

CUSTOMER #: [REDACTED]

UNIT# [REDACTED]

BRUCKNER TRUCK SALES, INC.
ODESSA DIVISION

ACCOUNTING

2441 E. I-20
Odessa, Texas 79766
(432) 580-7571
(800) 382-6225

Remit Payments to:
Corporate Billing LLC
Dept 959 P.O. Box 1000
Memphis, TN 38148-0959

WAYNESBORO, MS

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2175 IVANCHY CRESPO

UNIT		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
93		13	MACK CHU613				130340/130352		
DEL DATE		PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
29NOV12 DD				18:00 30JAN15			MCFF	20JAN15	
R.O. OPENED			READY		OPTIONS: DLR:				
28NOV14			20JAN15						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A ENG HRS 5968-CHECK FOR CAUSE OF TRANSMISSION NOT GOING INTO GEAR											
CAUSE: CAUSE IS REQUIRED											
4319030203 TRANSMISSION ECU, REPLACEMENT											
	1647	WSWM	3.77	0.00		0	0			0.00	0.00
	1909	WSWM	6.83	5.20	15600	72800				728.00	728.00
			10.60	5.20	15600	72800		**		728.00	728.00
1	22117375	CONTROL UNIT			285729	371448	0	5714.58		3714.48	3714.48
CORE CHARGE W					250000	250000				2500.00	2500.00
1 85003852 TRANSMISSION,											
EXCH					790608	1027790		015812.16		10277.90	10277.90
CORE CHARGE W					500000	500000				5000.00	5000.00
SERIAL# [REDACTED]											
3	20953751	FLANGE SCREW			699	909	0	5.59		3.03	9.09
3	25102025	WASHERS			201	261	0	1.74		0.87	2.61
20 85136277 TRANSMISSION											
OIL					30660	39860	0	30.66		19.93	398.60
3	85133971	KIT			3504	4554	0	21.71		15.18	45.54
4323220301 PROGRAM TRANSMISSION ECU (MID 130)											
	1909	WSWM	0.46	0.40	1200	5600				56.00	56.00
4311030205 TRANSMISSION, REPLACEMENT (BASIC)											
	1909	WSWM	7.97	6.10	18300	85400				854.00	854.00
4111059999 CLUTCH, ADJUST GENERIC											
	1909	WSWM	0.46	0.40	1200	5600				56.00	56.00
1700160301 REQUEST FOR ADDITIONAL LABOR											
	1909	WSWM	5.24	4.00	12000	56000				560.00	560.00
1700160102 VEHICLE INOPERABLE TAKE CHARGE TIME											
	1909	WSWM	0.68	0.50	1500	7000				70.00	70.00
1700210901 DOWNLOAD LVD											
	1909	WSWM	0.23	0.20	600	2800				28.00	28.00
1700110302 STEAM CLEAN (VEHICLE CLEAN)											
	1909	WSWM	0.23	0.20	600	2800				28.00	28.00
1700200901 ROAD TEST											
	1909	WSWM	0.68	0.50	1500	7000				70.00	70.00
FC: PART#: 22117375 COUNT:					1861401	2194822	TPARTS				

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY MANUFACTURER, IF ANY. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND BRUCKNER TRUCK SALES INC., NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. WE HEREBY CERTIFY THAT THESE GOODS WERE PRODUCED IN COMPLIANCE WITH ALL APPLICABLE REQUIREMENTS OF SECTIONS 6, 7 AND 12 OF THE FAIR LABOR STANDARDS ACT OF 1938, AS AMENDED AND OF REGULATIONS AND ORDERS OF THE ADMINISTRATOR OR WAGE AND HOUR DIVISION ISSUED UNDER SECTION 14 THEREOF.

RECEIVED BY: _____

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

CUSTOMER #:

UNIT#

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ODESSA DIVISION2441 E. I-20
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WAYNESBORO, MS

PAGE 2

HOME: CONT

BUS: CELL:

SERVICE ADVISOR: 2175 IVANCHY CRESPO

UNIT	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
93	13	MACK CHU613					130340/130352		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
29NOV12 DD			18:00 30JAN15				MCFF	20JAN15	
R.O. OPENED		READY		OPTIONS: DLR:					
28NOV14		20JAN15							

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

CLAIM TYPE: 1

AUTH CODE:

52500 245000 TLABOR

MISC STEAM BASE DISPOSAL

WSWM

000 150

1.50 1.50

130340 ESERVICE - /USED 1700160301 FOR 4 HR AS PER
 ESERVICE, USED 4111059999 FOR .4 HR TO CALIBRATE THE CLUTCH, USED
 4319030203 FOR 5.2 HR TO REPLACE THE TECU WHILE TRANSMISSION STILL IN
 TRUCK PER ESERVICE, THEN USED 4311030205 FOR 6.1 HRS TO REPLACE THE
 TRANSMISSION AS PER ESERVICE//MDRIVE/GDR
 ID#5245-286842-MID/PSID204/FMI8/ACTIVE/32, GDR
 ID#5245-286842-MID130/PID31/FMI13/ACTIVE/1,
 MID130/PPID51/FMI13/ACTIVE/1, GDR
 ID#-MID130/PSID204/FMI8/ACTIVE/2//--CHECK FOR CAUSE OF
 TRANSMISSION NOT GOING INTO GEAR//PULLED TRUCK IN SHOP AND NOTICED
 TRUCK WAS NOT GOING INTO GEAR CORRECTLY AND NOT SHIFTING RIGHT. PRINTED
 CODES AND FOUND NO ACTIVE CODES FOR TRANSMISSION. PERFORMED A
 TRANSMISSION ECU PROGRAMMING AND CLUTCH CALIBRATION TO SEE IF THIS
 WOULD HELP ANYTHING AND IT WOULD NOT COMPLETE A CALIBRATION DUE TO THE
 RANGE STAYING IN THE RED ON THE COMPUTER. TRIED SEVERAL TIMES WITH NO
 LUCK. TRIED TO GO THROUGH GUIDED DIAGNOSTICS FOR SOME OF THE
 TRANSMISSION CODES BUT WAS NOT HAVING LUCK DUE TO THEM BEING INACTIVE.
 STARTED AN E-SERVICE CASE NUMBER . NEW TECH TOOK OVER -
 DROPPED DRIVELINE AND PUSHED TRUCK INTO SHOP. HOOKED UP COMPUTER TO
 FOLLOW E-SERVICE INSTRUCTIONS ON FOLLOWING SYMPTOMS CHART ON GD. TRUCK
 HAD ACTIVE CODES MID 130 Mid 130 pid 31 fmi 13 & ppid 51 fmi13. went
 through the diagnostics steps on gd for code pid 31 fmi13. had me
 perform "Clutch,Transmission,Pulling Position,Calibration" ended up
 with "Calibration not okay" Showed range cylinder getting stuck in the
 red zone. GD WANTED ME TO REPLACE THE TCM. E-SERVICE REPLIED BY SAYING
 TO FOLLOW GD. REMOVED THE TRANSMISSION SHIFT FORK ASSEMBLY AND FOUND
 ONE OF THE FORKS STUCK. INSTALLED A NEW ASSEMBLY TCM AND SHIFT FORKS.
 TRIED TO REPROGRAM THE NEW TCM. PROGRAMMING WENT THROUGH TRIED TO DUE A
 CALIBRATION AND WOULD FAIL. REMOVED AND REINSTALLED SHIFT FORK HOUSING

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 PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.
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 1938, AS AMENDED AND OF REGULATIONS AND ORDERSOF THE ADMINISTRATOR OR WAGE AND
 HOUR DIVISION ISSUED UNDER SECTION 14 THEREOF.

RECEIVED BY:

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

FILE ACCOUNTING COPY

CUSTOMER #: [REDACTED]

UNIT# [REDACTED]

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WAYNESBORO, MS [REDACTED]

PAGE 3

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2175 IVANCHY CRESPO

UNIT	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
93	13	MACK CHU613				130340/130352		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
29NOV12 DD			18:00 30JAN15			MCFF	20JAN15	
R.O. OPENED		READY		OPTIONS: DLR				
28NOV14		20JAN15						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

SEVERAL TIMES THINKING I WAS MISSING A FORK BUT WOULD END UP WITH SAME RESULTS EVERY TIME. UPDATED E-SERVICE AND THEY REPLIED BY INSTRUCTING ME TO REMOVE PTO COVER AND INSPECTED THE BACK OF TRANSMISSION. REMOVED PTO AND PTO SHAFT LOOKED INSIDE TRANSMISSION AND COULD NOT SEE ANYTHING WRONG. REMOVED TRANSMISSION FILTER AND INSPECTED -FOUND FINE METAL NO BIG CHUNKS. E-SERVICE INSTRUCTED ME TO PULL TRANSMISSION OUT AND INSTALL THE HOUSING ON TRANSMISSION WITH IT OUT OF THE TRUCK. WHEN PULLING TRANSMISSION OUT FOUND A BIG METAL PIECE ON THE BOTTOM OF TRANS AT THE BACK. UPDATED E-SERVICE AND THEY SAID TO INSTALL COMPLETE REMAN TRANS. ORDERED NEW TRANSMISSION. R&R TRANSMISSION. PERFORMED PROGRAMMING AND CALIBRATION EVERYTHING WENT OKAY WITHOUT A PROBLEM. CLEARED INACTIVE FAULTS. STEAM CLEANED TRUCK. ROAD TESTED - VERIFIED REPAIR.

