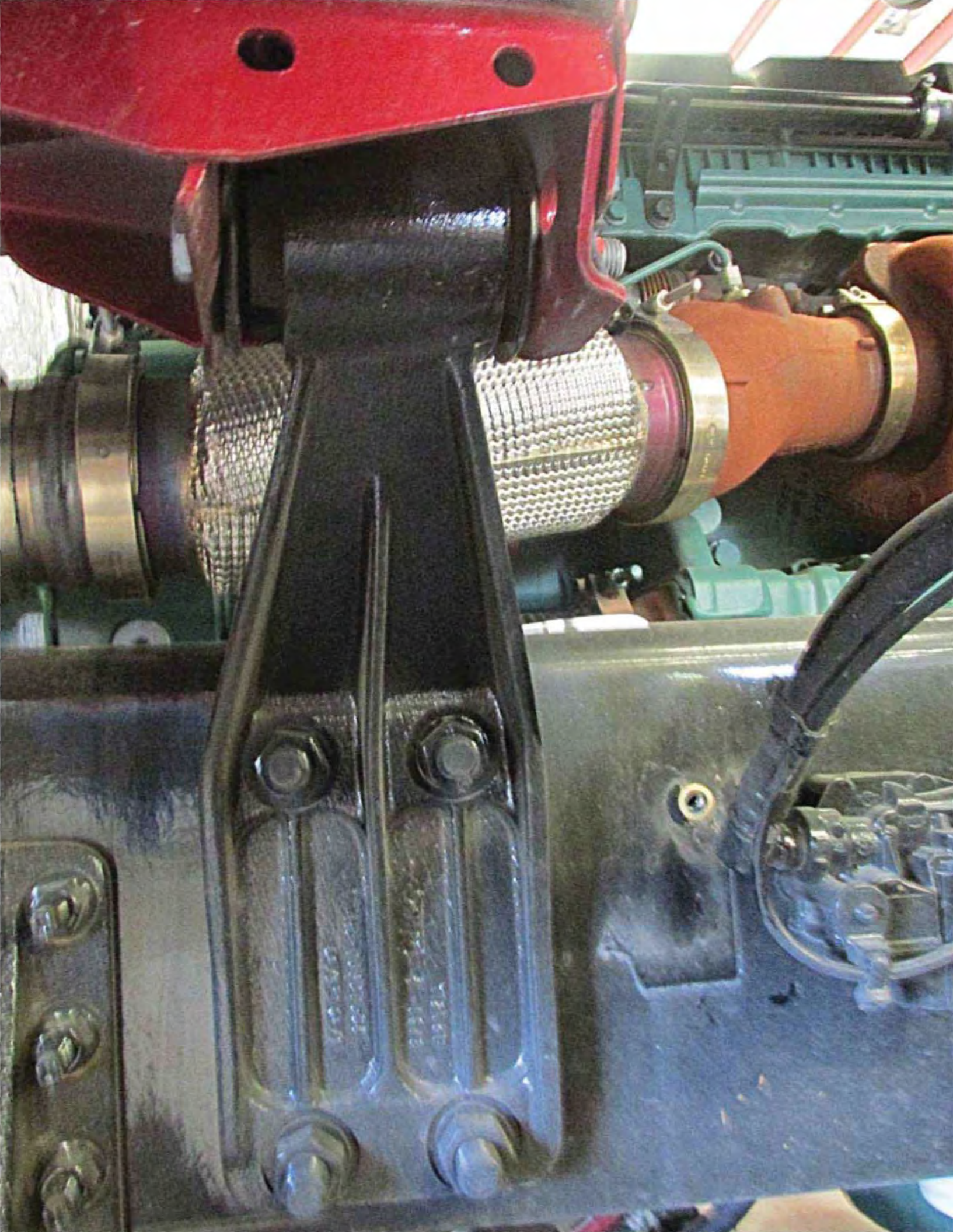
Address:

City, State, Zip Code: Fontana, CA.

Telephone, Fax:

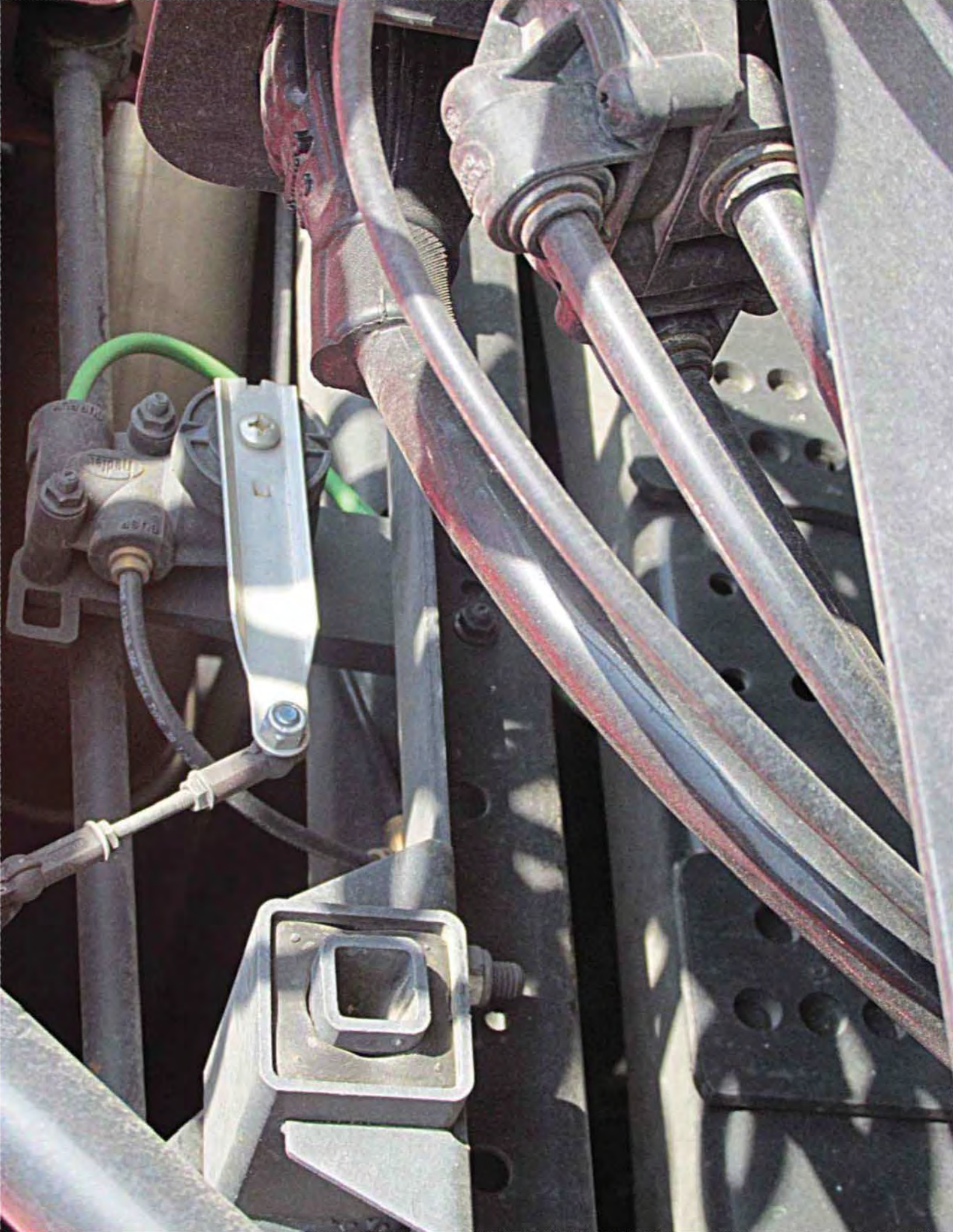
Year	Make	Model	Color	Trim
2015	VOLVO	VNL/VNM	Flame Peral Red P3287	
Unit Number	License Plate #	Mileage	Serial#/VIN#	
		12,330	4V4NC9EJ7FN	

