

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

SR Number	Summary	Description Complaint	Created Time	Vin Number	Last 6 Digits	In VIN Population	Mileage	Mileage Unit	Assembly Date	Part Number	Misc Part Number	Function Group	SR Area	Product Class
1	US18 D13M505/ hard Steering to left	2018 vhd in service and lost left Turn,no Power steering	27/09/2018 18:19:43				3145	Mi	22-Apr-18	Unknown	Unknown	6421	Technical	4
2	US18/INT-GEN2/Hard Steering, Steering wheel stiff	Hi, this truck came in with the complaint: Hard Steering, Steering wheel stiff. I confirmed the complaint and found that Turning the Steering wheel took noticeably more effort to Turn weather the truck was stopped or driving down the road. I have looked through the dealer portal for a related bulletin but found nothing about stiff Steering. I have also checked Steering components and performed pump pressure and flow test but nothing noticeably wrong. Please advise further diag Thanks	4/10/2018 13:00				10545	Mi	24-Jun-18	Unknown	Unknown	6429	Technical	4
3	US18/INT-GEN2/BROUGHT TRUCK IN AND FOUND HAD TO Steer TO THE LEFT ONLY	BROUGHT TRUCK IN AND FOUND HAD TO Steer TO THE LEFT ONLY.	24/10/2018 21:47:37				6787	Mi	8-May-18	Unknown	Unknown	6421	Technical	4
4	US17 GEN2/INT Power Steering	brand new unit with no Power Steering	23/07/2019 12:11:59				899	Mi	22-Feb-19	Unknown	Unknown	6422	Technical	4
5	US17/EOBD18/INT-GEN2/complaining of not being able to Turn all the way to the right	Customer complaining of not being able to Turn all the way to the right all the way.	30/08/2019 02:19:06				385115	Km	1-Jan-18	Unknown	Unknown	6429	Technical	4
6	EM-USA17 INT-GEN2 hard Steering	Hard Steering.	2/9/2020 19:13				60567	Mi	6-Sep-18	Unknown	Unknown	6429	Technical	4
7	EM-USA17 INT-GEN2 locked Steering	Steering locked truck towed Steering wheels all the way to the right.	21/01/2021 15:07:09				152543	Mi	24-Oct-19	Unknown	Unknown	6429	Technical	4
8	EM-USA17/EOBD-U18/INT-GEN2/customer complaint of Steering locking up.	Hello, I have unit # at shop with customer complaint of Steering locking up.	5/3/2021 19:47				185763	Mi	16-Sep-18	Unknown	Unknown	6429	Technical	4
9	DSR/US10/Steering Tight	volvo master. cust. complaint P/S binding truck dose Turn hard the more you Turn the wheel	27/06/2011 17:07:56				31227	Mi	20-Oct-10	Unknown	Unknown	6421	Technical	4
1	DSR/US10/Steering Gear	customer complaint is Steering hard to Turn and Steering lock. sp 284013 made at 118000 km	10/11/2011 1:56				125723	Km	5-Aug-10	Unknown	Unknown	6421	Technical	4
1	US10 D13H Steering Hard	hello, stering hard to Turn both side	9/10/2013 18:04				23519	Mi	19-Apr-12	Unknown	Unknown	6421	Technical	4
1	US14 D13J Steering	This is a Penske truck, they were iformed that this truck falls into a group of trucks having a Steering lock up problem, they were told to take it out of service, they brought it here for us to repair, please advise what the cause is if it has been determined or give us a path of diag to follow. thank you jeff	11/4/2014 20:33				5221	Mi	30-Jan-14	Unknown	Unknown	6421	Technical	4
1	US15 Steering	This unit has a Steering issue when sitting still. The Power Steering works good to the left but will not Turn to the right. This only happens sitting still.	24/07/2015 22:13:47				94	Mi	21-Jun-15	Unknown	Unknown	6421	Technical	4
1	US14/D13J/towed in with no Power Steering	truck was towed in with no Power Steering. found the Steering gear box leaking at the output seal (pitman arm). filled system and pressure and flow checked. found the pump failed also. the gear box is a thp00004a. should I repair the gear box seal or replaced the gear box complete?	16/06/2016 13:46:40				47686	Mi	7-Oct-15	Unknown	Unknown	6421	Technical	4