B** CHECK FOR BRAKES NOT RELEASING

500 GENERAL BRAKE REPAIR

1909 CSR 1.22 1.00 3000 14000 140.00 140.00

130340 INSPECTED BRAKES AND FOUND THE TOP BRAKE SHOE OFF THE DRUM SURFACE ON THE PASSENGERS REAR REAR DRUM. SHOES ARE WORN OUT. ALL THE SHOES NEEDED TO BE REPLACED ASAP. CUSTOMER DECLINED FURTHER REPAIR WANTS TO TAKE TRUCK. CUSTOMER HAULED TRUCK OUT OF HERE ON A TRAILER AND IS GOING TO INSTALL BRAKES THEMSELVES.

EST: 780.00 14JAN15 08:22 SA: 2175

CONTACT: TR

0 980 9.80

***** [REDACTED] MVPREFERRED

000000 [REDACTED]

BRUCKNER'S TRULY APPRECIATES YOUR BUSINESS!!
IF YOU ARE NOT 100% SATISFIED WITH YOUR REPAIR OR THIS INVOICE PLEASE CONTACT RUSS MCCOLLUM, GENERAL MGR OF THE ODESSA DEALERSHIP AT 800-382-6225 TO DISCUSS YOUR CONCERNS
*****THANK YOU FROM THE BRUCKNER FAMILY*****

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

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PAGE 4

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R.O. OPENED		READY		OPTIONS: DLR:					
28NOV14		20JAN15							

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
12-10-14	14:43	17:14	2.51	W	1647	A	
12-11-14	08:10	09:26	1.26	W	1647	A	
12-17-14	13:35	15:08	1.55	W	1909	A	Y
	16:04	17:00	0.93	W	1909	A	
12-18-14	08:10	08:10	0.00	W	1909	A	
	13:08	14:21	1.22	W	1909	A	Y
12-23-14	09:40	12:11	2.51	W	1909	A	
	13:19	15:43	2.40	W	1909	A	
12-29-14	16:31	17:17	0.77	W	1909	A	Y
12-30-14	08:07	10:16	2.15	W	1909	A	
	14:46	15:55	1.15	W	1909	A	Y
01-02-15	10:39	12:03	1.40	W	1909	A	
	10:38	10:39	0.02	W	1909	A	Y
	13:15	16:05	2.83	W	1909	A	
01-13-15	10:35	12:07	1.54	W	1909	A	Y
	13:15	17:21	4.10	W	1909	A	
01-14-15	08:10	08:23	0.21	W	1909	A	
	08:23	08:59	0.60	W	1909	B	
	10:47	11:24	0.62	W	1909	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TR	NT	SALE	COST	CONTROL
[REDACTED]	245000	52500		[REDACTED]		1400408	1077237	
	750000	750000				44414	34164	
	1130	0				14000	3000	
	2439972	*****				14980	*****	P122025

COST, SALE, & COMP TOTALS 1916901 2454952 0

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RECEIVED BY: _____

DESCRIPTION	TOTALS
LABOR AMOUNT	140.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	9.80
TOTAL CHARGES	149.80
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	149.80

FILE ACCOUNTING COPY

UNIT# [REDACTED]
CUSTOMER # [REDACTED]

WAYNESBORO MS [REDACTED]

WORKORDER

PAGE 1

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ODESSA DIVISION
2441 E. I-20
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(432) 580-7571 • (800) 382-6225

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 2175 IVANCHY CRESPO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
93	13	MACK CHU613			130340/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29NOV12 DD			18:00 28NOV14			CASH	

R.O. OPENED	READY	OPTIONS: DLR: [REDACTED]
28NOV2014 14:59		<i>E-Service</i>

LINE OP CODE	TECH... TYPE	DESCRIPTIONS/INSTRUCTIONS
# A 300	WSWM	ENG HRS 5968-CHECK FOR CAUSE OF TRANSMISSION NOT GOING INTO GEAR CC:

WARRANTY

Take 5
✓ GDR

DO NOT LET THIS VEHICLE
LEAVE WITHOUT A
SIGNATURE!!

Tech: 1909 Office: _____ Date: 1-14-15
Parts: TCM & Transmission
Model# _____ Serial # _____

CHECK FOR APPLICABLE
SERVICE BULLETINS

Diag
TECU update/replace
Clutch calibrate, 4-
411030201
Trans
Steam
Road test
4319030203 5.2 Replace w/ Trans in Truck
4323020301 .4" Prog.
4311030205 6.1"

CLOSED

EXCLUSION OF WARRANTIES

PRELIMINARY ESTIMATE \$ _____

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

TECHNICIAN COPY



BRUCKNER TRUCK SALES, INC.

JOE JO

2441 East I-20 • Odessa, TX 79766

DATE 11/2 WRITTEN BY EC UNIT # [REDACTED] LICENSE # _____ STICKER # _____
NAME [REDACTED] ADDRESS _____
CITY _____ STATE _____ ZIP _____ PHONE # _____
VIN # [REDACTED] MAKE _____ MODEL _____
ODOMETER 130340 HOURS 5968 YEAR _____ ACCOUNT # _____

COND A Wont go into gear
COND B _____
COND C _____
COND D _____
COND E _____

CAB GLASS _____ ENGINE FLUID LEAK _____ TRANS FLUID LEAK _____
CARRIER FLUID LEAK _____ FRONT HUB FLUID LEVEL/LEAK _____ HEADLAMPS _____
TURN SIGNALS _____ MIRRORS _____ CLEARANCE LIGHTS _____ TAIL LIGHTS _____
EXHAUST SYSTEMS _____ WIPER BLADES _____ AIR LEAKS _____
BRAKE SHOES _____ TORQUE RODS _____ CLUTCH ADJUSTMENTS _____
SHOCK/SPRINGS _____ WHEEL SEALS _____ CLUTCH ADJUSTMENTS _____
COMMENTS _____

PERSON CONTACTS _____ PHONE # _____

NOTICE PURSUANT TO 70.0001, TEXAS PROPERTY CODE

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 9.503, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED, BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

CUSTOMER SIGNATURE _____



eWarranty

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Vehicle Details

[Return](#)[Coverage Profile](#)[Claim History](#)

Registration Information

Dealer Info

Ship-To Dealer Code:

Selling Dealer Code:

Servicing Dealer Code:

[Comments](#)

Vehicle Details

Make: Mack

Model: CHU613

Unit#:

Model Year: 2013

Application: Normal Duty (10)

Demonstrator: No

Vocation:

GVWR:

VIN:

Cab Size:

Build Date: 11/01/2012

Shipment Date: 11/15/2012

Delivery Date: 11/29/2012

Delivery Odometer:

Registration Transferred: No

Registration Completed: Yes

Owner/Lessee Details

Name:

Address:

City: WAYNESBORO

Country: UNITED STATES

Zip/Postal Code:

State: MS

Phone:

Email:

Contact Name: contact of KELLEY BROTHERS CON-TRACTORS INC

Contact Phone:

Contact Email:

+ Lessor Details:

Status

Warranty Start Date: 11/29/2012

Warranty Start Odometer: 0 mi

Demo In Date:

Demo In Odometer:

Demo Out Date:

Demo Out Odometer:

Latest Odometer Date: 08/11/2014

Latest Odometer: 105,212 mi

Vehicle Status Date:

Vehicle Status:

Select Component

Name	Model	Serial #	Supplier	Part #	Status
☐ Other					
☐ AIR COMPRESSOR	AIR COMPRESSOR		MACK TRUCKS INC. (HAGERSTOWN PLANT)	2135344	
☐ CAB	CAB				
☐ CAB KEY	CAB KEY				
☐ CARB LABEL	CARB LABEL				
☐ CRD150	CRD150		AMERICAN AXLE & MANUFACTURING INC	19QF5318P11	
☐ CRD150	CRD150		AMERICAN AXLE & MANUFACTURING INC	40076770	
☐ CRD150	CRD150		AMERICAN AXLE & MANUFACTURING INC	11KH21386M936	
☐ CRD151	CRD151		AMERICAN AXLE & MANUFACTURING INC	19QF5318P12	
CRD151	CRD151		AMERICAN AXLE & MANUFACTURING	40076882	

☐			INC	
☐	CRD151	CRD151	AMERICAN AXLE & MANUFACTURING INC	11KH21386M972
☐	CYLINDER BLOCK	CYLINDER BLOCK	MACK TRUCKS INC. (HAGERSTOWN PLANT)	2104829
☐	DPF UNIT	DPF UNIT		21756429
☐	EGR VALVE	EGR VALVE	MACK TRUCKS INC. (HAGERSTOWN PLANT)	2173586
☐	ENGINE ECU	ENGINE ECU	MACK TRUCKS INC. (HAGERSTOWN PLANT)	2135812
☐	Flywheel A	Flywheel A	MACK TRUCKS INC. (HAGERSTOWN PLANT)	2124695
☐	HOOD	HOOD		
☐	INJECTION PUMP	INJECTION PUMP	MACK TRUCKS INC. (HAGERSTOWN PLANT)	2145836
☐	INJECTION PUMP	INJECTION PUMP	MACK TRUCKS INC. (HAGERSTOWN PLANT)	2145836
☐	INJECTION PUMP	INJECTION PUMP	MACK TRUCKS INC. (HAGERSTOWN PLANT)	2145836
☐	INJECTION PUMP	INJECTION PUMP	MACK TRUCKS INC. (HAGERSTOWN PLANT)	2145836
☐	INJECTION PUMP	INJECTION PUMP	MACK TRUCKS INC. (HAGERSTOWN PLANT)	2145836
☐	INJECTION PUMP	INJECTION PUMP	MACK TRUCKS INC. (HAGERSTOWN PLANT)	2145836
☐	LINESET NUMBER	LINESET NUMBER		
☐	MP8-445C	MP8-445C	MACK TRUCKS INC. (HAGERSTOWN PLANT)	22010109
☐	SCR UNIT	SCR UNIT		21311953
☐	SERVO PUMP	SERVO PUMP	MACK TRUCKS INC. (HAGERSTOWN PLANT)	2174560
☐	STARTER MOTOR	STARTER MOTOR	MACK TRUCKS INC. (HAGERSTOWN PLANT)	2149389
☐	STEERING GEAR	STEERING GEAR		
☐	TURBOCHARGER	TURBOCHARGER	MACK TRUCKS INC. (HAGERSTOWN PLANT)	2155960
☐	UDS PUMP	UDS PUMP		21577511
☐	VIN NUMBER	VIN NUMBER		