Sup	Seq	Labor Type	Labor Op	Description	Part Type	Part Number	Dollar Amount	Labor Units
	1	Body	Rem/Ins	R&I Inner Fender Well Splash Shields R/L	Exist			1.0*
	2	Body	Rem/Rep	Mount, Front Cab R	New	N.A.	\$156.42	1.8*
	3	Body	Rem/Rep	Mount, Front Cab L	New	N.A.	\$156.42	1.8*
	4	Body	Rem/Rep	Shims , Cab Mounts	New		\$7.98	.0*













Sup	Seq	Labor Type	Labor Op	Description	Part Type	Part Number	Dollar Amount	Labor Units
	5	Body	Rem/Rep	Cab Torsion Springs R/L	New		\$98.82	.6*
	6	Body	Rem/Rep	Cab Shock R	New		\$54.93	.3*
	7	Body	Chk/Adj	Level Frame	Exist			1.0*
	8	Body	Rem/Rep	Wedge Riser Block, Steer Axle	New		\$76.84	.0*
	9	Body	Rem/Rep	U-Bolts , Steer Axle L	New		\$47.14	.0*
	10	Body	Align	Align Cab	Exist			1.1*
	11	Ref	Ref	Refinish Cab Skirt Rear	Exist			1.2*
	12	Ref	Ref	Clear Coat	Exist			.4*
	13	Body	Chk/Adj	Take Charge	Exist			.3*
	14			Hazardous Waste			\$5.00	*
	15			Paint Materials			\$88.00	

* - Judgement Item
- Labor Note Applies

Labor

Body	7.9	Hrs @	\$130.00	\$1,027.00
Refinish	1.6	Hrs @	\$130.00	\$208.00
Labor Total				<u>\$1,235.00</u>

Parts

Parts Subtotal	\$598.55
Less Adjustments	
Parts Total	<u>\$598.55</u>

Additional Costs and Operations

Additional Costs

Hazardous Waste	\$5.00
Paint Materials	\$88.00
Addl. Costs/Ops Total	<u>\$93.00</u>

Tax

Totals

Sub Total:	<u>\$1,926.55</u>
Customer Resp.	<u>\$0.00</u>
Net Total	<u>\$1,926.55</u>

2015 VOLVO VNL/VNM

Sup	Seq	Labor Type	Labor Op	Description	Part Type	Part Number	Dollar Amount	Labor Units
-----	-----	---------------	-------------	-------------	--------------	-------------	------------------	----------------

Estimate Prepared By:

Signature

Date

Authorization for Repairs:

Signature

Date

This is a preliminary estimate. Additional changes to the estimate may be required for the actual repair.

TruckEst does not automatically include items required by many business repair partners. This application allows the author to manually enter line items such as overlap deductions.

2015 VOLVO VNL/VNM

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2: Quality Case Filed

Sub Area 3: Misc.

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8102-cab, complete

Severity: 2-High

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical Support

SR Opened: 2014-07-23 14:21:01

SR Closed: 2014-08-04 15:12:24

Created By: MIKE CLARK

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #: 7557

Customer #: [REDACTED]

Dealer Name: NEXTRAN CORPORATION

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2: [REDACTED]

City: ORLANDO

State / ZIP: FL [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID: [REDACTED]

District #: [REDACTED]

Customer #: [REDACTED]

Selling Dealer: [REDACTED]

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2: [REDACTED]

City: [REDACTED]

State / ZIP: [REDACTED]

Country: [REDACTED]

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: [REDACTED]

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2: [REDACTED]

City: SUMTERVILLE

State / ZIP: FL [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #: [REDACTED]

VIN / Serial #: 4V4NC9EH7FN [REDACTED]

Model: VNL64T

Product Type: [REDACTED]

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL17

Rear axle installation: RADD-A4V

Front axle load: FAL6.0

Engine: D13J425

HP Description: 425

Emission level: EM-USA14

Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT2.64
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 24469
Unit: Mi
Accuracy: Actual
GCW:
Location:

Campaign #:
Tot. Diag Time Appr: 0
Unit #:
Tech Rating: Master
Date of Failure:
Remarks:

Summary

US14 D13J Cab Alignment

Desc./Compl.

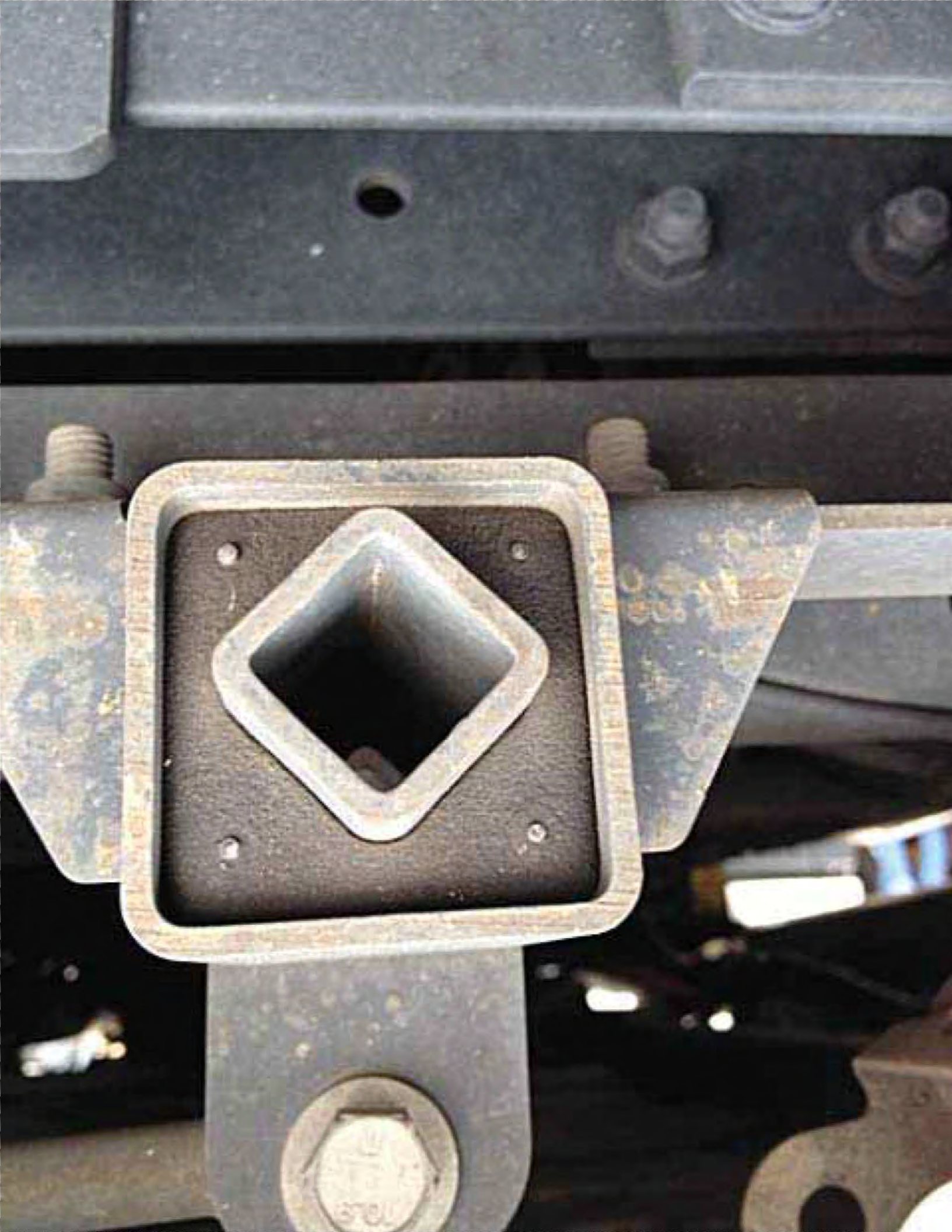
truck came in with the complaint that the rear of the cab has shifter to the drivers side. customer also stated he has 9 other 2015 chassis doing the same thing.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
08/04/2014 15:12:05	GREGORY CHAFFIN	Public	Web Response	Closed
07/23/2014 16:48:09	GREGORY CHAFFIN	Internal	Documentation	Sent to A.S. in Reliability for review.
07/23/2014 16:14:08	GREGORY CHAFFIN	Public	Web Response	Sending for review, will advise.
07/23/2014 14:37:40	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'time def 3' has been added.
07/23/2014 14:37:40	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'time def 4' has been added.
07/23/2014 14:26:15	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'time def2' has been added.
07/23/2014 14:26:14	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'time def1' has been added.
07/23/2014 14:24:55		Public	Work Performed	i checked the front mounts and it seems ok. im attaching pics of the rear being shifted. please advise on possible repair. thanks MC







Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident
SR Area: Reliability
App/Service: reliability
Sub Area: Customer Complaint
Sub Area 2:
Sub Area 3:

SR Classification

Source: Phone
Func. Group: 8181-mounting
Severity: 3-Medium
Status: Closed
Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]
SR Group: NA - Truck - Reliability
SR Opened: 2014-07-11 09:52:05
SR Closed: 2014-07-17 13:08:23
Created By: JEFF BURROW
Created By Group: VTNA - Field Service
Region SouthEast

Argus Company: VTNA Trucks

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]
Call Back #: [REDACTED]
Contact First Name: [REDACTED]
Contact Last Name: [REDACTED]
Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #:
Dealer Name: COLONIAL TRUCK SALES, INC.
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2:
City: ASHLAND
State / ZIP: VA / [REDACTED]
Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #:
Selling Dealer: COLONIAL TRUCK SALES, INC.
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2:
City: ASHLAND
State / ZIP: VA / [REDACTED]
Country: UNITED STATES

Owner Info**Buyer Info**

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

Vehicle / Unit

Chassis Series: N
Chassis Number: [REDACTED]
Registration #:
VIN / Serial #: 4V4NC9EH1F [REDACTED]
Model: VNL64T
Product Type:

Vehicle / Unit Info

Cab version: L5H4
Cab Size: 780
Engine Make: VOLVO
Engine Model: D13
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL5.7
Engine: D13J455
HP Description: 455
Emission level: EM-USA14

Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT2.64
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #: 20704332
Misc Part #: 20704332
Error Code #:

TMAC / Warranty / Reliability

Claim #:
Goodwill #:
Tot. Diag Time Appr: 0
Km / Hr / Mi: 0
Unit: Mi

Summary

Abilene / cab suspension lateral rod damage

Desc./Compl.

customer called to report bushing in strut rod for rear cab suspension had rolled and cab had shifted to the left side ~4-5 inches. it had damaged the cab shock on the right side. customer has truck at their shop. will be completing repairs and will save parts for me to examine.

