

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: 6421-steering gear, mechanical complete Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Owner: [REDACTED] SR Group: NA - Truck - Technical Support SR Opened: 2018-10-24 17:27:32 SR Closed: 2018-10-29 19:17:43 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: 5071D District #: Customer #: Dealer Name: R. & R., INC. Main Phone #: 3307991536 Main FAX #: Street Address 1: 44 VICTORIA RD Street Address 2: City: YOUNGSTOWN State / ZIP: OH / 44515-2045 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: VAH64 N
Product Type: VAH6

Vehicle / Unit Info

Cab version: L1H1
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL6.7
Engine: D13M455
Emission level: EM-USA17
Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612F
Rear axle ratio: RAT2.64

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 6787
Unit: Mi
Accuracy:
GCW:
Location:

Campaign #:
Tot. Diag Time Appr: 0
Unit #:
Tech Rating:
Date of Failure:
Remarks:

Summary

US18/INT-GEN2/BROUGHT TRUCK IN AND FOUND HAD TO STEER TO THE LEFT ONLY

Desc./Compl.	Response
BROTHERS [REDACTED] BROUGHT TRUCK IN AND FOUND HAD TO STEER TO THE LEFT ONLY.	NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
2018-10-29 15:16:51	MICHAEL GRAHAM	Public	Web Response	Good deal, closing the case
2018-10-29 08:41:15	JESSE HODGE	Public	Web Update	Replaced the steering gear box with a new gear box. There is no longer tight/stiff steering when turning to the left. Road tested the truck, everything is operating like it should.
2018-10-25 15:12:28	MICHAEL GRAHAM	Public	Web Response	Replace the box and advise results
2018-10-25 13:12:52	JESSE HODGE	Public	Web Update	This is a car hauler and we all know how easy they are NOT to work on. Also this customer is in desperate need of this truck in order to haul cars so if someone could provide some feedback in regards to this situation that would be great.
2018-10-25 09:34:37	JESSE HODGE	Public	Web Update	Reached out to the TRW tech support line and they feel that there is an internal leakage issue within the steering gear. TRW does have a diagnostic test form that is somewhat involved. I'm not 100% sure we need to get in depth with that procedure as it is 5 pages in length. It is form TRW900A. I'm thinking we can perform the internal leak test portion of the test and report results. There is no case or prior authorization required with TRW so if we get involved with doing the entire diagnostic testing procedure we are going to accumulate labor time that we may need be able to recover on the warranty end. Any thoughts would be greatly appreciated.
2018-10-24 17:47:37	MICHAEL GRAHAM	Public	Web Response	Contact the steering box manufacturer for troubleshooting and advise results
2018-10-24 17:38:42	JOHN SOROKA	Public	Work Performed	TRUCK TURNS HAD TO THE LEFT ONLY WITH TRUCK ON FLOOR, AT IDLE OR HI RPM. JACK TRUCK UP AND IT STEERS OK BOTH DIRECTIONS.