Comments

No comments in history

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eWarranty

v7-06-02

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Coverages For:

VIN: [REDACTED]

Model:

CHU613

STANDARD

MACK FRAME STARTING MODEL YEAR 2012
EXTENDED CHU

System	Covered	Months		Miles		Hours	
		Start	End	Start	End	Start	End
Frame	Parts and Labor	61	72	500001	750000		15000

STANDARD

Mack - Mack Tandem - over 12 month -
Normal[Attachments](#)

System	Covered	Months		Miles		Hours	
		Start	End	Start	End	Start	End
Rear Axle Carrier Mounting Seal	Parts and Labor	13	36	100001	300000		
Rear Axle Gear Carrier (minus seal)	Parts and Labor	13	60	100001	500000		
Rear Axle Housing	Parts and Labor	13	60	100001	500000		

STANDARD

NORMAL DUTY - mDRIVE TRANSMISSION with
<=1760 ft lb engine

System	Covered	Months		Miles		Hours	
		Start	End	Start	End	Start	End
Clutch	Parts and Labor	13	36	100001	300000		7500
Transmission	Parts, Labor and Towing	0	24	0	250000		
Transmission	Parts and Labor	25	60	0	750000		15000

STANDARD

Standard chassis coverage (ordered after
2/1/2010) NORMAL DUTY[Attachments](#)

System	Covered	Months		Miles		Hours	
		Start	End	Start	End	Start	End
Cab Corrosion	Parts and Labor	4	60	5001	500000		
Cab Structure	Parts and Labor	4	60	5001	500000		
Driveshaft	Parts and Labor	4	36	5001	350000		
Frame	Parts and Labor	4	60	5001	500000		
Front Axle Beam	Parts and Labor	4	36	5001	350000		
Rear Axle Carrier Mounting Seal	Parts and Labor	4	36	5001	300000		

STANDARD

US2010 Emission - Normal Duty

[Attachments](#)

System	Covered	Months		Miles		Hours	
		Start	End	Start	End	Start	End
7th Inj Clean 10	Parts and Labor			0	150000	99999	4500

STANDARD

US2010 Engine - Normal Duty

[Attachments](#)

System	Covered	Months		Miles		Hours	
		Start	End	Start	End	Start	End
10 AirComp	Parts, Labor and Towing	0	24	0	250000	0	6250
10 Basic1	Parts, Labor and Towing	0	24	0	250000	0	6250
10 Basic2	Parts, Labor and Towing	0	24	0	250000	0	6250
10 Basic3	Parts, Labor and Towing	0	24	0	250000	0	6250
10 EA Harness	Parts, Labor and Towing	0	24	0	250000	0	6250
10 EATS1	Parts, Labor and Towing	0	24	0	250000	0	6250
10 EATS2	Parts, Labor and Towing	0	24	0	250000	0	6250
10 EATS3	Parts, Labor and Towing	0	24	0	250000	0	6250
10 ECM	Parts, Labor and Towing	0	24	0	250000	0	6250
10 EGR1	Parts, Labor and Towing	0	24	0	250000	0	6250
10 EGR2	Parts, Labor and Towing	0	24	0	250000	0	6250
10 EGR3	Parts, Labor and Towing	0	24	0	250000	0	6250
10 EngineSensors	Parts, Labor and Towing	0	24	0	250000	0	6250
10 Fuel Supply Pump	Parts, Labor and Towing	0	24	0	250000	0	6250
10 Major1	Parts, Labor and Towing	0	24	0	250000	0	6250
10 Major1	Parts and Labor	25	60	250000	500000	6251	12500
10 Major2	Parts, Labor and Towing	0	24	0	250000	0	6250

10 Major2	Parts and Labor	25	60	250000	500000	6251	12500
10 Major3	Parts, Labor and Towing	0	24	0	250000	0	6250
10 Major3	Parts and Labor	25	60	250000	500000	6251	12500
10 PS Pump	Parts, Labor and Towing	0	24	0	250000	0	6250
10 SCR1	Parts, Labor and Towing	0	24	0	250000	0	6250
10 SCR2	Parts, Labor and Towing	0	24	0	250000	0	6250
10 SCR3	Parts, Labor and Towing	0	24	0	250000	0	6250
10 Starter	Parts, Labor and Towing	0	24	0	250000	0	6250
10 Turbo	Parts, Labor and Towing	0	24	0	250000	0	6250
10 Unit Pumps	Parts, Labor and Towing	0	24	0	250000	0	6250
10 WaterPump	Parts, Labor and Towing	0	24	0	250000	0	6250

PURCHASED**Bronze <460 60/500 MACK: 12 5 0151 50A****Attachments**

System	Covered	Months		Miles		Hours	
		Start	End	Start	End	Start	End
10 AirComp	Parts and Labor	25	60	250001	500000	6251	12500
10 Basic1	Parts and Labor	25	60	250001	500000	6251	12500
10 Basic2	Parts and Labor	25	60	250001	500000	6251	12500
10 Basic3	Parts and Labor	25	60	250001	500000	6251	12500
10 ECM	Parts and Labor	25	60	250001	500000	6251	12500
10 EGR1	Parts and Labor	25	60	250001	500000	6251	12500
10 Fuel Supply Pump	Parts and Labor	25	60	250001	500000	6251	12500
10 PS Pump	Parts and Labor	25	60	250001	500000	6251	12500
10 Turbo	Parts and Labor	25	60	250001	500000	6251	12500
10 Unit Pumps	Parts and Labor	25	60	250001	500000	6251	12500
10 WaterPump	Parts and Labor	25	60	250001	500000	6251	12500

PURCHASED**Fan Dr 60/500K MACK: 10 5 0153 50C**

System	Covered	Months		Miles		Hours	
		Start	End	Start	End	Start	End
Fan Drive	Parts and Labor	13	60	100001	500000		

PURCHASED**HVAC 5/500 MACK: 10 5 0151 ACS****Attachments**

System	Covered	Months		Miles		Hours	
		Start	End	Start	End	Start	End
Air Conditioning	Parts and Labor	13	60	100001	500000		
HVAC	Parts and Labor	13	60	100001	500000		

PURCHASED**SENSORS-EA HARNESS 60/500 MACK: 12 5 0151 50N****Attachments**

System	Covered	Months		Miles		Hours	
		Start	End	Start	End	Start	End
10 EA Harness	Parts and Labor	25	60	250001	500000		
10 EGR2	Parts and Labor	25	60	250001	500000		
10 EngineSensors	Parts and Labor	25	60	250001	500000		

CONTRACT**MVASIST INFO ONLY 24/250K - NO CLAIMS****MVA-1****Attachments**

System	Covered	Months		Miles		Hours	
		Start	End	Start	End	Start	End
Information Only	Parts and Labor	0	24	0	250000		

Vehicle Data Administration

[Start](#)[VDA](#)[VDB](#)[Dealer and Customer Update](#)[Campaigns](#)[Non-Volvo](#)

Outstanding Campaigns per Vehicle



Nothing was found on this VIN.

Search Vehicle

Brand

Mack Truck

☐ Chassis ID☐ Reg. No.☒ VIN☐ Marketing type☐ Unit Number

Campaigns

Campaigns

View coverage

Search 

Vehicle

**Mandatory fields missing**

You have to enter values in all mandatory fields.
A mandatory field is marked by a red star (*).

Search result

**No search provided**

To get a result in this list you have to provide a search expression.