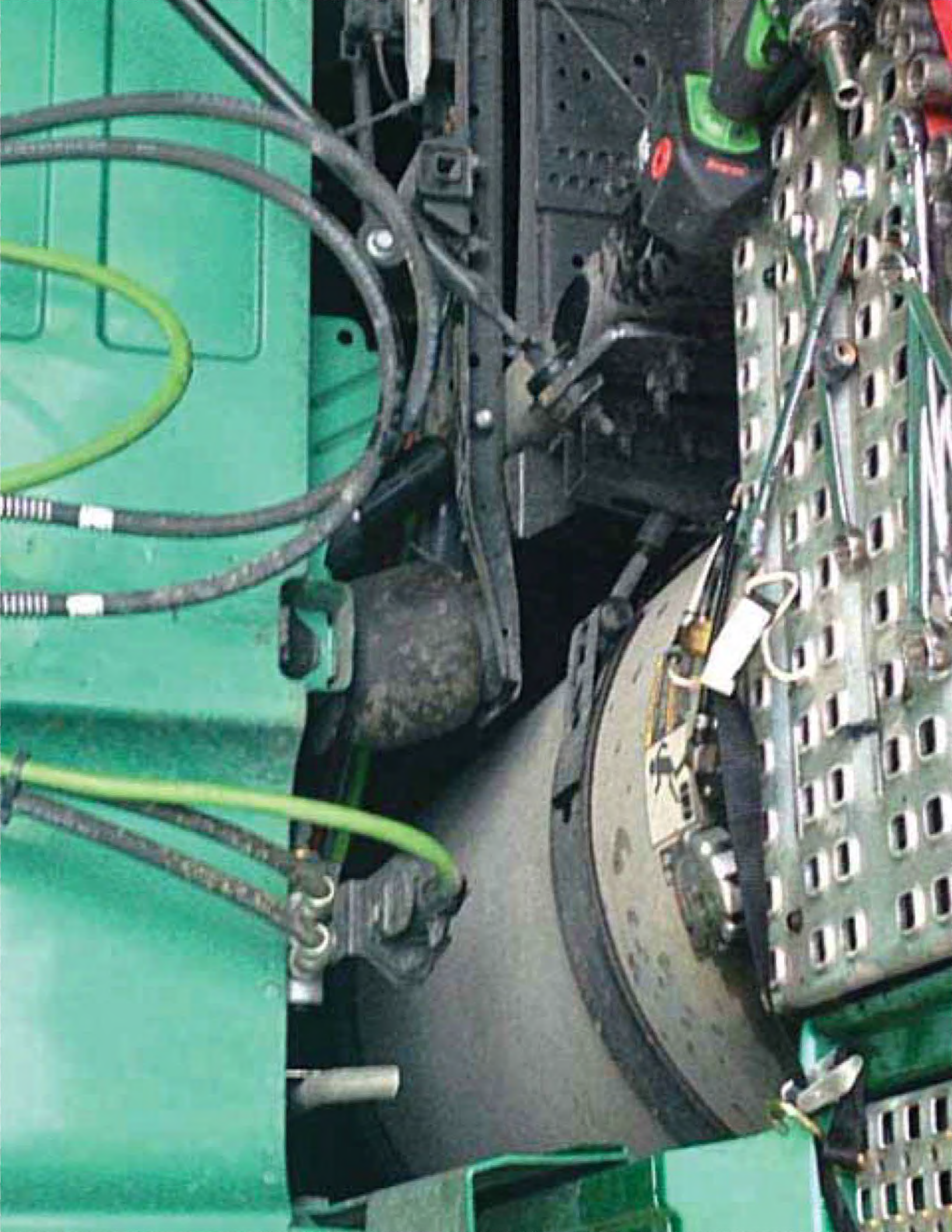
Response

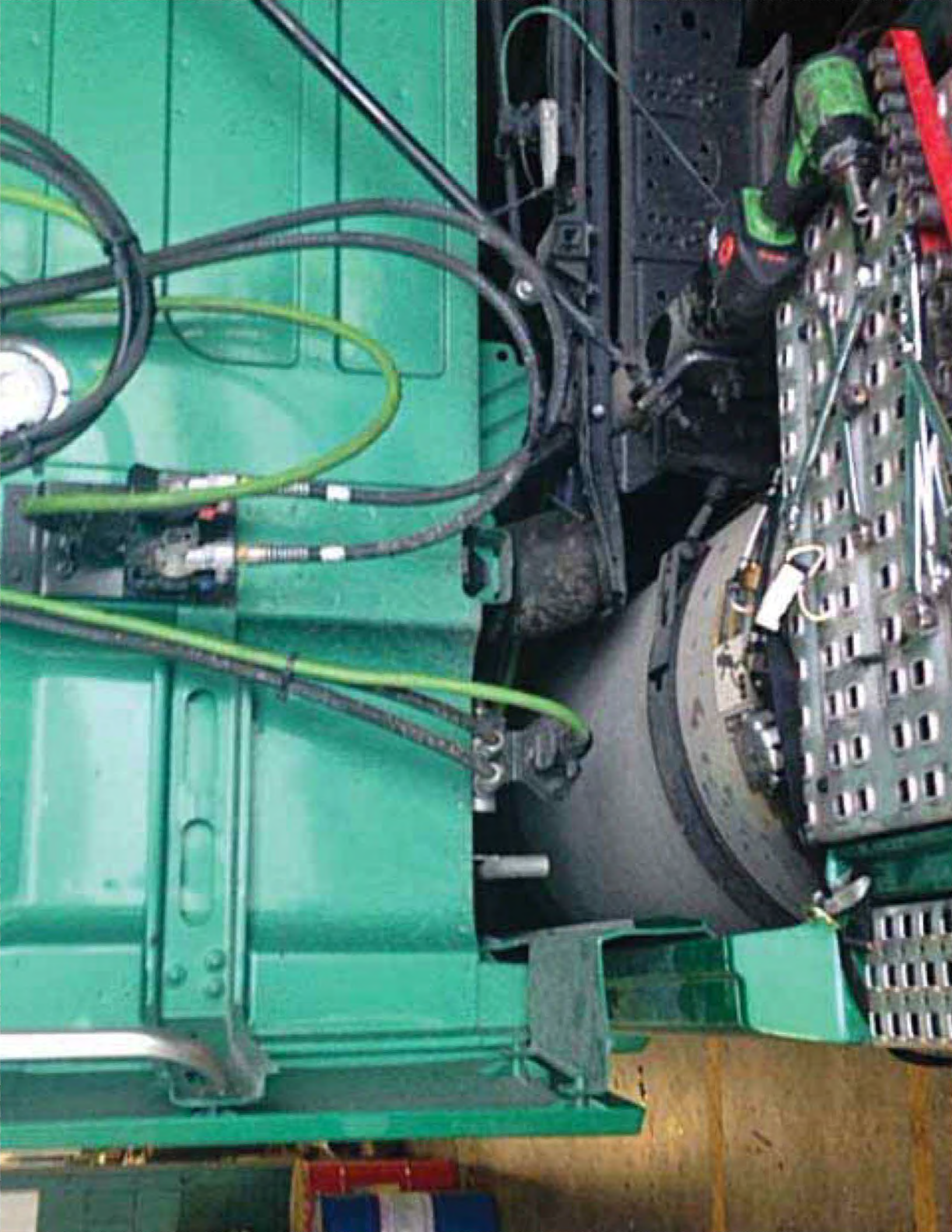
NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
07/16/2014 15:33:45		Public	Web Response	Go ahead and replace both cab shocks and torsion springs units Shock P/N x2 torsion springs P/N x2 Please send me the used parts at Greensboro, N.C.
07/11/2014 10:00:44	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '908182 e _8695' has been added.
07/11/2014 10:00:42	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '908182 d _5676' has been added.
07/11/2014 09:59:39	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '908182 c _9389' has been added.
07/11/2014 09:54:24	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '908182b _9314' has been added.
07/11/2014 09:54:22	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '908182a _7980' has been added.











164046

20769886

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident
SR Area: Cab Repair / Paint
App/Service: cab repair / paint
Sub Area: DSR (External)
Sub Area 2:
Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web
Func. Group: 8101-body, complete
Severity: 3-Medium
Status: Closed
Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]
SR Group: NA - Truck - Warranty
SR Opened: 2014-05-27 09:28:30
SR Closed: 2014-06-16 10:03:54
Created By: MIKE YOUNGBLOOD
Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]
Call Back #: [REDACTED]
Contact First Name: [REDACTED]
Contact Last Name: [REDACTED]
Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #: [REDACTED]
Dealer Name: TOM GRADY ENTERPRISES, INC.
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: ADAIRSVILLE
State / ZIP: GA [REDACTED]
Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #: [REDACTED]
Selling Dealer: [REDACTED]
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: [REDACTED]
State / ZIP: [REDACTED]
Country: [REDACTED]

Owner Info**Buyer Info**

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

Vehicle / Unit

Chassis Series: N
Chassis Number: [REDACTED]
Registration #: [REDACTED]
VIN / Serial #: 4V4NC9EH6FN [REDACTED]
Model: VNL64T N
Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4
Cab Size: 780
Engine Make: VOLVO
Engine Model: D13
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL6.0
Engine: D13J425
HP Description: 425
Emission level: EM-USA14
Rear axle: RTS1857C

Gearshifting system: GSS-AGS
Transmission or ATO2612D
Gearbox:
Rear axle ratio: RAT2.64
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Cab Repair / Paint

Paint #: 0
Area of Repair: Cab
Damage: Not Applicable
Workmanship: Not Applicable

Contamination: Not Applicable
Characteristics: Not Applicable
Corrosion: Not Applicable

Summary

NA

Desc./Compl.

The cab was leaning to the side. We attempted to align at our location and could not. attached are the two estimates from two body repair companies.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
06/16/2014 10:03:40	TRAVIS ERICKSON	Public	Web Response	closing case no further activity
05/27/2014 11:07:15	TRAVIS ERICKSON	Public	Web Response	Whats the failure on this cab? what is causingit to lean? what is the current mileage?
05/27/2014 09:41:52	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
05/27/2014 09:41:52	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.



Headrick's Body Shop, Inc.

Rossville, GA

Page 1 of 1

ESTIMATE: 150

Date: 5/21/2014

Name:		Contact:		Year:	2013
Street Address:		Phone:		Make:	VOLVO
City, ST, Zip:		Fax:		Model:	VNL
Serial No:		Color:		Speedo:	
Unit No:				Hub:	
Repair/Replace	Description	Parts	Labor	Sublet	
REPAIR	FRAME		18.00		
	3 AXLE ALIGNMENT				\$350.00

Est. Made By:	
Insured Pays:	
Ins. Co. Pays \$:	Ins. Check Payable to:

The above is an estimate, based on our inspection, and does not cover additional parts or labor which may be required after the work has been opened up. Occasionally, after work has started, worn, broken, or damaged parts are discovered which are not evident on first inspection. Quotations on parts and labor are current and subject to change. In the event this account is placed with an attorney for collection after the estimate is accepted and repairs are made, I agree to pay a reasonable attorney's fee.

Parts Total	\$0.00
Labor Total	\$1,296.00
Sublet Total	\$350.00
Taxable Amt.	\$350.00
Sales Tax	\$24.50
TOTAL DUE	\$1,670.50

SIGNATURE _____ DATE: _____

Dalton Truck Inc

Dalton, Ga

Estimate - Preliminary**Estimate Prepared by:** Bentley Goff**Appraised for:****Accident Date:****Date of Loss:****Arrival Date:** 5/16/2014**Date:** 5/16/2014**Type of Loss:****Estimate#:****Policy Number:****Claim Number:****Insured:****Company:** Vanguard Truck Center Of Atlanta**Contact:** Leslie Nutt**Telephone, Fax:****Year****Make****Model****Color****Trim**

2013

VOLVO

VNL/VNM

2015 Volvo

Unit Number**License Plate #****Mileage****Serial#/VIN#**

27,836

Sup	Seq	Labor Type	Labor Op	Description	Part Type	Part Number	Dollar Amount	Labor Units
	1	Mech	Repair	Repair Frame Side Sway / Twisted And Rolled Rails At Front	Sublet		\$1,250.00	*
	2	Mech	Align	Align 3 Axle	Sublet		\$225.00	*
	3	Body	Rem/Rep	2 Alignment Shims	New		\$39.68	*

* - Judgement Item

- Labor Note Applies

Labor

Labor Total

\$0.00

Parts

Parts Subtotal

\$1,514.68

Less Adjustments

Parts Total

\$1,514.68

Additional Costs and Operations

Addl. Costs/Ops Total

\$0.00

Tax**Totals**

Sub Total:

\$1,514.68

Customer Resp.

\$0.00

Net Total

\$1,514.68

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2: Spurious

Sub Area 3: Improper case submitted

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8109-miscellaneous

Severity: 3-Medium

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical Support

SR Opened: 2014-02-21 17:12:51

SR Closed: 2014-03-05 15:31:21

Created By: MIKE STRAIT

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #: [REDACTED]

Customer #: [REDACTED]

Dealer Name: TEC EQUIPMENT, INC.

