

	Case Id	steering Text Flag	Year	Created At DateTime	Created At Quarter	Month/Year	Closed At DateTime	Days Resolved
1	[REDACTED]	steering Cases	2011	11/22/2011 20:20	4	Nov-11	3/13/2012 15:32	112
2	[REDACTED]	steering Cases	2013	7/19/2013 6:36	3	Jul-13	7/22/2013 14:33	3
3	[REDACTED]	steering Cases	2017	6/6/2017 9:33	2	Jun-17	6/6/2017 10:41	0

Days Aging	Category	Created By	Assigned To	Vas Status	Tag Number
	>90 Days	silvia.gabalda@volvo.com	debbie.smith@volvo.com	12: Complaint	Randy Muller
	<30 Days	igor.kilimnik@consultant.volvo.com	debbie.smith@volvo.com	12: Complaint	John Coleman
	<30 Days	bryan.martin@consultant.volvo.com	bryan.martin@consultant.volvo.com	12: Complaint	

Complaint

Customer Continues To Have Issues W/ The steering On This Unit. Stated The power steering Pump And And Gear Have Been Replaced. He Selling/repair Dlr Has Not Been Very Helpful W/ This Issue And He Is Requesting To Have A Dsm Involved In Order To Correct This Issue Immediately.

Unit Been Purchase Tuesday In Chicago As Thursday Around Noon Unit Went To Buffalo Truck Center With power steering Problem. Dealer Replaced steering Rack And power steering Pump. Nothing Helps , steering Still Impossible To turn. Today Owner Pavel Contact Dealer In A Morning, Service Department Told Him They Have Other Units Upfront And He Has To Wait Until They Can Work On It. Pavel Just Purchase 3 Units Tuesday And Other 5 Should Be Delivering Monday. He Wants Cancel Order.

States 432778- Tec Spark- power steering Has Gone Out.// Purchased Used Truck. // Keith Bromine 800-929-4223-//

Correction	Vehicle Serial Number	Vin
	BN299070	4V4KC9EJ0BN299070
	EN161796	4V4NC9EJ1EN161796
This Complaint Is Pending Further Information From The Owner . Closing Case Until Response.	EN155691	4V4NC9EJ1EN155691

Vin Population	Brand	Vehicle Make	Vehicle Model	Model Year	Vehicle Mileage	Vehicle Mileage Type	Vehicle Age
4V4KC9EJ0BN299070	VOLVO	VOLVO	VHD	2011	64212	kilometers	142
4V4NC9EJ1EN161796	VOLVO	VOLVO	VNL	2014	1000	miles	111
4V4NC9EJ1EN155691	VOLVO	VOLVO	VNL	2014	732200	miles	111

Program Type	Complaint Reason	Vlv Function Group	Function Group Name
Volvo Trucks			
Volvo Trucks			
Volvo Trucks			