Guided Diagnostics Record

Session Details

User Id: [REDACTED]
 Repair order No: [REDACTED]
 Created: 2014-12-10 15:18:05

Partner Name: [REDACTED]
 GDR ID: [REDACTED]
 Last changed: 2014-12-10 15:19:59

Vehicle Information

Company: Mack Trucks
 Chassis Id: [REDACTED]

VIN: [REDACTED]

☐ ECU Information

DTCs

☐ DTCs (Read out time: 2014-12-10 15:18:56)

Vehicle/machine time: 2014-12-10 14:04:00 Engine hours: 5968:23

ECU	DTC	FMI	Status	Number	First Occurrence	Last Occurrence
SA 0	SPN 5392 - Aftertreatment DEF Dosing Unit Loss of Prime	FMI 31	Inactive	1		
SA 0	SPN 91 - Accelerator Pedal Position 1	FMI 9	Inactive	1		
SA 0	SPN 175 - Engine Oil Temperature 1	FMI 2	Inactive	1		
SA 0	SPN 175 - Engine Oil Temperature 1	FMI 0	Inactive	4		
SA 0	SPN 100 - Engine Oil Pressure	FMI 1	Inactive	1		
SA 0	SPN 4095 - NOx limits exceeded due to Interrupted Reagent Dosing	FMI 7	Inactive	1		
SA 0	SPN 5443 - Aftertreatment 1 Hydrocarbon Dosing System	FMI 13	Inactive	2		
SA 0	SPN 91 - Accelerator Pedal Position 1	FMI 19	Inactive	1		
MID 130	PSID 204 - Data Link, MID136	FMI 8	Active	32	2014-09-19 13:50	2014-12-10 19:00
MID 130	PSID 201 - Data link, MID144	FMI 8	Inactive	1		
MID 130	PSID 27 - Clutch system	FMI 8	Inactive	5		
MID 130	PSID 27 - Clutch system	FMI 0	Inactive	2	2014-09-08 03:59	2014-09-08 17:28
MID 130	PSID 24 - Range engagement system	FMI 0	Inactive	58	2014-11-19 05:26	2014-12-10 19:57
MID 130	PPID 50 - Clutch load on plate	FMI 0	Inactive	87	2014-08-14 16:41	2014-11-28 15:51
MID 130	PSID 24 - Range engagement system	FMI 1	Inactive	201	2014-09-29 04:25	2014-11-18 18:50

MID 130	PID 160 - Main shaft speed	FMI 1	Inactive	4	2014-10-01 18:33	2014-11-15 01:46
MID 130	PSID 25 - Gears 1/R engagement system	FMI 7	Inactive	1	2014-11-02 15:23	2014-11-02 15:00
MID 130	PSID 27 - Clutch system	FMI 14	Inactive	6	2014-11-10 16:55	2014-12-10 19:49
MID 136	SID 4 - Wheel sensor ABS axle right 2	FMI 10	Active	2		
MID 136	SID 4 - Wheel sensor ABS axle right 2	FMI 14	Active	2		
MID 136	SID 2 - Wheel sensor ABS axle front right 1	FMI 2	Inactive	1		
MID 136	SID 55 - Brake Light Switch 1	FMI 2	Inactive	2		
MID 144	PSID 205 - Data link, MID130	FMI 9	Inactive	2	2014-09-30 22:00	2014-11-09 21:02
MID 144	PSID 230 - Critical MSW Error or Improper Shutdown	FMI 5	Inactive	1	2014-11-19 02:50	2014-11-19 02:50
MID 144	PID 91 - Accelerator pedal position, %	FMI 4	Inactive	1	2014-11-19 06:33	2014-11-19 06:33

OBD data

 OBD data (Read out time: 2014-12-10 15:19:01)

OBD compliance level: Heavy Duty OBD Partial
 Distance traveled with DTC lamps activated: (MIL: 400 km)
 Engine run time while DTC lamps are activated: (MIL: 400 min)
 Distance traveled since DTCs cleared: 40437 km
 Time since DTCs cleared: 64255 min
 Number of warm-up cycles since DTCs cleared: 250

Continuous Monitoring Tests

Monitor	Availability	Status
Comprehensive Component	Supported	Not Ready
Fuel System	Supported	Not Ready
Misfire	Supported	Not Ready

Non Continuous Monitoring Tests

Monitor	Availability	Status
AC System Refrigerant	Unsupported	Not Ready
Boost Pressure Control System	Supported	Not Ready
Catalyst	Unsupported	Not Ready
Cold Start Aid System	Unsupported	Not Ready
Diesel Particulate Filter	Supported	Not Ready
EGR System	Supported	Not Ready
Evaporative System	Unsupported	Not Ready
Heated Catalyst	Unsupported	Not Ready
NMHC Converting Catalyst	Supported	Not Ready
NOx Converting Catalyst	Supported	Not Ready

Oxygen Sensor Heater	Unsupported	Not Ready
Oxygen Sensor	Supported	Not Ready
Secondary Air System	Unsupported	Not Ready

Completed Diagnostic Procedures

Description

Guided Diagnostics Record

Session Details

User Id: [REDACTED]
 Repair order No: [REDACTED]
 Created: 2014-12-10 15:18:05

Partner Name: [REDACTED]
 GDR ID: [REDACTED]
 Last changed: 2014-12-17 14:57:02

Vehicle Information

Company: Mack Trucks
 Chassis Id: [REDACTED]

VIN: [REDACTED]

☒ ECU Information

DTCs

☒ DTCs (Read out time: 2014-12-10 15:18:56)

Vehicle/machine time: 2014-12-10 14:04:00 Engine hours: -

ECU	DTC	FMI	Status	Number	First Occurrence	Last Occurrence
SA 0	SPN 5392 - Aftertreatment DEF Dosing Unit Loss of Prime	FMI 31	Inactive	1		
SA 0	SPN 91 - Accelerator Pedal Position 1	FMI 9	Inactive	1		
SA 0	SPN 175 - Engine Oil Temperature 1	FMI 2	Inactive	1		
SA 0	SPN 175 - Engine Oil Temperature 1	FMI 0	Inactive	4		
SA 0	SPN 100 - Engine Oil Pressure	FMI 1	Inactive	1		
SA 0	SPN 4095 - NOx limits exceeded due to Interrupted Reagent Dosing	FMI 7	Inactive	1		
SA 0	SPN 5443 - Aftertreatment 1 Hydrocarbon Dosing System	FMI 13	Inactive	2		
SA 0	SPN 91 - Accelerator Pedal Position 1	FMI 19	Inactive	1		
MID 130	PSID 204 - Data Link, MID136	FMI 8	Active	32	2014-09-19 13:50	2014-12-10 19:00
MID 130	PSID 201 - Data link, MID144	FMI 8	Inactive	1		
MID 130	PSID 27 - Clutch system	FMI 8	Inactive	5		
MID 130	PSID 27 - Clutch system	FMI 0	Inactive	2	2014-09-08 03:59	2014-09-08 17:28
MID 130	PSID 24 - Range engagement system	FMI 0	Inactive	58	2014-11-19 05:26	2014-12-10 19:57
MID 130	PPID 50 - Clutch load on plate	FMI 0	Inactive	87	2014-08-14 16:41	2014-11-28 15:51
MID 130	PSID 24 - Range engagement system	FMI 1	Inactive	201	2014-09-29 04:25	2014-11-18 18:50

MID 130	PID 160 - Main shaft speed	FMI 1	Inactive	4	2014-10-01 18:33	2014-11-15 01:46
MID 130	PSID 25 - Gears 1/R engagement system	FMI 7	Inactive	1	2014-11-02 15:23	2014-11-02 15:00
MID 130	PSID 27 - Clutch system	FMI 14	Inactive	6	2014-11-10 16:55	2014-12-10 19:49
MID 136	SID 4 - Wheel sensor ABS axle right 2	FMI 10	Active	2		
MID 136	SID 4 - Wheel sensor ABS axle right 2	FMI 14	Active	2		
MID 136	SID 2 - Wheel sensor ABS axle front right 1	FMI 2	Inactive	1		
MID 136	SID 55 - Brake Light Switch 1	FMI 2	Inactive	2		
MID 144	PSID 205 - Data link, MID130	FMI 9	Inactive	2	2014-09-30 22:00	2014-11-09 21:02
MID 144	PSID 230 - Critical MSW Error or Improper Shutdown	FMI 5	Inactive	1	2014-11-19 02:50	2014-11-19 02:50
MID 144	PID 91 - Accelerator pedal position, %	FMI 4	Inactive	1	2014-11-19 06:33	2014-11-19 06:33

☐ DTCs (Read out time: 2014-12-17 14:56:29)

Vehicle/machine time: 2014-12-17 13:41:00 Engine hours: 5969:15

ECU	DTC	FMI	Status	Number	First Occurrence	Last Occurrence
SA 0	SPN 5392 - Aftertreatment DEF Dosing Unit Loss of Prime	FMI 31	Inactive	1		
SA 0	SPN 91 - Accelerator Pedal Position 1	FMI 9	Inactive	1		
SA 0	SPN 175 - Engine Oil Temperature 1	FMI 2	Inactive	2		
SA 0	SPN 175 - Engine Oil Temperature 1	FMI 0	Inactive	4		
SA 0	SPN 100 - Engine Oil Pressure	FMI 1	Inactive	1		
SA 0	SPN 4095 - NOx limits exceeded due to Interrupted Reagent Dosing	FMI 7	Inactive	1		
SA 0	SPN 5443 - Aftertreatment 1 Hydrocarbon Dosing System	FMI 13	Inactive	2		
SA 0	SPN 91 - Accelerator Pedal Position 1	FMI 19	Inactive	1		
MID 130	PID 31 - Transmission range position	FMI 13	Active	1		
MID 130	PPID 51 - Clutch cylinder slipping point position	FMI 13	Active	1		
MID 130	PID 33 - Clutch cylinder position	FMI 13	Inactive	1		
MID 130	PID 32 - Transmission splitter position	FMI 13	Inactive	1		
MID 130	PPID 10 - Transmission shifter #1 position sensor	FMI 13	Inactive	1		
MID	PPID 11 - Transmission shifter #2 position sensor	FMI	Inactive	1		

