

Repair Order Detail - Internal Copy

RO Number: [REDACTED] RO Status: CLOSED

Customer: WEST CENTRAL COOPERATIVE
Phone(s): Contact: (712)667-3200 Main: (712)667-3200
Vehicle: [REDACTED] 2013 CXU613

Click to View Cust Copy
Cell:

Mileage: 24,412
Service advisor: 488
Tag number: [REDACTED]

Payment type: CHG
Promised time: 10:00 PM
Promised date: 11/06/2013

Waiter: No
Estimate: 0.00
Customer Comments: Yes

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A	INPROPER DOWN SHIFT				
	323MX4318	WMAC	MID 130 PROGRAMMING, TRANSMISSION ECU, includes clutch cal	0.40	31.60
	Tech(s): 488				
	200EA00GT	WMAC	ENGINE ASSEMBLY (SERVICE CHECKS AND REPAIR) - DIAGNOSE - TROUBLESHOOTING	1.35	106.65
	Tech(s): 488				
	101AA0A00	WMAC	VEHICLE (OPERATIVE) - TAKE CHARGE	0.30	23.70
	Tech(s): 488				
	101TA0002	WMAC	VEHICLE OPERATION - ROAD TEST (SHORT)-DRIVE VEHICLE	0.50	39.50
	Tech(s): 488				
Pts:	0.00	Lbr:	201.45	Other:	0.00
Total Line A:					201.45

Story: 24412 TRUCK IS NOT SHIFTING CORRECTLY. CUSTOMER CAME IN AND SAID THAT EVER SINCE THE LAST PROBLEM HE HAD THE BUTTON ON THE SHIFTER DISPLAY DOESN'T WORK THE SWITCH IS FOR THE MACK BRAKE SWITCH. HOOKED COMPUTER COULDN'T FIND ANYTHING RIGHT OFF THE BAT. CALLED TECH SUPPORT TALKED TO AUSTON. HE SAID TO START A E-SERVICE CASE. AND PUT THE VEHICLE INFORMATION TEST RESULTS IN E-SERVICE. AND THE SAME WITH THE PERIMETERS. TRIED TO BUT THE COMPUTER KEPT FREEZING TO WERE I HAD TO SHUT IT DOWN. TRIED PERFORMING STEPS BUT COMPUTER JUST WOULD NOT WORK PROPERLY. WHEN I WAS IN THE VEHICLE INFORMATION TEST FOUND THAT MID 223 DID NOT HAVE A CHASSIS ID. CALLED TECH SUPPORT DO TO LAST TIME THIS TRUCK DID SAME THING BUT WAS DO TO TECU. I WAS INFORMED TO ONLY UPDATE THE TECU. PERFORMED UPDATE. TOOK TRUCK ON TEST DRIVE AND FOUND MACK BRAKE SWITCH WAS WORKING PROPERLY. ALL CHECKED OUT OKAY. PUT TRUCK BACK INTO SERVICE.

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Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00