

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: 3-Medium	SR Opened: 2016-06-15 17:33:24
Sub Area: DSR (External)	Status: Closed	SR Closed: 2016-06-23 19:20:35
Sub Area 2:	Sub-Status: Cancelled	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: 5229D	Main Phone #:
District #:	Main FAX #:
Customer #:	Street Address 1:
Dealer Name: CUMBERLAND TRUCK EQUIPMENT CO.	Street Address 2:
Main Phone #: [REDACTED]	City:
Main FAX #:	State / ZIP:
Street Address 1: 889 E MAIN ST	Country:
Street Address 2:	
City: EPHRATA	
State / ZIP: PA / 17522-2545	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 305186
	Buyer Name: ACME DISTRIBUTION CENTER
	Main Phone [REDACTED]

Main FAX #:
Street Address 1: 500 S MUDDY CREEK RD
Street Address 2:
City: DENVER
State / ZIP: PA / 175179774
Country: UNITED STATES

Vehicle / Unit

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

Vehicle / Unit Info

Cab version: L1H1
Cab Size: 200
Engine Make: VOLVO
Engine Model: D13
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL5.5
Engine: D13J405
HP Description: 405
Emission level: EM-USA14
Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: AT2612D
Rear axle ratio: RAT2.64
Truck Model Year: 2016
Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 47686
Unit: Mi
Accuracy: Actual

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

GCW:
Location:

Tech Rating:
Date of Failure:
Remarks:

Summary

US14/D13J/towed in with no power steering

Desc./Compl.

Response

truck was towed in with no power steering. found the steering gear box leaking at the output (pitman arm). filled system and pressure and flow checked. found the pump failed also. the gear box is a thp60004a. should I repair the gear box seal or replaced the gear box complete?

Activity Notes

Created	Created By	Audience	Activity Type	Comments
2016-06-22 16:05:53	MICHAEL GRAHAM	Public	Web Response	**Action Needed** This case is set to close in 24 hours due to no activity in the past 4 business days. If you need the case to remain open, provide an explanation so we know the status of the repair. If the case is ready to close, please list what fixed the issue so we can document this information for future reference. If needed, provide request for diagnostic time per the Warranty Operations Manual. Thank you
2016-06-16 15:29:35	MICHAEL GRAHAM	Public	Web Response	thanks for pics update when complete
2016-06-16 09:47:49	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'DSCN1512' has been added.
2016-06-16 09:46:40	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'DSCN1511' has been added.
2016-06-15 21:51:55	MICHAEL GRAHAM	Public	Web Response	please attach picture of box leak and replace. update case when complete
2016-06-15 17:42:24	TIM BOLLINGER	Public	Work Performed	1