

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: 2019-08-29 21:41:15 SR Closed: 2019-09-05 01:16:28 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: 2757K District #: Customer #: Dealer Name: WINNIPEG EQUIPMENT SALES LTD. Main Phone #: [REDACTED] Main FAX #: Street Address 1: 33 OAK POINT HWY Street Address 2: City: WINNIPEG State / ZIP: MB / R2R0T8 Country: CANADA	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: N
Chassis Number: XXXXXXXXXX
Registration #:
VIN / Serial #: XXXXXXXXXX
Model: VNL64T N
Product Type: VNL6

Vehicle / Unit Info

Cab version: L4EH4
Rear axle load: RAL17
Rear axle installation: RADD-A4V
Front axle load: FAL5.7
Engine: D13M455
Emission level: EM-USA17
Rear axle: RTS1857C
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612F
Rear axle ratio: RAT2.79

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 385115
Unit: Km
Accuracy: Actual
GCW:
Location:

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

Summary

US17/EOBD18/INT-GEN2/complaining of not being able to turn all the way to the right

Desc./Compl.	Response
Customer complaining of not being able to turn all the way to the right all the way.	NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
2019-09-04 21:16:02	MICHAEL GRAHAM	Public	Web Response	Good deal, closing the case
2019-09-04 20:55:09	RANDELL PONCE	Public	Web Update	We've contacted manufacturer, case can be closed.
2019-08-29 22:22:05	MICHAEL GRAHAM	Public	Web Response	Note this is normal from the geometry of the steering system unless it is not adjusted correctly.
2019-08-29 22:19:06	MICHAEL GRAHAM	Public	Web Response	You need to contact the box manufacturer and follow there service information. advise results
2019-08-29 22:01:31	RANDELL PONCE	Public	Work Performed	Found steering wheel able to get 2 turns to the right and 2 1/8 turns to the left. When axle is up in the air, able to get 2 1/2 turns to the right and 2 1/4 turns to the left. Tried setting poppets and same results. Checked wheel stops, good. Noticed when truck is turned all the way to the right, sometimes poppet relief isn't heard in the box, and noticed when reversing with steering wheel all the way to the right, drag link comes in contact with frame rail. We have the unit's sister truck () and compared wheel stops, both measure the same, but sister truck able to get almost 2 1/2 turns to the right, and 2 1/4 turns to the left with wheels on the ground. Alignment is good, just not able to get full turn to the right. Suspecting issue with steering box itself, just wondering if there was anything else you wanted us to check?