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2: [REDACTED]

City: PORTLAND

State / ZIP: OR [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID: [REDACTED]

District #: [REDACTED]

Customer #: [REDACTED]

Selling Dealer: [REDACTED]

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2: [REDACTED]

City: [REDACTED]

State / ZIP: [REDACTED]

Country: [REDACTED]

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

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

Chassis Series: N

Chassis Number: [REDACTED]

Registration #: [REDACTED]

VIN / Serial #: 4V5NC9EJ7D [REDACTED]

Model: VNL64R N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L4H2

Cab Size: 630

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL17

Rear axle installation: RADD-A4V

Front axle load: FAL6.7

Engine: D13H475

HP Description: 475

Emission level: EM-USA10

Rear axle: RTS1857C
Gearshifting system: GSS-R
Transmission or F18913A
Gearbox:
Rear axle ratio: RAT3.08
Truck Model Year: 2013
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 42198
Unit: Mi
Accuracy: Actual
GCW:
Location:

Campaign #:
Tot. Diag Time Appr: 0
Unit #:
Tech Rating:
Date of Failure:
Remarks:

Summary

US10 D13H Cab

Desc./Compl.

CAB LEANS TO LEFT SIDE APROX. 1 INCH

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
03/05/2014 15:31:05	GREGORY CHAFFIN	Public	Web Response	No response, closed.
02/25/2014 21:27:39	GREGORY CHAFFIN	Public	Web Response	This truck has been broken since it was new?
02/25/2014 18:36:48		Public	Web Update	WE have removed front can mount to frame brackets please supply dimensional drawing for cab mount to frame bracket . please supply dimensional drawing for hole locations in frame rail for cab mount brackets.
02/21/2014 18:57:07	GREGORY CHAFFIN	Public	Web Response	No known issue. Repair as needed.
02/21/2014 17:38:38		Public	Work Performed	Took multiple measurements from floor to cab and frame. Found frame to ground measurements within 1/8 inch at front steering axle string pins and at back of cab crossmember. Found front cab leg mounting bolt (through bushing) ½ inch higher on left side. Found front cab mount installed higher on frame on right side. Is this a known issue? Is there a recommended fix?

Service Request Detail Report

SR # [REDACTED]**SR Info**

SR Type: Service issues - Incident
SR Area: Cab Repair / Paint
App/Service: cab repair / paint
Sub Area: DSR (External)
Sub Area 2:
Sub Area 3:

Argus Company: VTNA Trucks

SR Classification

Source: Web
Func. Group: 8101-body, complete
Severity: 3-Medium
Status: Closed
Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]
SR Group: NA - Truck - Warranty
SR Opened: 2014-02-10 19:51:04
SR Closed: 2014-02-18 15:02:26
Created By: DAVID LUCAS
Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]
Call Back #: [REDACTED]
Contact First Name: [REDACTED]
Contact Last Name: [REDACTED]
Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #: [REDACTED]
Dealer Name: TEC EQUIPMENT, INC.
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: PORTLAND
State / ZIP: OR / [REDACTED]
Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #: [REDACTED]
Selling Dealer: [REDACTED]
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: [REDACTED]
State / ZIP: [REDACTED]
Country: [REDACTED]

Owner Info**Buyer Info**

Buyer ID: [REDACTED]
Buyer Name: ZP TRANSPORT
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2: [REDACTED]
City: CLACKAMAS
State / ZIP: OR / [REDACTED]
Country: UNITED STATES

Vehicle / Unit

Chassis Series: N
Chassis Number: [REDACTED]
Registration #: [REDACTED]
VIN / Serial #: 4V4NC9TK0EN [REDACTED]
Model: VNL64T N
Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4
Cab Size: 780
Engine Make: CUMMINS
Engine Model: ISX
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL6.0
Engine: CU15C525
HP Description: 525
Emission level: EM-USA14
Rear axle: RTS1857C

Gearshifting system: GSS-FAS
 Transmission or F18313AE
 Gearbox:
 Rear axle ratio: RAT3.42
 Truck Model Year: 2014
 Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Cab Repair / Paint

Paint #: P-3121-EB
 Area of Repair: Cab
 Damage: Not Applicable
 Workmanship: Not Applicable

Contamination: Not Applicable
 Characteristics: Not Applicable
 Corrosion: Not Applicable

Summary

NA

Desc./Compl.

CUSTOMER COMPLAINT CABLEANING TO LEFT SIDE. IT HAS
 NOTICEABLE LEAN TO LEFT.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
02/18/2014 15:02:04	TRAVIS ERICKSON	Public	Web Response	no repsonse closing case
02/16/2014 13:51:40	TRAVIS ERICKSON	Public	Web Response	the reason asked if the truck is out of the 12/100 chassis coverage and this seems like a chassis issue not stricture issue
02/11/2014 18:22:58	DAVID LUCAS	Public	Web Update	JEFF WE DON'T NOT KNOW WHY THEY START TO LEAN. WE HAVE SEEN THIS ON OLD TRUCK, NOT SO MUCH ON A NEW TRUCK LIKE THIS. THIS IS HOW WE REPAIR IT SO THE TRUCK DOESN'T LEAN ANYMORE. IF YOU HAVE ANYMORE QUESTIONS PLEASE GIVE ME A CALL.
02/11/2014 15:22:56	TRAVIS ERICKSON	Public	Web Response	What exactly is causing this leaning issue?
02/10/2014 20:14:46	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'S&H ESTIMATE img003' has been added.
02/10/2014 20:04:21	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '12-03-13 015' has been added.
02/10/2014 20:04:01	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '12-03-13 014' has been added.
02/10/2014 20:03:40	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '12-03-13 013' has been added.
02/10/2014 20:03:19	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '12-03-13 012' has been added.
02/10/2014 20:02:39	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '12-03-13 009' has been added.
02/10/2014 20:02:18	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '12-03-13 008' has been added.
02/10/2014 20:01:38	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '12-03-13 007' has been added.
02/10/2014 20:01:17	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '12-03-13 006' has been added.

02/10/2014 20:00:56	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '12-03-13 005' has been added.
02/10/2014 20:00:15	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '12-03-13 004' has been added.
02/10/2014 19:59:55	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '12-03-13 003' has been added.
02/10/2014 19:59:34	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '12-03-13 002' has been added.
02/10/2014 19:59:13	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '12-03-13 001' has been added.

TEC EQUIPMENT COLLISION CENTER

PORTLAND, OR,

Tel: Fax:

WARRANTY

Estimate - Preliminary

Estimate Prepared by: DAVID YAZZOLINO

Appraised for:

Accident Date:

Date of Loss:

Date: 2/5/2014

Arrival Date:

Estimate#:

Type of Loss:

Policy Number:

Claim Number:

Insured:

Company: S&H LOGISTICS

Year 2013	Make VOLVO	Model VNL/VNM	Color P3121-EB	Trim
Unit Number [REDACTED]	License Plate #	Mileage 123,376	Serial#/VIN# 4V4NC9TK0EN [REDACTED]	

Sup	Seq	Labor Type	Labor Op	Description	Part Type	Part Number	Dollar Amount	Labor Units
	1	Body	Rem/Rep	CUSTOMER COMPLAINT, New CAB LEANING TO LEFT SIDE				*
	2	Body	Rem/Rep	REPLACE REAR TORSION SPRING	New	20769319	\$142.16	1.5*
	3	Body	Rem/Rep	REPLACE FRONT CAB MOUNT L	New	20900878	\$224.99	1.1*
	4	Body	Rem/Rep	REPLACE FRONT CAB MOUNT R	New	20900880	\$224.99	1.1*
	5	Body	Rem/Rep	ADJUST AIR RIDE FRONT END	New			2.0*

