

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: Sub Area 3: Argus Company: VTNA Trucks	Source: Web Func. Group: 6429-miscellaneous Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Owner: [REDACTED] SR Group: NA - Truck - Technical Support SR Opened: 2018-10-04 08:34:24 SR Closed: 2018-10-09 20:09:16 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: 5700D District #: Customer #: Dealer Name: BEAM MACK SALES & SERVICE, INC. Main Phone #: [REDACTED] Main FAX #: Street Address 1: 1500 N AMERICA DR Street Address 2: City: WEST SENECA State / ZIP: NY / 14224-5306 Country: UNITED STATES	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: Buyer Name: Main Phone #:

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

Vehicle / Unit

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

Vehicle / Unit Info

Cab version: L5H4
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL6.0
Engine: D13M505
Emission level: EM-USA17
Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612F
Rear axle ratio: RAT3.08

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 10545
Unit: Mi
Accuracy:
GCW:
Location:

Campaign #:
Tot. Diag Time Appr: 7.7
Unit #:
Tech Rating: Master
Date of Failure:
Remarks:

Summary

US18/INT-GEN2/Hard steering, steering wheel stiff

Desc./Compl.	Response
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Hi, this truck came in with the complaint: Hard steering, steering wheel stiff. I confirmed the NA complaint and found that turning the steering wheel took noticeably more effort to turn weather the truck was stopped or driving down the road. I have looked through the dealer portal for a related bulletin but found nothing about stiff steering. I have also checked steering components and performed pump pressure and flow test but nothing noticeably wrong. Please advise further diag
Thanks Greg

Activity Notes

Created	Created By	Audience	Activity Type	Comments
2018-10-09 16:08:38	FRANKLIN SMALL	Public	Web Response	Closing case at 7.7 hrs. Additional time for e-service and job coding is not diag time.
2018-10-09 15:51:31	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'ADDED DIAG TIME' has been added.
2018-10-05 08:32:55	FRANKLIN SMALL	Public	Web Response	replace the gear box and report back.
2018-10-05 08:15:23	GREG DECHERT	Public	Web Update	Swapped steer tires with another new truck this morning. Found steering felt the same. It does not feel like the power steering assist isnt working at all. It feels like the power steering is only assisting about half of what most any Volvo feels like. Because the pump pressure was in spec I am starting to think there is something wrong in the gear box
2018-10-04 11:14:37	FRANKLIN SMALL	Public	Web Response	Swap front tires from another truck and report back.
2018-10-04 10:56:49	GREG DECHERT	Public	Web Update	Disconnected steering shaft from gear box and found no binding from steering wheel to box
2018-10-04 09:05:59	FRANKLIN SMALL	Public	Web Response	With steering unhooked from the gear box is the steering wheel still stiff to turn?
2018-10-04 09:00:09	GREG DECHERT	Public	Work Performed	-Road test, confirm complaint -Check power steering fluid level -Greased king pins -Searched for bulletins -Performed pump pressure test: 2700psi -Performed pump flow test: 3LPM's - Disconnected steering shaft from gear box and found no binding from steering wheel to box - Disconnected drag link from pitman arm and pushed wheels from right to left with steer wheels off the ground: No binding, wheels move free from lock to lock