



Remit to:
P.O. BOX 5858 JACKSON, MS 39288-5858



McNeilus
An Oshkosh Corporation Company

Memphis, TN
800-737-3789

Tupelo, MS
800-737-3795

Locations
Meridian, MS
800-737-5297

Little Rock, AR
800-737-5457

Jackson, TN
800-737-5547

Jackson, MS
800-876-2348

Jonesboro, AR
800-530-6475

Invoice: [REDACTED]
Date / Hour: 8/28/2013 7:37:03PM
Repair Order: [REDACTED]
Customer: [REDACTED]
Branch: [REDACTED]
Total Invoice: \$ 892.46
Charge

Page 1 of 1

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

Bill To: MACK TRUCKS, INC.
[REDACTED]
, MS 00000

Ship To: [REDACTED]

MERIDIAN, MS [REDACTED]

Work: [REDACTED]

Customer P/O: [REDACTED]

Orig R/O: 0 Completion Date: 8/9/2013

Unit Number: [REDACTED] **Model Year:** 2013

Make/Model: Mack CXU613

Type: [REDACTED] **VIN:** [REDACTED]

Meter: 41479 Miles

ECM Reading: 2270

Task: 1 Drive Train Trans - Diffs- Clutch - Shafts

Department: C30

Complaint: Customer complaint of transmission not down shifting and clutch does not release intermittently.

Correction: Checked codes and found inactive trans codes. Ran Guided Diagnostic procedures for inactive codes with no fault found result. Contacted E-service and was advised to run clutch and trans calibration and road test. Ran calibration and road tested and problem remained. Updated e-service and was advised to reprogram MID 130. Reprogrammed MID 130, ran calibration and road tested. Problem remained. Updated e-service and was advised to replace clutch control valve. Replaced clutch control valve with new, calibrated and road tested. Problem remained. Updated e-service and was advised to monitor service brake status with VCADS. Monitored status and updated e-service and was advised to replace service brake switch. Removed dash covers and replaced service brake switch with new. Reinstalled covers and road tested. Clutch disengaged and shifted properly. Released to customer.

Supp.	Part	Description / Ref Number	U/M	Quantity	Price	Extended Price
27A	21935705	SOLENOID VALVE 4134	EA	1.00	\$273.64	\$273.64
27A	25165995	SWITCH PRESSURE	EA	1.00	\$18.08	\$18.08

Detail Tax Info:

Total Parts: \$291.72

Total Labor: \$600.74

Invoice Subtotal: \$892.46

Total Tax: \$0.00

Total Invoice: \$892.46

Payment Method
Charge

Terms
Net 10th Prox

Due Date
9/10/2013

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All past due balances are subject to a monthly finance charge, up to 1.5% per month.

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Model Year: 2013

Make/Model: Mack CXU613

Type: [REDACTED]

VIN: [REDACTED]

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ECM Reading: 2270

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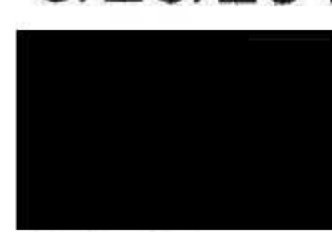
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SIGNATURE
X_____

*** Internal Review ***

Date / Time: 8/28/2013 7:34:56PM
 Repair Order: 
 Customer: 
 Branch: MER
 Charge

Bill To: MACK TRUCKS, INC.

Ship To: 

, MS 00000

MERIDIAN, MS 

Customer P/O: 

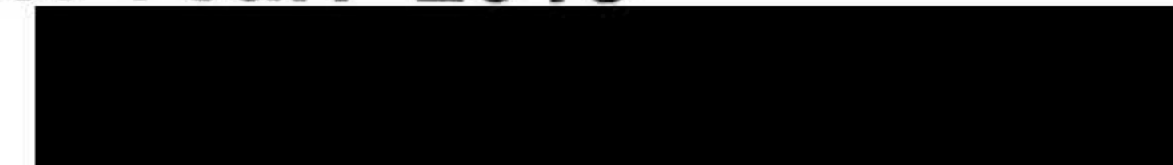
Completion Date:

Unit Number: 

Model Year: 2013

Make/Model: Mack CXU613

Type: 

VIN: 

Meter: 41479 Miles

ECM Reading: 2270

Task: 1 Drive Train

Trans - Diffs- Clutch - Shafts

Department: C30

Complaint:

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				Cost:	\$210.49	Extended Cost:	210.49	
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	251			Cost:	\$13.91	Extended Cost:	13.91	
				2.75	\$0.00	\$107.66	\$296.07	3
				Cost:	\$30.75	Extended Cost:	84.56	
	Time In: 8/2/2013 1:45:48PM	Time Out: 8/2/2013 4:30:48PM		1.00	\$0.00	\$107.66	\$107.66	4
	251			Cost:	\$30.75	Extended Cost:	30.75	
	Time In: 8/6/2013 11:00:25AM	Time Out: 8/6/2013 12:00:25PM		0.75	\$0.00	\$107.66	\$80.75	5
	251			Cost:	\$30.75	Extended Cost:	23.06	
	Time In: 8/6/2013 3:15:47PM	Time Out: 8/6/2013 4:00:47PM		0.33	\$0.00	\$107.66	\$35.53	6
	251			Cost:	\$30.75	Extended Cost:	10.15	
	Time In: 8/7/2013 11:40:11AM	Time Out: 8/7/2013 12:00:11PM		0.75	\$0.00	\$107.66	\$80.75	7
	251			Cost:	\$30.75	Extended Cost:	23.06	
	Time In: 8/9/2013 7:30:32AM	Time Out: 8/9/2013 8:15:32AM						

Tech: 251 dgriffin

Actual	Adjustment	Total
5.58	0.00	5.58

Total Hours on Task:

5.58	0.00	5.58
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Actual Hours not Equal To Billing Hours

*** Internal Review ***

Date / Time: 8/28/2013 7:34:56PM
Repair Order: [REDACTED]
Customer: [REDACTED]
Branch: MER

Charge

Page 2 of 2

Bill To: MACK TRUCKS, INC.

Ship To: [REDACTED]

, MS 00000

MERIDIAN, MS [REDACTED]

Customer P/O: [REDACTED]

Completion Date:

Payment Method
Charge

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SIGNATURE

X_____

Totals		Cost
Total Parts:	\$291.72	\$224.40
Total Core Chg:	\$0.00	\$0.00
Total Core Ret:	\$0.00	\$0.00
Total Hours: 5.58	Total EHC:	\$0.00
	Total Labor:	\$600.74
	Total Miscellaneous:	\$0.00
	Invoice Subtotal:	\$892.46
	Total Tax:	\$0.00
	Invoiced Total:	\$892.46
		\$395.98

*** Internal Review ***

Date / Time: 8/28/2013 7:00:26PM
Repair Order: [REDACTED]
Customer: [REDACTED]
Branch: MER

Charge

Page 2 of 2

Bill To: MACK TRUCKS, INC.

Ship To: [REDACTED]

, MS 00000

MERIDIAN, MS [REDACTED]

Customer P/O: [REDACTED]

Completion Date:

Totals		Cost
Total Parts:	\$291.72	\$224.40
Total Core Chg:	\$0.00	\$0.00
Total Core Ret:	\$0.00	\$0.00
Total Hours: 5.58	Total EHC: \$0.00	
	Total Labor: \$600.76	\$171.58
Total Miscellaneous:	\$0.00	\$0.00
Invoice Subtotal:	\$892.48	\$395.98
Total Tax:	\$0.00	
Invoiced Total:	\$892.48	\$395.98

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X_____

* MER *
Charge

Page 1 of 1

**** HARD COPY ****

Billing Customer
MACK TRUCKS, INC.

, MS 00000
Phone:
Customer P/O:

Owning Customer

MERIDIAN MS
Phone:
Contact:

Repair Order

bcrafton

999

Creation Date

8/2/2013

Unit: Year: **2013** In-Service Date:Make/Model: **Mack/CXU613**

Type:

VIN: Meter: **41,479 Miles**ECM Reading: **2270**Component NameManufacturer / ModelSerial Number

Unit Comments:

General Comments:

LPO Comments:

Task 1 Open Repair Type: **Drive Train Trans - Diffs- Clutch - Shafts**

Repair Group: 04

Dept.: C30

Alt. Acct. Cust:

Alt. Acct. Code:

Complaint: Customer complaint of transmission not down shifting and clutch does not release intermittently.