* - Judgement Item

- Labor Note Applies

Labor

Body	5.7 Hrs @ \$110.00	\$627.00
Labor Total		\$627.00

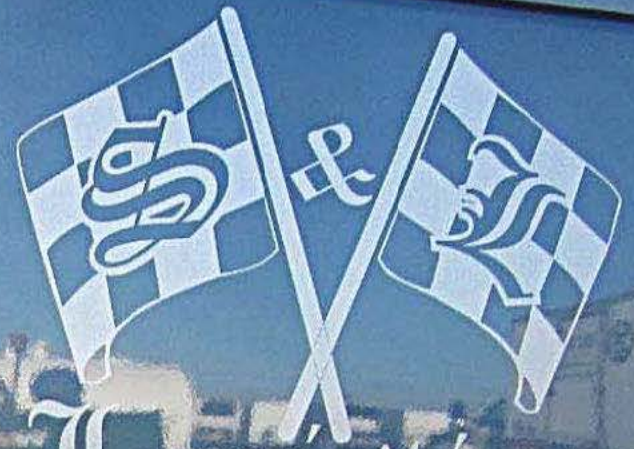
Parts

Parts Subtotal	\$592.14
Less Adjustments	
Parts Total	\$592.14

Additional Costs and Operations

Addl. Costs/Ops Total	\$0.00
-----------------------	--------

total 1,219.14



Logistics

Safety Triangles Inside Clackamas, OR



CLASS OF 2014

5

US DOT [REDACTED]

MC [REDACTED]
KDOT

VIN [REDACTED]
[REDACTED]

12/5/2013



Logistics

The Extinguisher Inside Clackamas, OR

525-HP CLASS OF 2014

MC 7-1771 US DOT VIN EN 80,000

12/05/2013

tics
kamas, OR



OF 2014



12/05/2013

11:12

123376.8mi

or Diesel Fuel Only

12/05/2013

VOLVO TRUCKS
NORTH AMERICA
VEHICLE IDENTIFICATION #

4V4NC9TK0EN

MODEL & SERIAL NO.
ENGINE

ISX15 525HP 2000RPM,

12/05/2013

In God we Trust!



High Speed Road Clarkamas, OR

CLASS OF 2014

525-HP

ISX-15
VOLVO

780

16 DOT [redacted]
[redacted] [redacted]



12/05/2013



In God we Trust!



