

Service Request Detail Report



SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Technical App/Service: technical Sub Area: DSR (External) Sub Area 2: Sub Area 3: Argus Company: VTNA Trucks	Source: Web Func. Group: 6421-steering gear, mechanical complete Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Owner: [REDACTED] SR Group: NA - Truck - Technical Support SR Opened: 2011-06-27 12:50:13 SR Closed: 2011-07-05 13:41:13 Created By: [REDACTED] Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: [REDACTED] Call Back #: [REDACTED] Contact First Name: [REDACTED] Contact Last Name: [REDACTED] Dealer ID: 5444D District #: Customer #: Dealer Name: BALLARD MACK SALES & SERVICE, INC. Main Phone #: [REDACTED] Main FAX #: Street Address 1: 1 MACK DR Street Address 2: City: AVON State / ZIP: MA / 02322-1017 Country: UNITED STATES	Selling Dealer ID: District #: Customer #: Selling Dealer: Main Phone #: Main FAX #: Street Address 1: Street Address 2: City: State / ZIP: Country:

Owner Info	Buyer Info
	Buyer ID: [REDACTED] Buyer Name: MEDTRANS LLC Main Phone #: [REDACTED]

Main FAX #:
Street Address 1: 1 MEDLINE PL
Street Address 2:
City: XXXXXXXXXX
State / ZIP: IL / XXXXXX
Country: UNITED STATES

Vehicle / Unit

Chassis Series: N
Chassis Number: XXXXXXXXXX
Registration #:
VIN / Serial #: XXXXXXXXXX
Model: VNM64T N
Product Type: VNR6

Vehicle / Unit Info

Cab version: L1H1
Cab Size: 200
Engine Make: VOLVO
Engine Model: D13
Rear axle load: RAL9
Rear axle installation: RAD-A2V
Front axle load: FAL5.5
Engine: D13H375
HP Description: 375
Emission level: EM-USA10
Rear axle: RS1045SM
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT3.21
Truck Model Year: 2011
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 31227
Unit: Mi
Accuracy: Actual

Campaign #:
Tot. Diag Time Appr: 0
Unit #:

GCW:
Location:

Tech Rating: Master
Date of Failure:
Remarks:

Summary

DSR/US10/Steering Tight

Desc./Compl.

██████████; volvo master.
cust. complaint P/S binding
truck dose turn hard the more you turn the wheel

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
2011-07-05 09:32:48	██████████	Public	Web Update	followed your directions. called TRW on Monday, no return call, sent TRW an e-mail on Tuesday using their web site, no reply. Called again on Wednesday and Thursday, still no return call. contacted DSM John Coleman, went through all the readings and steps we had already performed. was told to replace the tandem pump. Replaced the pump as directed. Note for tech support, TRW still hasn't returned any calls or replied to the e-mail we sent. Repair was made as per DSM John Coleman. Please close case.
2011-06-27 13:07:56	██████████	Public	Work Performed	Checked, fluid, full and not airrated and no leaks steering, kig pins tierods and drag link OK pump, pressures and flow are with in spec. beleave box is problem do you agree? thanks Dave H.
2011-06-27 13:23:17	██████████	Public	Web Response	Since all the checks are correct, Contact TRW with these values for authorization to replace the steering gear.