Cause:

Correction:

Comment

Authorized By: _____

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*****TRI-STATE MACK, INC. DISCLAIMER OF WARRANTY*****

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Date / Time: 8/28/2013 7:00:26PM
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 Customer: [REDACTED]
 Branch: MER

Charge

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Ship To: [REDACTED]

, MS 00000

MERIDIAN, MS [REDACTED]

Customer P/O: [REDACTED]

Completion Date:

Unit Number: [REDACTED] Model Year: 2013 Make/Model: Mack CXU613
 Type: [REDACTED] VIN: [REDACTED] Meter: 41479 Miles
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Tech: 251 dgriffin

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5.58	0.00	5.58
Total Hours on Task:	5.58	0.00
		5.58

1.90

* MER *

Charge

Page 1 of 1

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MACK TRUCKS, INC., MS 00000
Phone:
Customer P/O:

Owning Customer

MERIDIAN, MS
Phone:
Contact:Repair OrderCreation Date

999

8/2/2013

Unit: Year: **2013** In-Service Date:Make/Model: **Mack/CXU613**

Type:

VIN: Meter: **41,479 Miles**ECM Reading: **2270**Component NameManufacturer / ModelSerial Number

Unit Comments:

General Comments:

LPO Comments:

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Alt. Acct. Cust:

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Correction:

Comment

Authorized By: _____

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CUSTOMER REPAIR REQUEST

08-2-13

Date

Customer Coca-Cola

Unit:

Serial #:

Address:

Acct. #:

Delivery

Date

Mileage

41479

2270

Complaint:

Trans not down shift correctly

X

Repair

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All warranties
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all's warranty.

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Mack parts and Mack Vendor parts will be

responsibility or fitness for a particular
seller, TRI-STATE MACK, INC. in no way

delays or delays in parts shipments by the
after inspection. You are not responsible for
the vehicle to secure the amount of repairs

if you wish to use proceeds from an insurance

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

Service Request

SR # [REDACTED]
 Area: Tech Support
 Contact Name: [REDACTED]
 Dealer: TRI-STATE TRUCK
 CENTER INC
 Dealer Id: [REDACTED]
 Chassis Series:
 Chassis #: [REDACTED]
 VIN/Serial #: [REDACTED]
 Model: CXU613
 4371-transmission
 Function Group: (hydromechanical),
 complete

Caller Name: [REDACTED]
 Call Back #: [REDACTED]
 Opened: 8/2/2013 02:50:10 PM
 Closed: 8/19/2013 07:37:28 AM

Description

Customer complains that clutch will sometimes not disengage when coming to a stop and truck will continue to try and pull with foot on brake. Customer also complains that at times the trans will not down shift below 6th gear and engine will almost choke down.

1 of 1+

More Info

1 of 1+

Km / Hr / Mi: 41 479 Mi
 Actual
 Tot. Diag Time Appr: 0
 Exact Engine Hours:
 Active Fault Codes Present?: No
 Has Guided Diagnostics Been Used?: Yes
 GDR ID: [REDACTED]
 Have Open Campaigns Been Performed?: No
 Indicate illuminated tell-tale lamps:

Updates

Add Update Reopen

1 - 10 of 10+

Comments

Type

Created

Customer advises that truck is working properly. Case can be closed. thanks.

Web Update

8/19/2013 07:32:26 AM

Update case in a few days and let us know so case can be closed.

Web Response

8/9/2013 06:31:35 PM

Replaced the service brake switch and road tested. Clutch disengages and shifts properly now. Releasing truck to customer.

Web Update

8/9/2013 08:16:26 AM

Not that i know of, that is what Reliability said to replace...CW

Web Response

8/8/2013 01:00:34 PM

Is there a seperate service brake switch for transmission? The one that controls the brake lights is functioning correctly....brake lights work, cruise/hand throttle disengages when pedal is depressed etc,etc. Just want to make sure we are replacing the correct switch.
 Thanks,
 [REDACTED]

Web Update

8/8/2013 12:56:44 PM

[REDACTED] replace the service brake switch and update case...CW

Web Response

8/8/2013 12:52:41 PM

Asking Reliability....CW

Web Response

8/8/2013 07:15:46 AM

Used sensor and parameter values monitoring to view MID 130 PPID 1092, 1168, 1169, 1182, 1183, 1210, 1284. All read 0 whether applied or not, lightly or heavily. Used switch status monitoring and service brake switch reacts normally.

Web Update

8/7/2013 02:07:03 PM

[REDACTED] make sure the TECU is getting the brake signal when the brake pedal is depressed lightly....CW

Web Response

8/7/2013 01:15:13 PM

Reprogramed mid130 and reran trans calibration. No change.