780

ISX-15
VOLVO

525-HP CLASS OF 2013

12/05/2013



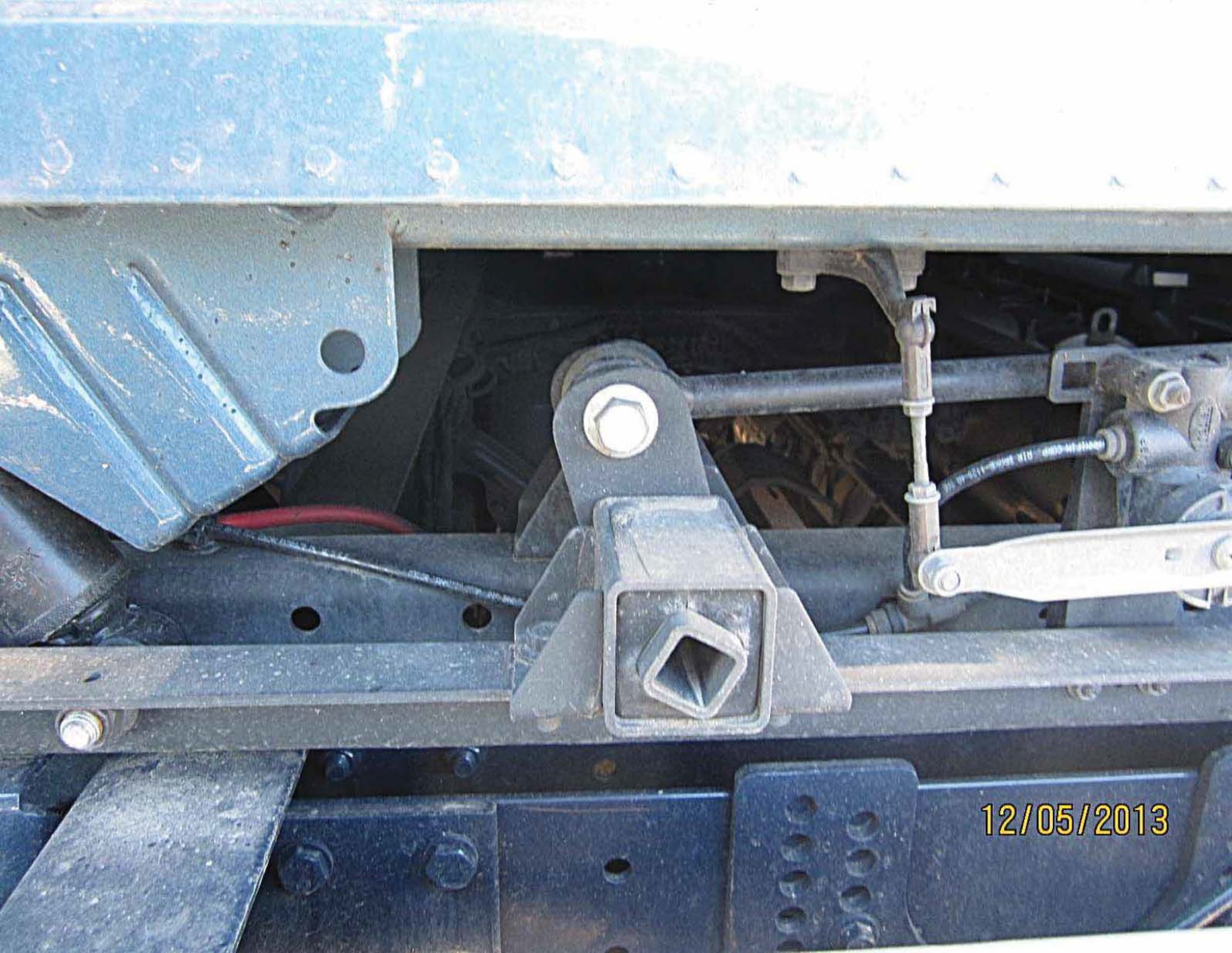
12/05/2013



12/05/2013



12/05/2013



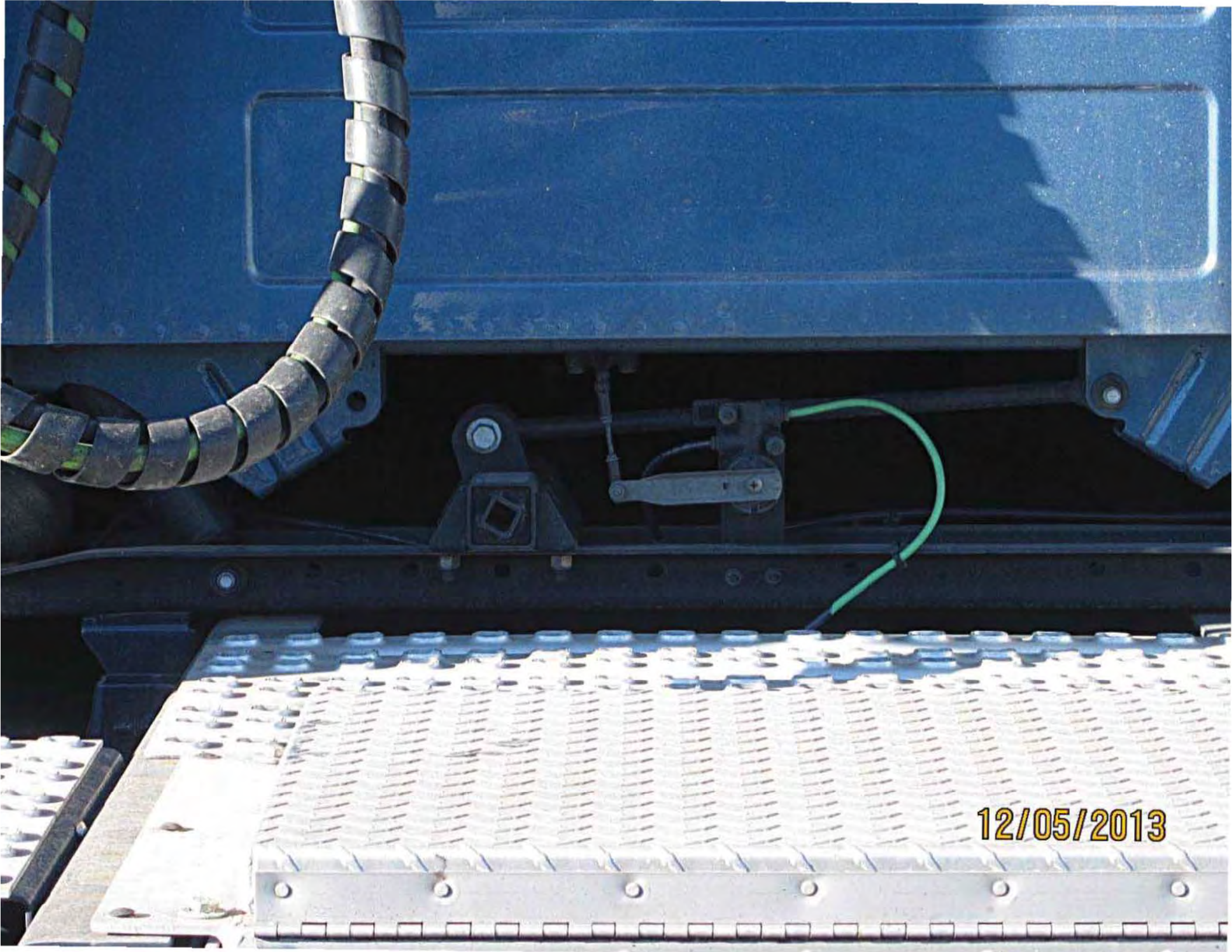
12/05/2013



Jesus Love's You

VOLVO

12/05/2013



12/05/2013

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident
SR Area: Technical

App/Service: technical
Sub Area: DSR (External)
Sub Area 2: Guided Diag. Reference
Sub Area 3: Led tech on wrong path

Argus Company: VTNA Trucks

SR Classification

Source: Web
Func. Group: 6102-steering wheel
suspension; axle
suspension
Severity: 4-Low
Status: Closed
Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]
SR Group: NA - Truck - Reliability

SR Opened: 2013-03-21 13:43:29

SR Closed: 2013-04-02 12:14:08

Created By: JIM HOLLOWAY

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]
Call Back #: [REDACTED]
Contact First Name: [REDACTED]
Contact Last Name: [REDACTED]
Dealer ID: [REDACTED]
District #: [REDACTED]
Customer #:
Dealer Name: VIP TRUCK CENTER, LLC
Main Phone #: [REDACTED]
Main FAX #: [REDACTED]
Street Address 1: [REDACTED]
Street Address 2:
City: LIVONIA
State / ZIP: MI / [REDACTED]
Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:
District #:
Customer #:
Selling Dealer:
Main Phone #:
Main FAX #:
Street Address 1:
Street Address 2:
City:
State / ZIP:
Country:

Owner Info**Buyer Info**

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

Vehicle / Unit

Chassis Series: N
Chassis Number: [REDACTED]
Registration #: [REDACTED]
VIN / Serial #: 4V4NC9EJ3DN [REDACTED]
Model: VNL64T N
Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4
Cab Size: 780
Engine Make: VOLVO
Engine Model: D13
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL6.0
Engine: D13H500
HP Description: 475

Emission level: EM-USA10
 Rear axle: RTS1857C
 Gearshifting system: GSS-AGS
 Transmission or ATO2612D
 Gearbox:
 Rear axle ratio: RAT3.08
 Truck Model Year: 2013
 Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Technical

Km / Hr / Mi: 550
 Unit: Mi
 Accuracy: Actual
 GCW:
 Location:

Campaign #:
 Tot. Diag Time Appr: 0
 Unit #:
 Tech Rating:
 Date of Failure:
 Remarks:

Summary

US10 Cab Lean

Desc./Compl.

THIS CASE IS BEING OPENED PER JOHN RODDY AND RELIABILITY ENGINEER. THIS IS A NEW STOCK UNIT THAT CUSTOMER IS PURCHASING. THE CAB LEANS TO THE RIGHT APPROX 1 INCH. WE TRYED DEFLATING THE CAB BAGS SEVERAL TIMES AND THE CAB STILL LEANS. THIS IS ONLY A CAB LEAN.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
04/02/2013 12:12:35	MARK JAMES	Internal	Notes	no further replys, closing case.
03/28/2013 07:32:49	MARK JAMES	Public	Web Response	Have you recieved the information from your DSM?
03/21/2013 14:38:11	MARK JAMES	Public	Web Response	Will send information concerning correcting to your DSM John Roddy by e-mail.
03/21/2013 14:00:11	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'lean measurements' has been added.
03/21/2013 13:57:24	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '100_3268' has been added.
03/21/2013 13:57:04	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '100_3267' has been added.
03/21/2013 13:56:43	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename '100_3266' has been added.
03/21/2013 13:56:09	JIM HOLLOWAY	Public	Work Performed	NONE

MACK TRUCKS AND VOLVO TRUCKS REGIONAL TRAINING EVENT

ACCURIDE
WHEELS

GUNITE
ACCURIDE
COMPANY

FRAME TO GROUND:

	LEFT	RIGHT
STEER AXLE	27.5	26.5

BACK OF CAB	28.5	27.5
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REAR FRAME	28"	28"
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ACCURIDE
CORPORATION





VIP



LIVONIA, MI

VIP



LIVONIA, MI

10/06/2006



10/06/2006



10/06/2006

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2: Training Opportunity

Sub Area 3: Incapable and NOT
trained

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 8102-cab, complete

Severity: 2-High

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical
Support

SR Opened: 2013-01-21 08:01:35

SR Closed: 2013-02-04 08:58:33

Created By: CARL HAVILAND

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #: [REDACTED]

Customer #:

Dealer Name: ANDY MOHR TRUCK CENTER, INC.

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2:

City: INDIANAPOLIS

State / ZIP: IN / [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID:

District #:

Customer #:

Selling Dealer:

Main Phone #:

Main FAX #:

Street Address 1:

Street Address 2:

City:

State / ZIP:

Country:

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: [REDACTED]

Main Phone #:

Main FAX #:

Street Address 1: [REDACTED]

Street Address 2:

City: PETERSBURG

State / ZIP: VA / [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #:

VIN / Serial #: 4V4NC9EH1DN [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L5H4

Cab Size: 780

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL17

Rear axle installation: RADD-A4V

Front axle load: FAL6.0

Engine: D13H455

HP Description: 425

Emission level: EM-USA10
Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT2.64
Truck Model Year: 2013
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 48664
Unit: Mi
Accuracy: Actual
GCW:
Location:

Campaign #:
Tot. Diag Time Appr: 0
Unit #:
Tech Rating:
Date of Failure:
Remarks:

Summary

DSR/US10/Cab Mounting

Desc./Compl.

NO LIGHTS ON CUST COMPLAINT OF CAB ROCKING BAD
GOING DOWN ROAD

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
01/21/2013 08:18:59	WILLIAM HAGA	Public	Web Response	This is basic checking all the cab mounting to determine why the cab has excessive movement. I do not have any trouble shooting direction on this issue, except for validating all the mounting points, brackets to the frame rails and cab.
01/21/2013 08:14:47		Public	Work Performed	CHECKED OVER FOR LOOSE COMPOINTS. FOUND WHEN ROSKING CAB COMPLEAT TRUCK ROCKS. CHECKED FRONT SUSPENSION. CHECKED SPRING HEIGHT FROM TOP OF SPRING TO GOUND. JUST BEHIND FRONT SPRING MOUNT 17 3/8 CENTER BETWEEN FRONT AND AXLE 17 1/4 AT AXLE 18 HALF WAY BETWEEN AXLE AND REAR MOUNT 18 1/2 AT AT REAR MOUNT 20 INCH.

