

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: Training Opportunity Sub Area 3: Capable and not trained 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: 2013-10-09 13:32:10 SR Closed: 2013-10-29 01:59:44 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: 2813K District #: Customer #: Dealer Name: CAMIONS LOURDS DE MONTREAL, A DIVISION OF VGCI Main Phone #: [REDACTED] Main FAX #: Street Address 1: 1275 BOUL HYMUS Street Address 2: City: DORVAL State / ZIP: QC / H9P1J5 Country: CANADA	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: LE GROUPE JUSTIN DESIGN Main Phone #:

Main FAX #:
Street Address 1: 6087 BOUL COUTURE
Street Address 2:
City: SAINT-LEONARD
State / ZIP: QC / H1P3G7
Country: UNITED STATES

Vehicle / Unit

Chassis Series: N
Chassis Number:
Registration #:
VIN / Serial #:
Model: NC 84R N
Product Type: VHD1

Vehicle / Unit Info

Cab version: L1H1-BDE
Cab Size: 200
Engine Make: VOLVO
Engine Model: D13
Rear axle load: RAL21
Rear axle installation: RADD-A4P
Front axle load: FAL9.1
Engine: D13H435
HP Description: 425
Emission level: EM-USA10
Rear axle: RT2173SM
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT3.91
Truck Model Year: 2013
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 23519
Unit: Mi
Accuracy: Actual

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

GCW:
Location:

Tech Rating:
Date of Failure:
Remarks:

Summary

US10 D13H Steering Hard

Desc./Compl.

hello, stering hard to turn both side

Response

NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
2013-10-09 14:04:34	GREGORY CHAFFIN	Public	Web Response	Contact the manufacturer of the steering gear for any diagnostics they may require since the pump has been reported as ok.
2013-10-09 13:38:49	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'power steering justin' has been added.
2013-10-09 13:37:31	RICHARD BROSSEAU	Public	Work Performed	inspect all direction component,king pin, all ok oil is ok no smell burn or discolored, level ok, perform check list for power steering pump and nff but very hard to turn,send copy of result,please advise,thanks.