Web Update

8/6/2013 03:42:25 PM

Attachments

Add Attachment

No Records

Attachment Name

Comments

File Type

Size

Created

Parts List

Add Part#

No Records

Part

Quantity

CR

ETA

AWB

Dispatch Order

LeadTime

Comment /

Code

Number	#	#	Date	Description
--------	---	---	------	-------------



Guided Diagnostics Record

Session details

User Id: [REDACTED]**Partner name:** TRI-STATE TRUCK
CENTER INC**Partner Id:** [REDACTED]**Repair order No:** [REDACTED]**GDR Id:** [REDACTED]**Created:** 2013-08-02 18:58:17**Last changed:** 2013-08-02 20:48:52**GD version:** 6.10.400 (TT 1.12.400, 2013-05-16)

Vehicle information

Company: Mack Trucks**Chassis Id:** [REDACTED]**VIN:** [REDACTED]

☐ ECU information

MID 128 -Engine ECU

Chassis Id: [REDACTED]**Hardware:** [REDACTED]**Software:** [REDACTED]**Dataset 1:** [REDACTED]**Dataset 2:** [REDACTED]

MID 130 - Gearbox ECU

Chassis Id: [REDACTED]**Hardware:** [REDACTED]**Software:** [REDACTED]**Dataset 1:** [REDACTED]**Dataset 2:** [REDACTED]

MID 136 - Brake ECU

Chassis Id: Not available**Hardware:** EC60-adv**Software:** [REDACTED]**Dataset 1:** Not available**Dataset 2:** Not available

MID 140 -Information display

Chassis Id: [REDACTED]

Hardware:**Software:****Dataset 1:****Dataset 2:****MID 144 - Vehicle ECU****Chassis Id:****Hardware:****Software:****Dataset 1:****Dataset 2:****MID 206 - Radio****Chassis Id:****Hardware:****Software:****Dataset 1:****Dataset 2:****MID 223 - Gear Selector ECU****Chassis Id:****Hardware:****Software:****Dataset 1:****Dataset 2:****MID 233 - AdBlue Dosing System control unit (ADS)****Chassis Id:****Hardware:****Software:****Dataset 1:****Dataset 2:****Fault codes**☐ **Fault codes (Read out time:2013-08-02 18:59:18)****Vehicle/machine time:2012-10-15 09:04:00 Engine hours:2270:00**

ECU	DTC	FMI	Status	Number	First Occurence	Last Occurence
SA 0	SPN 1231- SAE J1939 Data Link 2	FMI 9	Inactive	1		

MID 130	PSID 27- Clutch system	FMI 8	Inactive	6	2011-06-07 05:08	2012-09-29 23:39
MID 130	PPID 50- Clutch load on plate	FMI 0	Inactive	4	2011-07-04 02:40	2012-10-12 01:55
MID 130	PSID 27- Clutch system	FMI 14	Inactive	2	2011-06-07 05:08	2012-09-29 23:00
MID 140	PID 96- Fuel level	FMI 5	Inactive	23	2011-07-21 04:43	2011-08-12 02:38
MID 144	PSID 204- Data Link, MID136	FMI 9	Inactive	1	2012-06-25 05:15	2012-06-25 05:15
MID 144	PSID 205- Data link, MID130	FMI 9	Inactive	1	2012-07-28 05:34	2012-07-28 05:34
MID 144	PSID 230- Critical MSW Error or Improper Shutdown	FMI 5	Inactive	1	2011-12-30 05:24	2011-12-30 05:24
MID 206	PSID 200- Data Link, MID128	FMI 9	Inactive	1	2011-09-22 02:46	2011-09-22 02:46
MID 206	PSID 2- Audio output Left Front	FMI 5	Inactive	2		
MID 206	SID 231- SAE J1939 data link	FMI 2	Inactive	1		
MID 206	PSID 10- CD	FMI 2	Inactive	4	2011-07-16 00:39	2011-08-13 12:44
MID 206	SID 250- SAE J1708/J1587 data link	FMI 2	Inactive	60	2011-06-26 08:03	2012-09-28 00:00
MID 206	PSID 10- CD	FMI 0	Inactive	25	2011-06-24 01:47	2012-03-04 10:50
MID 206	PSID 6- External amplifier control	FMI 11	Inactive	4	2012-04-27 06:09	2012-08-18 03:01
MID 206	SID 254- Controller 1	FMI 3	Inactive	27	2011-12-05 09:20	2011-12-12 09:35
MID 206	SID 250- SAE J1708/J1587 data link	FMI 3	Inactive	6	2011-10-07 00:37	2012-08-24 03:17
MID 206	SID 254- Controller 1	FMI 4	Inactive	37	2011-12-02 03:59	2012-10-11 02:06
MID 223	PSID 201- Data link, MID144	FMI 9	Inactive	1	2012-10-07 03:16	2012-10-07 03:16

OBD data

☐ OBD data (Read out time:2013-08-02 18:59:22)

OBD compliance level: Heavy Duty OBD Partial

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

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

Distance travelled since DTCs cleared: 64255 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

Link to service information

✖ MID130 PPID 50 FMI 0, fault tracing

✔ MID130 PSID 27 FMI 14, fault tracing

Fault Tracing Procedures