130		13				
MID 130	SID 253 - Calibration memory EEPROM	FMI 13	Inactive	1		
MID 136	SID 4 - Wheel sensor ABS axle right 2	FMI 10	Active	2		
MID 136	SID 4 - Wheel sensor ABS axle right 2	FMI 14	Active	2		
MID 136	SID 231 - SAE J1939 data link	FMI 2	Inactive	1		
MID 136	SID 2 - Wheel sensor ABS axle front right 1	FMI 2	Inactive	1		
MID 136	SID 55 - Brake Light Switch 1	FMI 2	Inactive	2		
MID 140	PID 177 - Transmission oil temperature	FMI 9	Inactive	1	2014-12-10 21:15	2014-12-10 21:15
MID 144	PSID 205 - Data link, MID130	FMI 9	Inactive	3	2014-09-30 22:00	2014-12-10 21:15
MID 144	PSID 230 - Critical MSW Error or Improper Shutdown	FMI 5	Inactive	1	2014-11-19 02:50	2014-11-19 02:50
MID 144	PID 91 - Accelerator pedal position, %	FMI 4	Inactive	1	2014-11-19 06:33	2014-11-19 06:33
MID 223	PSID 205 - Data link, MID130	FMI 9	Inactive	1	2014-12-10 21:15	2014-12-10 21:15

OBD data

 OBD data (Read out time: 2014-12-10 15:19:01)

OBD compliance level: Heavy Duty OBD Partial
 Distance traveled with DTC lamps activated: (MIL: 400 km)
 Engine run time while DTC lamps are activated: (MIL: 400 min)
 Distance traveled since DTCs cleared: 40437 km
 Time since DTCs cleared: 64255 min
 Number of warm-up cycles since DTCs cleared: 250

Continuous Monitoring Tests

Monitor	Availability	Status
Comprehensive Component	Supported	Not Ready
Fuel System	Supported	Not Ready
Misfire	Supported	Not Ready

Non Continuous Monitoring Tests

Monitor	Availability	Status
AC System Refrigerant	Unsupported	Not Ready
Boost Pressure Control System	Supported	Not Ready
Catalyst	Unsupported	Not Ready
Cold Start Aid System	Unsupported	Not Ready
Diesel Particulate Filter	Supported	Not Ready
EGR System	Supported	Not Ready
Evaporative System	Unsupported	Not Ready

Heated Catalyst	Unsupported	Not Ready
NMHC Converting Catalyst	Supported	Not Ready
NOx Converting Catalyst	Supported	Not Ready
Oxygen Sensor Heater	Unsupported	Not Ready
Oxygen Sensor	Supported	Not Ready
Secondary Air System	Unsupported	Not Ready

☐ **OBD data (Read out time: 2014-12-17 14:56:34)**

OBD compliance level: Heavy Duty OBD Partial
Distance traveled with DTC lamps activated: (MIL: 400 km)
Engine run time while DTC lamps are activated: (MIL: 400 min)
Distance traveled since DTCs cleared: 40437 km
Time since DTCs cleared: 64255 min
Number of warm-up cycles since DTCs cleared: 250

Continuous Monitoring Tests

Monitor	Availability	Status
Comprehensive Component	Supported	Not Ready
Fuel System	Supported	Not Ready
Misfire	Supported	Not Ready

Non Continuous Monitoring Tests

Monitor	Availability	Status
AC System Refrigerant	Unsupported	Not Ready
Boost Pressure Control System	Supported	Not Ready
Catalyst	Unsupported	Not Ready
Cold Start Aid System	Unsupported	Not Ready
Diesel Particulate Filter	Supported	Not Ready
EGR System	Supported	Not Ready
Evaporative System	Unsupported	Not Ready
Heated Catalyst	Unsupported	Not Ready
NMHC Converting Catalyst	Supported	Not Ready
NOx Converting Catalyst	Supported	Not Ready
Oxygen Sensor Heater	Unsupported	Not Ready
Oxygen Sensor	Supported	Not Ready
Secondary Air System	Unsupported	Not Ready

Completed Diagnostic Procedures

Description

Guided Diagnostics Record

Session Details

User Id: [REDACTED]

Partner Name: [REDACTED]

Repair order No: [REDACTED]

GDR ID: [REDACTED]

Created: 2015-01-14 10:54:45

Last changed: 2015-01-14 10:55:54

Vehicle Information

Company: Mack Trucks

Chassis Id: [REDACTED]

VIN: [REDACTED]

⊕ ECU Information

DTCs

☐ DTCs (Read out time: 2015-01-14 10:55:34)

Vehicle/machine time: 2015-01-14 09:37:00 Engine hours: 5970:11

ECU	DTC	FMI	Status	Number	First Occurrence	Last Occurrence
MID 130	PSID 204 - Data Link, MID136	FMI 8	Active	2	2015-01-14 15:19	2015-01-14 15:28
MID 130	PSID 23 - Split engagement system	FMI 0	Inactive	1	2015-01-14 15:21	2015-01-14 15:21
MID 136	SID 4 - Wheel sensor ABS axle right 2	FMI 14	Active	1		

OBD data

☐ OBD data (Read out time: 2015-01-14 10:55:38)

OBD compliance level: Heavy Duty OBD Partial

Distance traveled with DTC lamps activated: (MIL: 0 km)

Engine run time while DTC lamps are activated: (MIL: 0 min)

Distance traveled since DTCs cleared: 0 km

Time since DTCs cleared: 11 min

Number of warm-up cycles since DTCs cleared: 2

Continuous Monitoring Tests

Monitor	Availability	Status
Comprehensive Component	Supported	Not Ready
Fuel System	Supported	Not Ready

Misfire	Supported	Not Ready
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Non Continuous Monitoring Tests

Monitor	Availability	Status
AC System Refrigerant	Unsupported	Not Ready
Boost Pressure Control System	Supported	Not Ready
Catalyst	Unsupported	Not Ready
Cold Start Aid System	Unsupported	Not Ready
Diesel Particulate Filter	Supported	Not Ready
EGR System	Supported	Not Ready
Evaporative System	Unsupported	Not Ready
Heated Catalyst	Unsupported	Not Ready
NMHC Converting Catalyst	Supported	Not Ready
NOx Converting Catalyst	Supported	Not Ready
Oxygen Sensor Heater	Unsupported	Not Ready
Oxygen Sensor	Supported	Not Ready
Secondary Air System	Unsupported	Not Ready

Completed Diagnostic Procedures

Description

Back to My Workshop's Active Service Requests: > Details:

Service Request		Description	
SR #: [REDACTED] Caller Name [REDACTED] Area: Tech Support Call Back # [REDACTED] Contact Name [REDACTED] Opened: 12/11/2014 02:31:12 PM BRUCKNER TRUCK Closed: Dealer: SALES INC - ODESSA DIVISION Dealer Id: [REDACTED] Chassis Series: [REDACTED] Chassis #: [REDACTED] VIN/Serial #: [REDACTED] Model: CHU613 4371-transmission Function Group: (hydromechanical), complete		Truck has mDrive transmission and it takes longer than usual to go into gear, and once in gear it feels like the transmission is slipping. It will move forward then act like its in neutral, then catch again and move forward then act like its in neutral.	
More Info		1 of 1+	
Km / Hr / Mi: 130 340 MI Actual Tot. Diag Time Appr: 4 Exact Engine Hours: 5 968		Active Fault Codes Present?: No Has Guided Diagnostics Been Used?: No GDR ID: Have Open Campaigns Been Performed?: No Indicate illuminated bell-tale lamps: Check Engine	

Updates				
Add Update Reopen 10 of 10+ >				
Comments	Type	Created		
Adjusting Diag Time. Approving 4.0 Hours Diag Time	Web Response	1/20/2015 06:02:35 PM		
attached diag work sheet for 5 hrs please. thank you	Web Update	1/20/2015 05:04:54 PM		
What is the Diag Time for ? Attach Diag Time work sheet	Web Response	1/20/2015 02:09:21 PM		
reopening case to see if we can get 4hrs diag approved please. thank you.	Reopen	1/20/2015 01:18:58 PM		
Submit details in wro claim and ref this e-svc	Web Response	1/15/2015 01:37:27 PM		
installed transmission and truck is fixed now. we followed guided diag and it had us replace the shift control housing and tecu first. are we going to be able to file warranty on these parts now that they have been installed and that was not the failure?	Web Update	1/15/2015 01:05:01 PM		
Order a Reman Complete Trans	Web Response	1/5/2015 05:28:32 PM		
do we need to order a complete reman or what?	Web Update	1/5/2015 01:55:16 PM		
order a reman	Web Response	12/31/2014 03:02:58 PM		
tech was getting ready to pull trans out and was putting pto pto backon back of trans and found a piece of the range hub laying in there. i dont know how we missed it before when we looked at it but there was a piece in there. where do we need to go from here?	Web Update	12/31/2014 12:50:27 PM		
Attachments				
Add Attachment 1 - 1 of 1 >				
Attachment Name	Comments	File Type	Size	Created
[REDACTED]		xls	5 544	1/20/2015 05:04:27 PM
Parts List				

Back to My Workshop's All Service Requests: > Details:

Service Request		Description	
1 of 1+ SR #: [REDACTED] Area: Tech Support Contact Name: [REDACTED] Dealer: SALES INC - ODESSA DIVISION Dealer Id: [REDACTED] Chassis Series: [REDACTED] Chassis #: [REDACTED] VIN/Serial #: [REDACTED] Model: CHU613 4371-transmission Function Group: (hydromechanical), complete		Truck has mDrive transmission and it takes longer than usual to go into gear, and once in gear it feels like the transmission is slipping. It will move forward then act like its in neutral, then catch again and move forward then act like its in neutral.	
Caller Name: [REDACTED] Call Back #: [REDACTED] Opened: 12/11/2014 02:31:12 PM Closed: 1/15/2015 01:38:13 PM			
More Info			
1 of 1+ Km / Hr / Mi: 130 340 Mi Actual: [REDACTED] Tot. Diag Time Appr: 0 Exact Engine Hours: 5 968 Active Fault Codes Present?: No Has Guided Diagnostics Been Used?: No GDR ID: [REDACTED] Have Open Campaigns Been Performed?: No Indicate illuminated tell-tale lamps: Check Engine			

Updates		
Add Update Response 1 - 10 of 10+		
Comments	Type	Created
Submit details in wro claim and ref this e-svc	Web Response	1/15/2015 01:37:27 PM
installed transmission and truck is fixed now. we followed guided diag and it had us replace the shift control housing and tecu first. are we going to be able to file warranty on these parts now that they have been installed and that was not the failure?	Web Update	1/15/2015 01:05:01 PM
Order a Reman Complete Trans	Web Response	1/5/2015 05:28:32 PM
do we need to order a complete reman or what?	Web Update	1/5/2015 01:55:16 PM
order a reman	Web Response	12/31/2014 03:02:58 PM
tech was getting ready to pull trans out and was putting pto pto backon back of trans and found a piece of the range hub laying in there. i dont know how we missed it before when we looked at it but there was a piece in there. where do we need to go from here?	Web Update	12/31/2014 12:50:27 PM
pull the trans and then top cover we have had this issue before where it was replaced on the truck and one of the collars are missed because you cant really ase in there good enough	Web Response	12/30/2014 05:34:33 PM
checked all this stuff. everything looked good in the back of the transmissions. pulled filter down and there is some fine metal in the filter but dont see any big chunks. please review and advise.	Web Update	12/30/2014 04:28:38 PM
Remove the rear PTO cover and inspect for metal in oil. Check the range hub for any movement. Check for damage to the range synchronizer. Check the transmission filter for metal debris.	Web Response	12/26/2014 06:32:50 PM
yes we replaced the housing in the truck. everything has been checked. the shifter display will not read n for neutral but the cluster will. when you put trans in gear it says 3 but will not	Web Update	12/26/2014 05:41:26 PM

Back to My Workshop's All Service Requests: > Details:

Service Request		Description	
1 of 1+ SR # Area: Tech Support Contact Name: Dealer: SALES INC - ODESSA DIVISION Dealer Id: Chassis Series: Chassis #: VIN/Serial #: Model: CHU613 4371-transmission Function Group: (hydromechanical), complete Caller Name: Call Back #: Opened: 12/11/2014 02:31:12 PM Closed: 1/15/2015 01:38:13 PM		Truck has mDrive transmission and it takes longer than usual to go into gear, and once in gear it feels like the transmission is slipping. It will move forward then act like its in neutral, then catch again and move forward then act like its in neutral.	
More Info		1 of 1+	
Km / Hr / Mi: 130 340 Mi Actual Tot. Diag Time Appr: 0 Exact Engine Hours: 5 968 Active Fault Codes Present?: No Has Guided Diagnostics Been Used?: No GDR ID: Have Open Campaigns Been Performed?: No Indicate Illuminated tell-tale lamps: Check Engine			

Updates								
Add Update 11 - 20 of 20+								
Comments	Type	Created						
You replaced the control housing in the truck? CCV checked, Air pressure all ok? Display read correctly?	Web Response	12/26/2014 05:16:27 PM						
the transmission was never out.	Web Update	12/26/2014 04:54:50 PM						
Did you go through the calibration procedure and complete it when the transmission was out?	Web Response	12/26/2014 02:27:02 PM						
everything appeared fine.	Web Update	12/24/2014 03:11:14 PM						
There were no issues with the collar or gears at the fork that did not move?	Web Response	12/24/2014 02:31:44 PM						
it was on the old control housing. the new one moved freely.	Web Update	12/24/2014 02:05:54 PM						
If one of the forks did not move there is an issue with the control housing that needs to be investigated.	Web Response	12/24/2014 01:22:54 PM						
im sorry yes the control housing was removed.	Web Update	12/24/2014 12:57:18 PM						
both and yes the tecu was removed.	Web Update	12/24/2014 12:56:42 PM						
Did you replace the control housing or the TECU? Was the control housing removed?	Web Response	12/24/2014 02:43:50 AM						
Attachments								
Add Attachment No Records								
Attachment Name	Comments	File Type	Size	Created				
Parts List								
Add Part# No Records								
Part Number	Quantity	CR #	ETA	AWB	Dispatch Order #	LeadTime Date	Comment / Description	Code

Back to My Workshop's All Service Requests: > Details:

Service Request	
SR #: [REDACTED]	Caller Name: [REDACTED]
Area: Tech Support	Call Back #: [REDACTED]
Contact Name: [REDACTED]	Opened: 12/11/2014 02:31:12 PM
Dealer: SALES INC - ODESSA DIVISION	Closed: 1/15/2015 01:38:13 PM
Dealer Id: [REDACTED]	
Chassis Series: [REDACTED]	
Chassis #: [REDACTED]	
VIN/Serial #: [REDACTED]	
Model: CHU613	
4371-transmission	
Function Group: (hydromechanical), complete	
More Info	
1 of 1+	
Km / Hr / Mi: 130 340	Active Fault Codes Present?: No
Mi Actual	Has Guided Diagnostics Been Used?: No
Tot. Diag Time Appr: 0	GDR ID:
Exact Engine Hours: 5 968	Have Open Campaigns Been Performed?: No
Indicate Illuminated tell-tale lamps:	Check Engine

Description

Truck has mDrive transmission and it takes longer than usual to go into gear, and once in gear it feels like the transmission is slipping. It will move forward then act like its in neutral, then catch again and move forward then act like its in neutral.

Updates

Add Update

[REDACTED]

18 - 27 of 27

Comments	Type	Created
im sorry yes the control housing was removed.	Web Update	12/24/2014 12:57:18 PM
both and yes the tecu was removed.	Web Update	12/24/2014 12:56:42 PM
Did you replace the control housing or the TECU? Was the control housing removed?	Web Response	12/24/2014 02:43:50 AM
got new shift tcm and installed and we are still getting the same codes and not calibrating correctly. go through guided and it is say to replace tcm. we did notice on the old lid one of the forks wouldnt move. please review and advise.	Web Update	12/23/2014 09:36:37 PM
Follow GD instructions	Web Response	12/18/2014 09:33:37 PM
Pulled truck back into shop to follow symptom chart and found transmission with two an active codes Mid 130 pid 31 fmi 13 & ppid 51 fmi13. went through the diagnostics steps on gd for code pid 31 fmi13. had me perform "Clutch,Transmission,Pulling Position,Calibration" ended up with "Calibration not okay" Showed range cylinder getting stuck in the red zone. went back to gd and wants me to replace the tcm. Asking for approval or should perform other diagnostics?	Web Update	12/18/2014 08:03:17 PM
Follow Symptom Based Diagnostics...Attach GDR	Web Response	12/15/2014 02:12:52 PM
there are no active codes to follow on gd.	Web Update	12/12/2014 10:21:48 PM
Follow GD instructions	Web Response	12/11/2014 04:32:17 PM
I noticed when I started the truck that the mDrive display was not lit up, I pressed the neutral button as it built air and it showed N1 then turned off again. After building air the display came on. I drove it to shop and it was not pulling correctly. I checked the codes and it has no active transmission codes but several inactive codes. I will write the MID 130 codes, they are PSID 27 fmi 8, PSID 27 fmi 0, psid 24 fmi 0, psid 50 fmi 0, psid		

24 fmi 1, pid 160 fmi 1, psid 25 fmi 7, psid 27 fmi 14. i went through the gears test and the gears 1-6 would engage correctly, but 7-12 would not. It shows that the range movement is getting stuck in the red zone on computer. I performed Mid 130 programming and clutch programming, but it did not complete a good clutch programming due to the range still not completing the full movement. What should I do next?

