

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: 2015-07-24 17:41:10
Sub Area: DSR (External)	Status: Closed	SR Closed: 2015-08-12 20:46:54
Sub Area 2: Quality Case Filed	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: 5416D	Main Phone #:
District #:	Main FAX #:
Customer #:	Street Address 1:
Dealer Name: TRUCK ENTERPRISES ROANOKE, INC.	Street Address 2:
Main Phone #: [REDACTED]	City:
Main FAX #:	State / ZIP:
Street Address 1: 4700 KENWORTH RD	Country:
Street Address 2:	
City: ROANOKE	
State / ZIP: VA / 240193048	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID:
	Buyer Name:
	Main Phone #:

Main FAX #:
Street Address 1:
Street Address 2:
City:
State / ZIP:
Country:

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: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL5.5
Engine: D13J455
HP Description: 455
Emission level: EM-USA14
Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612D
Rear axle ratio: RAT3.25
Truck Model Year: 2016
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 94
Unit: Mi
Accuracy: Actual

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

GCW:
Location:

Tech Rating:
Date of Failure:
Remarks:

Summary

US15 Steering

Desc./Compl.

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.

Response

Activity Notes

Created	Created By	Audience	Activity Type	Comments
2015-08-12 16:46:38	DWAYNE ABEL	Public	Web Response	This case is being closed due to lack of a response. After 5 days of inactivity the case is subject to be closed. Please keep this in mind for future. The case can be reopened if there is a valid reason to do so. Thank you
2015-07-28 11:06:08	MATTHEW BEAUCHAMP	Public	Web Response	If pump pressure & flow are correct & you have inspected all other steering components with no fault found then replace the steering gear.
2015-07-28 07:37:33	BRAD HARTMAN	Public	Web Update	TRW T/S' ing was re-done with the same results, passed. This steering issue was duplicated for me in the parking lot. It did it to the tech that drove it in. Customer had it happen to them 3 times. Once unit is in the shop with the test equipment installed, we have not been able to duplicate it again. Customer has refused to take the unit do to this issue. It appears as if there is a spool valve issue and why it only happens intermitantly, I am unable to answer that question. We have attempted to deliver the unit to the customer 2 times and when they get it, steering issue comes back. Since Zach is on vacation, what are we to do?
2015-07-24 20:38:24	DWAYNE ABEL	Public	Web Response	TRW diagnostics are the correct diagnostics to follow. If it passes, there is no reason to replace. You will need to duplicate the issue during diagnostics to condemn the gearbox. Retest and update case with findings. Thanks
2015-07-24 18:13:47	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename [REDACTED] has been added.
2015-07-24 18:07:25	JASON ATKINS	Public	Work Performed	We have followed all troubleshooting given to us from TRW. I will attach the results. They say nothing is wrong with the steering box or pump. The customer has brought this truck back to us 2 times for this. I think we should replace the box. Unless you have any more ideas on what to check.