

## Service Request Detail Report



| SR Info                                                                                                                                                                                                                     | SR Classification                                                                                                                                                 | SR Ownership                                                                                                                                                                                                                  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SR Type:</b> Service issues - Incident<br><b>SR Area:</b> Technical<br><b>App/Service:</b> technical<br><b>Sub Area:</b> DSR (External)<br><b>Sub Area 2:</b><br><b>Sub Area 3:</b><br><b>Argus Company:</b> VTNA Trucks | <b>Source:</b> Web<br><b>Func. Group:</b> 6422-steering gear, servo complete<br><b>Severity:</b> 3-Medium<br><b>Status:</b> Closed<br><b>Sub-Status:</b> Resolved | <b>SR Owner:</b> [REDACTED]<br><b>SR Group:</b> NA - Truck - Technical Support<br><b>SR Opened:</b> 2019-07-22 15:06:25<br><b>SR Closed:</b> 2019-07-27 10:50:14<br><b>Created By:</b> [REDACTED]<br><b>Created By Group:</b> |

| Customer / Repairing Dealer Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Selling Dealer Info                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Call Back Name:</b> [REDACTED]<br><b>Call Back #:</b> [REDACTED]<br><b>Contact First Name:</b> [REDACTED]<br><b>Contact Last Name:</b> [REDACTED]<br><b>Dealer ID:</b> 5199D<br><b>District #:</b><br><b>Customer #:</b><br><b>Dealer Name:</b> CAMBRIA AUTOMOTIVE COMPANIES, INC.<br><b>Main Phone #:</b> [REDACTED]<br><b>Main FAX #:</b><br><b>Street Address 1:</b> 116 TALMADGE RD<br><b>Street Address 2:</b><br><b>City:</b> EDISON<br><b>State / ZIP:</b> NJ / 08817-2812<br><b>Country:</b> UNITED STATES | <b>Selling Dealer ID:</b><br><b>District #:</b><br><b>Customer #:</b><br><b>Selling Dealer:</b><br><b>Main Phone #:</b><br><b>Main FAX #:</b><br><b>Street Address 1:</b><br><b>Street Address 2:</b><br><b>City:</b><br><b>State / ZIP:</b><br><b>Country:</b> |

| Owner Info | Buyer Info                                                     |
|------------|----------------------------------------------------------------|
|            | <b>Buyer ID:</b><br><b>Buyer Name:</b><br><b>Main Phone #:</b> |

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: NC 84R N  
Product Type: VHD1

### Vehicle / Unit Info

Cab version: L1H1-BDE  
Rear axle load: RAL24  
Rear axle installation: F2X-R2X  
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: 899  
Unit: Mi  
Accuracy:  
GCW:  
Location:

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

### Summary

US17 GEN2INT Power steering

| Desc./Compl.                          | Response |
|---------------------------------------|----------|
| brand new unit with no power steering | NA       |

## Activity Notes

| Created                | Created By        | Audience | Activity Type  | Comments                                                                                                                                                                                                                                                                                                                |
|------------------------|-------------------|----------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2019-07-25<br>08:06:10 | DAVID BRADY       | Public   | Web Update     | they found me some.The pump repaired issue. I am a master tech and have 4 hours diagnostics on this unit.                                                                                                                                                                                                               |
| 2019-07-25<br>07:21:34 | MATTHEW BEAUCHAMP | Public   | Response       | It calls for Dexron III. Never heard of anyone else having any issue getting Dexron III.                                                                                                                                                                                                                                |
| 2019-07-25<br>07:05:46 | DAVID BRADY       | Public   | Web Update     | having issue with the fluid dexron 3 hasn't been regulated by gm since 2006, dexron 6 is what is readily available now. Is that okay to use in the power steering .                                                                                                                                                     |
| 2019-07-23<br>08:30:58 | MATTHEW BEAUCHAMP | Public   | Response       | As long as fluid level is correct and correct type and there are no kinked lines then I'd say the pump is the issue since flow is below spec.                                                                                                                                                                           |
| 2019-07-23<br>08:20:57 | DAVID BRADY       | Public   | Web Update     | That is the way I checked it and the flow rate dose not change with engine speed. At the higher engine speed the steering dose work althrough it is still harder then it should be and I show a rise of pressure on the gauge when turning wheel. To between 900 to 1200 psi but flow never moves is the pump the issue |
| 2019-07-23<br>08:11:59 | MATTHEW BEAUCHAMP | Public   | Response       | Your flow is below the spec then. As long as you tested per 6459-06-02-02 Power Steering System, Checking in Impact.                                                                                                                                                                                                    |
| 2019-07-23<br>08:07:31 | DAVID BRADY       | Public   | Web Update     | all those readings were at idle willtryat 1000 and full throttle now                                                                                                                                                                                                                                                    |
| 2019-07-23<br>07:46:20 | DAVID BRADY       | Public   | Web Update     | no the p/s never functions ,yes it is always hard to turn as hard as if the engine were off . Have a flow of 3 gpm (6 lpm) the pressuure is 62.5psi, if I close the valve on the gauge/ flow meter tool the pressure goes up to 2800 psi. No I have not tried to bleed system                                           |
| 2019-07-22<br>16:01:45 | WILLIAM HAGA      | Public   | Web Response   | Perform pressure and flow checks of the power steering pump. Check to make sure there are no restrictions. Does the power steering ever function and fade or is it always hard to turn? Has the system been bleed just to validate no air in the system? Bill                                                           |
| 2019-07-22<br>15:21:45 | DAVID BRADY       | Public   | Work Performed | was wondering if you have heard of any failures like this on a brand new unit . Yes it has fluid , yes the unit starts and runs no issue . Yes when front axle is off the ground it turns freely checking pressures now.                                                                                                |