Work Performed

12/11/2014 02:40:04 PM

Attachments

Add Attachment

No Records

Attachment Name	Comments	File Type	Size	Created
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Parts List

Add Part#

No Records

Part Number	Quantity	CR #	ETA	AWB	Dispatch Order #	LeadTime Date	Comment / Description	Code
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CUSTOMER #: [REDACTED]

97454

UNIT# [REDACTED]

Bruckner's
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ODESSA DIVISION

WAYNESBORO, MS [REDACTED]

PAGE 1

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Dept 959 P.O. Box 1000
Memphis, TN 38148-0959

HOME: [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2175 IVANCHY CRESPO

UNIT	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
93	13	MACK CHU613				130340/130352		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
29NOV12 DD			18:00 30JAN15			MCFF	20JAN15	
R.O. OPENED		READY		OPTIONS: DLR:				
28NOV14		20JAN15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A ENG HRS 5968-CHECK FOR CAUSE OF TRANSMISSION NOT GOING INTO GEAR

CAUSE: CAUSE IS REQUIRED

4319030203 TRANSMISSION ECU, REPLACEMENT

1647 WSWM

(N/C)

1909 WSWM

(N/C)

1 22117375 CONTROL UNIT

(N/C)

CORE CHARGE W

(N/C)

1 85003852 TRANSMISSION, EXCH

(N/C)

CORE CHARGE W

(N/C)

SERIAL# 0710746404

3 20953751 FLANGE SCREW

(N/C)

3 25102025 WASHERS

(N/C)

20 85136277 TRANSMISSION OIL

(N/C)

3 85133971 KIT

(N/C)

4323220301 PROGRAM TRANSMISSION ECU (MID 130)

1909 WSWM

(N/C)

4311030205 TRANSMISSION, REPLACEMENT (BASIC)

1909 WSWM

(N/C)

4111059999 CLUTCH, ADJUST GENERIC

1909 WSWM

(N/C)

1700160301 REQUEST FOR ADDITIONAL LABOR

1909 WSWM

(N/C)

1700160102 VEHICLE INOPERABLE TAKE CHARGE TIME

1909 WSWM

(N/C)

1700210901 DOWNLOAD LVD

1909 WSWM

(N/C)

1700110302 STEAM CLEAN (VEHICLE CLEAN)

1909 WSWM

(N/C)

1700200901 ROAD TEST

1909 WSWM

(N/C)

FC: PART#: 22117375 COUNT:

CLAIM TYPE: 1

AUTH CODE:

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RECEIVED BY:

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

CUSTOMER COPY

CUSTOMER #: [REDACTED]

UNIT# [REDACTED]

WAYNESBORO, MS [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

INVOICE

PAGE 2

SERVICE ADVISOR: 2175 IVANCE [REDACTED] CRESCO

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Memphis, TN 38148-0959BRUCKNER TRUCK SALES, INC.
ODESSA DIVISION

UNIT	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	IN/OUT	TAG
93	13	MACK CHU613	[REDACTED]	[REDACTED]	130340	130352	[REDACTED]
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29NOV12	DE		18:00 30JAN15	[REDACTED]		MCFF	20JAN15
R.O. OPENED	READY	OPTIONS:	DLR:				
28NOV14	20JAN15						

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

MISC STEAM BASE DISPOSAL

WSWM

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

130340 ESERVICE - [REDACTED]/USED 1700160301 FOR 4 HR AS PER ESERVICE, USED 4111059999 FOR .4 HR TO CALIBRATE THE CLUTCH, USED 4319030203 FOR 5.2 HR TO REPLACE THE TECU WHILE TRANSMISSION STILL IN TRUCK PER ESERVICE, THEN USED 4311030205 FOR 6.1 HRS TO REPLACE THE TRANSMISSION AS PER ESERVICE//MDRIVE/GDR
ID# [REDACTED] -MID/PSID204/FMI8/ACTIVE/32, GDR
ID# [REDACTED] -MID130/PID31/FMI13/ACTIVE/1,
MID130/PPID51/FMI13/ACTIVE/1, GDR
ID# [REDACTED] -MID130/PSID204/FMI8/ACTIVE/2// -CHECK FOR CAUSE OF TRANSMISSION NOT GOING INTO GEAR//PULLED TRUCK IN SHOP AND NOTICED TRUCK WAS NOT GOING INTO GEAR CORRECTLY AND NOT SHIFTING RIGHT. PRINTED CODES AND FOUND NO ACTIVE CODES FOR TRANSMISSION. PERFORMED A TRANSMISSION ECU PROGRAMMING AND CLUTCH CALIBRATION TO SEE IF THIS WOULD HELP ANYTHING AND IT WOULD NOT COMPLETE A CALIBRATION DUE TO THE RANGE STAYING IN THE RED ON THE COMPUTER. TRIED SEVERAL TIMES WITH NO LUCK. TRIED TO GO THROUGH GUIDED DIAGNOSTICS FOR SOME OF THE TRANSMISSION CODES BUT WAS NOT HAVING LUCK DUE TO THEM BEING INACTIVE. STARTED AN E-SERVICE CASE NUMBER [REDACTED]. NEW TECH TOOK OVER - DROPPED DRIVELINE AND PUSHED TRUCK INTO SHOP. HOOKED UP COMPUTER TO FOLLOW E-SERVICE INSTRUCTIONS ON FOLLOWING SYMPTOMS CHART ON GD. TRUCK HAD ACTIVE CODES MID 130 Mid 130 pid 31 fmi 13 & ppid 51 fmi13. went through the diagnostics steps on gd for code pid 31 fmi13. had me perform "Clutch,Transmission,Pulling Position,Calibration" ended up with "Calibration not okay" Showed range cylinder getting stuck in the red zone. GD WANTED ME TO REPLACE THE TCM. E-SERVICE REPLIED BY SAYING TO FOLLOW GD. REMOVED THE TRANSMISSION SHIFT FORK ASSEMBLY AND FOUND ONE OF THE FORKS STUCK. INSTALLED A NEW ASSEMBLY TCM AND SHIFT FORKS. TRIED TO REPROGRAM THE NEW TCM. PROGRAMMING WENT THROUGH TRIED TO DUE A CALIBRATION AND WOULD FAIL. REMOVED AND REINSTALLED SHIFT FORK HOUSING SEVERAL TIMES THINKING I WAS MISSING A FORK BUT WOULD END UP WITH SAME RESULTS EVERY TIME. UPDATED E-SERVICE AND THEY REPLIED BY INSTRUCTING

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RECEIVED BY:

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

CUSTOMER COPY

CUSTOMER #: [REDACTED]

UNIT# [REDACTED]

WAYNESBORO, MS

HOME [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

PAGE 3

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Memphis, TN 38148-0959

SERVICE ADVISOR: 2175 IVANCHY CRESPO

UNIT	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
93	13	MACK CHU613					130340/130352		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
29NOV12 DD			18:00 30JAN15				MCFF	20JAN15	
R.O. OPENED		READY		OPTIONS: DLR					
28NOV14		20JAN15							

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

ME TO REMOVE PTO COVER AND INSPECTED THE BACK OF TRANSMISSION. REMOVED PTO AND PTO SHAFT LOOKED INSIDE TRANSMISSION AND COULD NOT SEE ANYTHING WRONG. REMOVED TRANSMISSION FILTER AND INSPECTED -FOUND FINE METAL NO BIG CHUNKS. E-SERVICE INSTRUCTED ME TO PULL TRANSMISSION OUT AND INSTALL THE HOUSING ON TRANSMISSION WITH IT OUT OF THE TRUCK. WHEN PULLING TRANSMISSION OUT FOUND A BIG METAL PIECE ON THE BOTTOM OF TRANS AT THE BACK. UPDATED E-SERVICE AND THEY SAID TO INSTALL COMPLETE REMAN TRANS. ORDERED NEW TRANSMISSION. R&R TRANSMISSION. PERFORMED PROGRAMMING AND CALIBRATION EVERYTHING WENT OKAY WITHOUT A PROBLEM. CLEARED INACTIVE FAULTS. STEAM CLEANED TRUCK. ROAD TESTED - VERIFIED REPAIR.

B** CHECK FOR BRAKES NOT RELEASING

500 GENERAL BRAKE REPAIR

1909 CSR

140.00

140.00

PARTS: 0.00 LABOR: 140.00 OTHER: 0.00 TOTAL LINE B: 140.00

130340 INSPECTED BRAKES AND FOUND THE TOP BRAKE SHOE OFF THE DRUM SURFACE ON THE PASSENGERS REAR REAR DRUM. SHOES ARE WORN OUT. ALL THE SHOES NEEDED TO BE REPLACED ASAP. CUSTOMER DECLINED FURTHER REPAIR WANTS TO TAKE TRUCK. CUSTOMER HAULED TRUCK OUT OF HERE ON A TRAILER AND IS GOING TO INSTALL BRAKES THEMSELVES.

***** MVPREFERRED

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BRUCKNER'S TRULY APPRECIATES YOUR BUSINESS!!
IF YOU ARE NOT 100% SATISFIED WITH YOUR REPAIR OR THIS INVOICE PLEASE CONTACT RUSS MCCOLLUM, GENERAL MGR OF THE ODESSA DEALERSHIP AT 800-382-6225 TO DISCUSS YOUR CONCERNS
*****THANK YOU FROM THE BRUCKNER FAMILY*****

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RECEIVED BY: _____

DESCRIPTION	TOTALS
LABOR AMOUNT	140.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	9.80
TOTAL CHARGES	149.80
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	149.80

CUSTOMER COPY

CUSTOMER #: [REDACTED]

97454

UNIT# [REDACTED]

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WAYNESBORO, MS [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2175 IVANCHY CRESPO

UNIT	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
93	13	MACK CHU613				130340/130352		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
29NOV12 DD			18:00 30JAN15			MCFF	20JAN15	
R.O. OPENED		READY		OPTIONS: DLR				
28NOV14		20JAN15						

