

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: 2014-04-11 15:23:00
Sub Area: DSR (External)	Status: Closed	SR Closed: 2014-04-24 14:07:09
Sub Area 2: Quality Case Filed	Sub-Status: Resolved	Created By: [REDACTED]
Sub Area 3: Misc.		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: 5677D	Main Phone #:
District #:	Main FAX #:
Customer #:	Street Address 1:
Dealer Name: POTOMAC TRUCK CENTER, INC.	Street Address 2:
Main Phone #: [REDACTED]	City:
Main FAX #:	State / ZIP:
Street Address 1: 13325 UNIVERSITY BLVD	Country:
Street Address 2:	
City: GAINESVILLE	
State / ZIP: VA / 20155-1686	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: [REDACTED]
	Buyer Name: PENSKE TRUCK LEASING
	Main Phone #:

Main FAX #:
Street Address 1: GREEN HILLS
Street Address 2:
City: READING
State / ZIP: PA / 19603
Country: UNITED STATES

Vehicle / Unit

Chassis Series: N
Chassis Number:
Registration #:
VIN / Serial #:
Model: VNL64T N
Product Type: VNL6

Vehicle / Unit Info

Cab version: L1H1
Cab Size: 300
Engine Make: VOLVO
Engine Model: D13
Rear axle load: RAL18
Rear axle installation: RADD-A4V
Front axle load: FAL5.7
Engine: D13J425
HP Description: 425
Emission level: EM-USA14
Rear axle: RTS1857C
Gearshifting system: GSS-R
Transmission or Gearbox: F15210CO
Rear axle ratio: RAT3.55
Truck Model Year: 2015
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 5221
Unit: Mi
Accuracy: Actual

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

GCW:
Location:

Tech Rating:
Date of Failure:
Remarks:

Summary

US14 D13J Steering

Desc./Compl.

Response

This is a Penske truck, they were informed that this truck falls into a group of trucks having a NA 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

Activity Notes

Created	Created By	Audience	Activity Type	Comments
2014-04-24 10:06:52	BEAU THOMAS	Public	Web Response	Closed.
2014-04-15 08:49:21	KEVIN MOWERY	Public	Web Response	Called and spoke to Jeff regarding these trucks. Currently there is no symptom with these trucks. There is not currently any known issue regarding these trucks. No work to be performed at this time. Customers management will provide the local Penske shop with direction regarding what to do with these trucks.
2014-04-11 16:33:44	JEFF POLENZ	Public	Web Update	thank you
2014-04-11 16:30:48	GREGORY CHAFFIN	Public	Web Response	Reviewing , will advise.
2014-04-11 15:28:29	JEFF POLENZ	Public	Work Performed	none yet.