Service Request Detail Report

SR # [REDACTED]

SR Info

SR Type: Service issues - Incident

SR Area: Technical

App/Service: technical

Sub Area: DSR (External)

Sub Area 2: Quality Case Filed

Sub Area 3: For documentation

Argus Company: VTNA Trucks

SR Classification

Source: Web

Func. Group: 7211-leaf spring, complete

Severity: 2-High

Status: Closed

Sub-Status: Resolved

SR Ownership

SR Owner: [REDACTED]

SR Group: NA - Truck - Technical Support

SR Opened: 2012-12-19 12:14:12

SR Closed: 2013-01-07 09:54:05

Created By: BRUCE SIMONS

Created By Group:

Customer / Repairing Dealer Info

Call Back Name: [REDACTED]

Call Back #: [REDACTED]

Contact First Name: [REDACTED]

Contact Last Name: [REDACTED]

Dealer ID: [REDACTED]

District #: 7557

Customer #: [REDACTED]

Dealer Name: M&K QUALITY TRUCK SALES OF GRAND RAPIDS,

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2: [REDACTED]

City: BYRON CENTER

State / ZIP: MI / [REDACTED]

Country: UNITED STATES

Selling Dealer Info

Selling Dealer ID: [REDACTED]

District #: [REDACTED]

Customer #: [REDACTED]

Selling Dealer: [REDACTED]

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2: [REDACTED]

City: [REDACTED]

State / ZIP: [REDACTED]

Country: [REDACTED]

Owner Info**Buyer Info**

Buyer ID: [REDACTED]

Buyer Name: [REDACTED]

Main Phone #: [REDACTED]

Main FAX #: [REDACTED]

Street Address 1: [REDACTED]

Street Address 2: [REDACTED]

City: SAUGATUCK

State / ZIP: MI / [REDACTED]

Country: UNITED STATES

Vehicle / Unit

Chassis Series: N

Chassis Number: [REDACTED]

Registration #: [REDACTED]

VIN / Serial #: 4V4NC9EH8D [REDACTED]

Model: VNL64T N

Product Type: VNL6

Vehicle / Unit Info

Cab version: L4H4

Cab Size: 670

Engine Make: VOLVO

Engine Model: D13

Rear axle load: RAL17

Rear axle installation: RADD-A4V

Front axle load: FAL5.7

Engine: D13H455

HP Description: 425

Emission level: EM-USA10
Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT2.64
Truck Model Year: 2013
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 701
Unit: Mi
Accuracy: Actual
GCW:
Location:

Campaign #:
Tot. Diag Time Appr: 0
Unit #:
Tech Rating: Master
Date of Failure:
Remarks:

Summary

US10 Front Springs

Desc./Compl.

new truck has cab leaning a 1/4 to 3/8" to the passenger side only when air ride is inflated.

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
12/19/2012 12:34:03	DAVID HILL	Public	Web Response	Replace both front springs, shim as required.
12/19/2012 12:18:51		Public	Work Performed	i have tried to adj cab ride height, i loosened and adj the front cab mounts. when the bags fill the drivers side of cab is 3/8' higher than passenger side..please advise

DP15-005

VOLVO

10-28-2015

Swarts Inspection Report



Texas Department of Motor Vehicles

FAX COVER SHEET

Date: 09/21/15

Pages (including cover page): ____

To: Christopher Lavorato Company: HBH Attorneys at Law Fax: [REDACTED]

From: Bob Swarts **Fax:** _____

Re: [REDACTED] /S Volvo North America Docket No [REDACTED]

☒ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☒ As Requested

Chris:

Here is the Inspection Report from Inspection on September 21, 2015 at Sweeten Truck Center

Bob

LL Work Item No. [REDACTED]

**Texas Department of Motor Vehicles**

ENFORCEMENT DIVISION
[REDACTED] - Austin, Texas [REDACTED]
TELEPHONE [REDACTED] - FAX [REDACTED]

September 22, 2015

[REDACTED]
Kathleen FL [REDACTED]
VIA First Class Mail

Randy R. Howry
Howry Breen & Herman LLP
[REDACTED]
Austin TX [REDACTED]
VIA First Class Mail

RE: [REDACTED] Complainants v.
VOLVO GROUP NORTH AMERICA, LLC, Respondent
MVD CAUSE NO. [REDACTED] CAF
SOAH DOCKET NO. [REDACTED]

To the Parties Addressed:

An inspection of the vehicle made the subject of the above-referenced complaint was completed at Sweeten Truck Center, [REDACTED] Houston, Texas, [REDACTED] at 10:00 AM on September 21, 2015. The report summarizing the findings of the inspection is attached for your review.

If you have any questions about the above information, write to the above address or call your Case Advisor, Bob Swarts, at [REDACTED]

Sincerely,
Bob Swarts

[REDACTED] Inspector
Lemon Law Section

cc:

LEMON LAW INFORMATION [REDACTED]

LL Work Item No. [REDACTED]

**TEXAS DEPARTMENT OF MOTOR VEHICLES
ENFORCEMENT DIVISION – VEHICLE INSPECTION REPORT**

COMPLAINANT NAME: [REDACTED]
RESPONDENT NAME: Volvo Group North America, LLC
MVD CAUSE NO.: [REDACTED] CAF
LAW SECTION: 2301.604 (Repurchase/Replacement)

VEHICLE

YEAR, MAKE, MODEL: 2015 Volvo VNL 780
VIN: 4V4NC9EH9FN [REDACTED]
START MILEAGE: 98964
END MILEAGE: 99060
CURRENT REGISTRATION: Yes
CURRENT STATE INSPECTION: Yes
CONDITION: Excellent

INSPECTION

DATE: September 21, 2015
TIME: 10:00AM
LOCATION: Sweeten Truck Center

[REDACTED]
Houston, Texas.**ATTENDEES:**

[REDACTED]
Complainant
Ed Meyers, TSM Volvo Group North America
Respondent's representative
Christopher Lavorato, Counsel for Respondent
Bob Swarts, Inspector

CURRENT VEHICLE CONCERNS:

Complainants concerns pertain to the Cab of vehicle swaying from side to side excessively causing loss of control of the vehicle on rough roads and in highway construction areas. Complainants believe that the cab is not in alignment with the frame of the vehicle.

VISUAL INSPECTION:

A visual inspection of the vehicle showed that the vehicle is in excellent condition.

TEST DRIVE:

A series of test drives were taken and will be explained in this section. Test drives were taken on Interstate [REDACTED] and Interstate [REDACTED]. The routes taken were similar with the exception of [REDACTED] leaving the interstate and attempting to find a road rougher than the interstate to duplicate the swaying condition. The subject vehicle was driven with the trailer attached to the vehicle and then driven without the trailer attached. The trailer was loaded with two street sweepers being taken to a facility in the Dallas Fort Worth area later in the day. The weight of the load on the trailer was estimated to be around forty one thousand pounds. Test drives were taken with both Complainants and the Respondents representative and Counsel for the Respondent. On the first test drive, the Complainants took turns driving the subject vehicle on the interstate. This Inspector participated in all the test drives. With the trailer disconnected from the subject vehicle a test drive was taken to observe the (bobtail) at highway speeds on the

LL Work Item No. 830063

interstate. This test was accomplished by the Counsel for Respondent driving his personal vehicle and [REDACTED] in the back seat and this Inspector in the passenger's front seat. A final test drive was taken with [REDACTED] driving the subject vehicle on the interstate and returning to inspection dealership. All test drives began at the inspection dealership site and ended at the inspection site.

TECHNICAL ANALYSIS:

Measurements were taken by this Inspector to determine the height of the cab to frame on both the left and right side. The height was equal on the left and right sides, 9 and ½ inches from bottom of cab to the top of the frame. Both sides were equal.

The average speed of the test drives averaged around 60 miles per hour with the trailer and between 60 and 65 miles per hour without the trailer and load.

On the test drive with the Complainants and this Inspector seated in the passenger's front seat, swaying could not be duplicated. When Complainant's switched drivers and proceeded with the test drive, again, no swaying could be duplicated. The test drive on the side road did not produce a swaying condition noticeable by this Inspector.

Test drive with the Respondents representative did not produce a swaying condition noticeable to this Inspector.

The test drive in Counsels personal vehicle following behind the bobtail did not show any noticeable swaying.

OUTCOME:

Swaying condition could not be duplicated on any of the test drives by this Inspector.

Measurements taken at the bottom of the cab to the top of the frame showed that the subject vehicle was sitting level on both sides.

Signed September 22, 2015

[REDACTED]

Bob Swarts, Inspector
Lemon Law Section