

Service Request Detail Report



SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: [REDACTED]
SR Area: Technical	Func. Group: 6421-steering gear, mechanical complete	SR Group: NA - Truck - Technical Support
App/Service: technical	Severity: 2-High	SR Opened: 2011-11-08 17:14:15
Sub Area: DSR (External)	Status: Closed	SR Closed: 2011-11-10 01:57:49
Sub Area 2:	Sub-Status: Resolved	Created By: [REDACTED]
Sub Area 3:		Created By Group:
Argus Company: VTNA Trucks		

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: [REDACTED]	Selling Dealer ID:
Call Back #: [REDACTED]	District #:
Contact First Name: [REDACTED]	Customer #:
Contact Last Name: [REDACTED]	Selling Dealer:
Dealer ID: 2813K	Main Phone #:
District #:	Main FAX #:
Customer #:	Street Address 1:
Dealer Name: CAMIONS LOURDS DE MONTREAL, A DIVISION OF VGCI	Street Address 2:
Main Phone #: [REDACTED]	City:
Main FAX #:	State / ZIP:
Street Address 1: 1275 BOUL HYMUS	Country:
Street Address 2:	
City: DORVAL	
State / ZIP: QC / H9P1J5	
Country: CANADA	

Owner Info	Buyer Info
	Buyer ID: [REDACTED]
	Buyer Name: SOBEY'S QUEBEC INC
	Main Phone #:

Main FAX #: 5143246030
Street Address 1: 11281 BOUL ALBERT-HUDON
Street Address 2:
City: MONTREAL-NORD
State / ZIP: QC / H1G3J5
Country: CANADA

Vehicle / Unit

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

Vehicle / Unit Info

Cab version: L1H1
Cab Size: 300
Engine Make: VOLVO
Engine Model: D11
Rear axle load: RAL18
Rear axle installation: RADD-A4V
Front axle load: FAL5.5
Engine: D11H385
HP Description: 375
Emission level: EM-USA10
Rear axle: RT1857SM
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT3.73
Truck Model Year: 2011
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 125723
Unit: Km
Accuracy: Actual

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

GCW:
Location:

Tech Rating:
Date of Failure:
Remarks:

Summary

DSR/US10/Steering Gear

Desc./Compl.

Response

customer complaint is steering hard to turn and steering lock. sp 284013 made at 116000 km

Activity Notes

Created	Created By	Audience	Activity Type	Comments
2011-11-09 20:56:57	FRANKLIN SMALL	Public	Web Response	Replace truck.
2011-11-09 20:42:35	RICHARD BROSSEAU	Public	Web Update	we replace p/s pump and recheck pressure, pressure is in the spec , 3.7 gmp and 2700 psi release valve, and steering is easy to turn.
2011-11-09 14:24:42	WILLIAM HAGA	Public	Web Response	Replace the power steering and fuel pumps and report the results.
2011-11-09 14:03:28	RICHARD BROSSEAU	Public	Web Update	trw denied repair, is a power steering pump issue, need to replace tandem pump,please advise
2011-11-08 18:03:21	RICHARD BROSSEAU	Public	Web Update	thanks
2011-11-08 17:58:27	WILLIAM HAGA	Public	Web Response	Contact TRW with the Pressures and Flow to determine trouble shooting or replacement authorization of the steering gear.
2011-11-08 17:28:05	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'image2011-11-08-170800' has been added.
2011-11-08 17:24:01	RICHARD BROSSEAU	Public	Work Performed	we perform pressure test. . find a problem with max. pump pressure at 1500 rpm. load valve closed. 3500 + psi. see attachement report sheet