

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: 2018-09-27 10:38:05
Sub Area: DSR (External)	Status: Closed	SR Closed: 2018-10-02 15:28:59
Sub Area 2: Training Opportunity	Sub-Status: Resolved	Created By: [REDACTED]
Sub Area 3: Incapable and NOT trained		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: 5199D	Main Phone #:
District #:	Main FAX #:
Customer #:	Street Address 1:
Dealer Name: CAMBRIA AUTOMOTIVE COMPANIES, INC.	Street Address 2:
Main Phone #: [REDACTED]	City:
Main FAX #:	State / ZIP:
Street Address 1: 116 TALMADGE RD	Country:
Street Address 2:	
City: EDISON	
State / ZIP: NJ / 08817-2812	
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: XXXXXXXXXX
Registration #:
VIN / Serial #: XXXXXXXXXX
Model: NC 84R N
Product Type: VHD1

Vehicle / Unit Info

Cab version: L1H1-BDE
Rear axle load: RAL24
Rear axle installation: RADD-TR1
Front axle load: FAL10.5
Engine: D13M505
Emission level: EM-USA17
Rear axle: RT2498SM
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612F
Rear axle ratio: RAT3.73

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 3145
Unit: Mi
Accuracy:
GCW:
Location:

Campaign #:
Tot. Diag Time Appr: 4
Unit #:
Tech Rating:
Date of Failure:
Remarks:

Summary

US18 D13M505/ hard steering to left

Desc./Compl.	Response
2018 vhd in service and lost left turn,no power steering	NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
2018-10-02 11:27:57	GERALD JESSEN	Public	Web Response	closing case
2018-10-02 11:01:05	SHAUN OBRIEN	Public	Web Update	box is on and all went well,minor adjustments at end of road test but went well,not sure what I could be claiming as for as hours but request 4.0 do the foot work and all the tests done to the bad box,anyway that you very much for understanding and working with me to get a straight answer,thanks again
2018-10-01 10:17:20	GERALD JESSEN	Public	Web Response	thank you install the box and test and report
2018-10-01 10:07:22	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'steering box work sheets for 73198' has been added.
2018-10-01 10:07:17	SHAUN OBRIEN	Public	Web Update	thanks man,i have attached work sheets cold and hot and iam installing new box today
2018-09-28 13:05:24	GERALD JESSEN	Public	Web Response	no worries . fill out the worksheet and attach to the case . if the trw support guys say replace the gear box . your ok to order a new box . please keep the case updated
2018-09-28 11:38:11	SHAUN OBRIEN	Public	Web Update	thanks Gerald don't mean to be pushy,got the work sheet thanks again
2018-09-28 08:27:35	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'worksheet' has been added.
2018-09-28 08:23:39	GERALD JESSEN	Public	Web Response	sir you need to contact the TRW tech support to work with them and once again we and TRW will need to steering worksheet filled out the worksheet is in the warranty manual . i will attach one to the case for you . you are correct we need to get this repaired and back to the customer
2018-09-28 08:04:24	SHAUN OBRIEN	Public	Web Update	morning Gerald,last night I spoke to the trw field rep for our area,and stated to me that its goes threw normal warranty,our company warranty person is on vacation,kinda felling iam getting the run around and iam just trying to get the owners truck fixed and out of the shop you know,i have the parts on order to get ahead,trw rep also told me they really don't do case numbers any more also,so I really don't know what direction to go in,any help
2018-09-27 15:42:47	GERALD JESSEN	Public	Web Response	yes on brand new steer gear issues contact the Vender they will ask for the worksheet to be filled out
2018-09-27 14:19:43	SHAUN OBRIEN	Public	Web Update	sounds like it goes toward vender,even if unit is under one year I guess
2018-09-27 13:28:27	GERALD JESSEN	Public	Web Response	sounds like a steering gear . you will need to fill out the PS worksheet and contact TRW

2018-09-27
10:46:57

SHAUN OBRIEN Public

Work Performed

never had a unit that lost 1 direction in turn before, left turn has no power and right has power until you try to go back to the left, max out rpm 1400, i have 1500 psi but no power to the left still ?anything on this ,thanks s.o.