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

A ENG HRS 5968-CHECK FOR CAUSE OF TRANSMISSION NOT GOING INTO GEAR

CAUSE: CAUSE IS REQUIRED

4319030203 TRANSMISSION ECU, REPLACEMENT

1647 WSWM 0.00 0.00 0.00

1909 WSWM 5.20 728.00 728.00

5.20 728.00 728.00

1 22117375 CONTROL UNIT 5714.58 3714.48 3714.48

CORE CHARGE W 2500.00 2500.00

1 85003852 TRANSMISSION, EXCH 15812.16 10277.90 10277.90

CORE CHARGE W 5000.00 5000.00

SERIAL# 0710746404

3 20953751 FLANGE SCREW 5.59 3.03 9.09

3 25102025 WASHERS 1.74 0.87 2.61

20 85136277 TRANSMISSION OIL 30.66 19.93 398.60

3 85133971 KIT 21.71 15.18 45.54

4323220301 PROGRAM TRANSMISSION ECU (MID 130)

1909 WSWM 0.40 56.00 56.00

4311030205 TRANSMISSION, REPLACEMENT (BASIC)

1909 WSWM 6.10 854.00 854.00

4111059999 CLUTCH, ADJUST GENERIC

1909 WSWM 0.40 56.00 56.00

1700160301 REQUEST FOR ADDITIONAL LABOR

1909 WSWM 4.00 560.00 560.00

1700160102 VEHICLE INOPERABLE TAKE CHARGE TIME

1909 WSWM 0.50 70.00 70.00

1700210901 DOWNLOAD LVD

1909 WSWM 0.20 28.00 28.00

1700110302 STEAM CLEAN (VEHICLE CLEAN)

1909 WSWM 0.20 28.00 28.00

1700200901 ROAD TEST

1909 WSWM 0.50 70.00 70.00

FC: PART#: 22117375 COUNT: 1861401 2194822 TPARTS

CLAIM TYPE: 1

AUTH CODE:

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RECEIVED BY:

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

WARRANTY COPY

CUSTOMER #: [REDACTED]

UNIT# [REDACTED]

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WARRANTY

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PAGE 2

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2175 IVANCHY CRESPO

UNIT	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
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29NOV12 DD				18:00 30JAN15			MCFF	20JAN15	
R.O. OPENED		READY		OPTIONS: DLR					
28NOV14		20JAN15							

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
					TLABOR		

MISC STEAM BASE DISPOSAL

WSWM

1.50

1.50

130340 ESERVICE - [REDACTED]/USED 1700160301 FOR 4 HR AS PER ESERVICE, USED 4111059999 FOR .4 HR TO CALIBRATE THE CLUTCH, USED 4319030203 FOR 5.2 HR TO REPLACE THE TECU WHILE TRANSMISSION STILL IN TRUCK PER ESERVICE, THEN USED 4311030205 FOR 6.1 HRS TO REPLACE THE TRANSMISSION AS PER ESERVICE//MDRIVE/GDR
 ID# [REDACTED] -MID/PSID204/FMI8/ACTIVE/32, GDR
 ID# [REDACTED] -MID130/PID31/FMI13/ACTIVE/1, MID130/PPID51/FMI13/ACTIVE/1, GDR
 ID# [REDACTED] -MID130/PSID204/FMI8/ACTIVE/2// -CHECK FOR CAUSE OF TRANSMISSION NOT GOING INTO GEAR//PULLED TRUCK IN SHOP AND NOTICED TRUCK WAS NOT GOING INTO GEAR CORRECTLY AND NOT SHIFTING RIGHT. PRINTED CODES AND FOUND NO ACTIVE CODES FOR TRANSMISSION. PERFORMED A TRANSMISSION ECU PROGRAMMING AND CLUTCH CALIBRATION TO SEE IF THIS WOULD HELP ANYTHING AND IT WOULD NOT COMPLETE A CALIBRATION DUE TO THE RANGE STAYING IN THE RED ON THE COMPUTER. TRIED SEVERAL TIMES WITH NO LUCK. TRIED TO GO THROUGH GUIDED DIAGNOSTICS FOR SOME OF THE TRANSMISSION CODES BUT WAS NOT HAVING LUCK DUE TO THEM BEING INACTIVE. STARTED AN E-SERVICE CASE NUMBER [REDACTED]. NEW TECH TOOK OVER - DROPPED DRIVELINE AND PUSHED TRUCK INTO SHOP. HOOKED UP COMPUTER TO FOLLOW E-SERVICE INSTRUCTIONS ON FOLLOWING SYMPTOMS CHART ON GD. TRUCK HAD ACTIVE CODES MID 130 Mid 130 pid 31 fmi 13 & ppid 51 fmi13. went through the diagnostics steps on gd for code pid 31 fmi13. had me perform "Clutch,Transmission,Pulling Position,Calibration" ended up with "Calibration not okay" Showed range cylinder getting stuck in the red zone. GD WANTED ME TO REPLACE THE TCM. E-SERVICE REPLIED BY SAYING TO FOLLOW GD. REMOVED THE TRANSMISSION SHIFT FORK ASSEMBLY AND FOUND ONE OF THE FORKS STUCK. INSTALLED A NEW ASSEMBLY TCM AND SHIFT FORKS. TRIED TO REPROGRAM THE NEW TCM. PROGRAMMING WENT THROUGH TRIED TO DUE A CALIBRATION AND WOULD FAIL. REMOVED AND REINSTALLED SHIFT FORK HOUSING SEVERAL TIMES THINKING I WAS MISSING A FORK BUT WOULD END UP WITH SAME RESULTS EVERY TIME. UPDATED E-SERVICE AND THEY REPLIED BY INSTRUCTING

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RECEIVED BY:

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

WARRANTY COPY

CUSTOMER #: [REDACTED]

UNIT# [REDACTED]

BRUCKNER TRUCK SALES, INC.
ODESSA DIVISION

WARRANTY

2441 E. I-20
Odessa, Texas 79766
(432) 580-7571
(800) 382-6225Remit Payments to:
Corporate Billing LLC
Dept 959 P.O. Box 1000
Memphis, TN 38148-0959

WAYNESBORO, MS [REDACTED]

PAGE 3

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2175 IVANCHY CRESPO

UNIT	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
93	13	MACK CHU613				130340/130352		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
29NOV12 DD			18:00 30JAN15			MCFF	20JAN15	
R.O. OPENED		READY		OPTIONS: DLR:				
28NOV14		20JAN15						

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

ME TO REMOVE PTO COVER AND INSPECTED THE BACK OF TRANSMISSION. REMOVED PTO AND PTO SHAFT LOOKED INSIDE TRANSMISSION AND COULD NOT SEE ANYTHING WRONG. REMOVED TRANSMISSION FILTER AND INSPECTED -FOUND FINE METAL NO BIG CHUNKS. E-SERVICE INSTRUCTED ME TO PULL TRANSMISSION OUT AND INSTALL THE HOUSING ON TRANSMISSION WITH IT OUT OF THE TRUCK. WHEN PULLING TRANSMISSION OUT FOUND A BIG METAL PIECE ON THE BOTTOM OF TRANS AT THE BACK. UPDATED E-SERVICE AND THEY SAID TO INSTALL COMPLETE REMAN TRANS. ORDERED NEW TRANSMISSION. R&R TRANSMISSION. PERFORMED PROGRAMMING AND CALIBRATION EVERYTHING WENT OKAY WITHOUT A PROBLEM. CLEARED INACTIVE FAULTS. STEAM CLEANED TRUCK. ROAD TESTED - VERIFIED REPAIR.

***** [REDACTED] MVPREFERRED
000000 [REDACTED]

BRUCKNER'S TRULY APPRECIATES YOUR BUSINESS!!
IF YOU ARE NOT 100% SATISFIED WITH YOUR RE-
PAIR OR THIS INVOICE PLEASE CONTACT RUSS
MCCOLLUM, GENERAL MGR OF THE ODESSA DEALER-
SHIP AT 800-382-6225 TO DISCUSS YOUR CONCERNS
*****THANK YOU FROM THE BRUCKNER FAMILY*****

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
12-10-14	14:43	17:14	2.51	W	1647	A	
12-11-14	08:10	09:26	1.26	W	1647	A	
12-17-14	13:35	15:08	1.55	W	1909	A	Y
	16:04	17:00	0.93	W	1909	A	
12-18-14	08:10	08:10	0.00	W	1909	A	
	13:08	14:21	1.22	W	1909	A	Y
12-23-14	09:40	12:11	2.51	W	1909	A	
	13:19	15:43	2.40	W	1909	A	
12-29-14	16:31	17:17	0.77	W	1909	A	Y
12-30-14	08:07	10:16	2.15	W	1909	A	
	14:46	15:55	1.15	W	1909	A	Y
01-02-15	10:39	12:03	1.40	W	1909	A	
	10:38	10:39	0.02	W	1909	A	Y

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RECEIVED BY: _____

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

WARRANTY COPY

CUSTOMER #: [REDACTED]

UNIT# [REDACTED]

BRUCKNER TRUCK SALES, INC.
ODESSA DIVISION

WARRANTY

2441 E. I-20
Odessa, Texas 79766
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WAYNESBORO, MS

PAGE 4

HOME: [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 2175 IVANCHY CRESPO

UNIT	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
93	13	MACK CHU613				130340/130352		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
29NOV12 DD			18:00 30JAN15			MCFF	20JAN15	
R.O. OPENED		READY		OPTIONS: DLR:				
28NOV14		20JAN15						

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
01-13-15		13:15	16:05	2.83	W	1909	A	
		10:35	12:07	1.54	W	1909	A Y	
		13:15	17:21	4.10	W	1909	A	
01-14-15		08:10	08:23	0.21	W	1909	A	
		08:23	08:59	0.60	W	1909	B	
		10:47	11:24	0.62	W	1909	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
[REDACTED]	245000	52500		[REDACTED]	1400408	1077237	
	750000	750000			44414	34164	
	150	000			2439972	*****	

COST, SALE, & COMP TOTALS 1913901 2439972 0

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RECEIVED BY: _____

DESCRIPTION	TOTALS
LABOR AMOUNT	2450.00
PARTS AMOUNT	21948.22
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.50
TOTAL CHARGES	24399.72
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	24399.72

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