

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: 6429-miscellaneous	SR Group: NA - Truck - Technical Support
App/Service: technical	Severity: 3-Medium	SR Opened: 2020-09-02 14:49:30
Sub Area: DSR (External)	Status: Closed	SR Closed: 2020-09-15 12:05:28
Sub Area 2:	Sub-Status: Resolved	Created By: [REDACTED]
Sub Area 3:		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: 5505D	Main Phone #:
District #:	Main FAX #:
Customer #:	Street Address 1:
Dealer Name: TOM GRADDY ENTERPRISES, LLC	Street Address 2:
Main Phone #: [REDACTED]	City:
Main FAX #:	State / ZIP:
Street Address 1: 347 E RIDGEWAY RD	Country:
Street Address 2:	
City: COMMERCE	
State / ZIP: GA / 30529-6201	
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: NR
Chassis Number: XXXXXXXXXX
Registration #:
VIN / Serial #: XXXXXXXXXX
Model: NC 64R N
Product Type: VHD6

Vehicle / Unit Info

Cab version: L1H1-BDE
Rear axle load: RAL26
Rear axle installation: RADD-TR1
Front axle load: FAL10.5
Engine: D13M405
Emission level: EM-USA17
Rear axle: RT2698SM
Gearshifting system: GSS-AGS
Transmission or Gearbox: ATO2612F
Rear axle ratio: RAT4.30

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 60567
Unit: Mi
Accuracy:
GCW:
Location:

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

Summary

EM-USA17 INT-GEN2 hard steering

Desc./Compl.	Response
Hard steering.	NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
2020-09-15 08:00:54	EVGENY EUGENE DOROSHENKO	Public	Web Update	Unit was competed everything is with in spec. Please close this case. Thank you
2020-09-11 15:21:32	JEREMIAH BOWLES	Public	Web Response	10-4 sounds good let us know
2020-09-11 15:11:58	EVGENY EUGENE DOROSHENKO	Public	Web Update	We are currently replace all components on the unit also waiting for couple parts will be here Monday will wrap it up and update the case. Thank you
2020-09-03 09:27:25	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'power steering issue4' has been added.
2020-09-03 09:26:20	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'power steering issue 3' has been added.
2020-09-03 09:26:18	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'power steering issue2' has been added.
2020-09-03 09:26:16	SIEBEL ADMINISTRATOR	Internal	Notes	An attachment with filename 'power steering issue' has been added.
2020-09-03 08:31:13	JEREMIAH BOWLES	Public	Web Response	ok go ahead and replace everything and flush it out make sure all presence of metal is gone and get me the pics requested please
2020-09-03 08:25:58	EVGENY EUGENE DOROSHENKO	Public	Web Update	I apologies it had right oil in it was contaminated with metal.
2020-09-02 15:13:16	JEREMIAH BOWLES	Public	Web Response	replace it all again and get us pics of the metal found please and the filter in the reservoir, when you contaminated with oil, what oil engine?
2020-09-02 15:04:35	EVGENY EUGENE DOROSHENKO	Public	Work Performed	Unit had hard time steering at idle tandem pump was replaced January 2020 Feb 2020 came back in with same issue EService case was open [REDACTED] per story tender pump was replace, filter, reservoir, slave cylinder and power steering gear box line where flush and refill with new oil. after that it came with with hard steering again end of march tandem pump fail was replaced and send out back on the road. Truck was towed in 9/2/20 hard steering hook up flow meter and found no flow drain reservoir found metal in reservoir as well in pump, system is contaminated again with oil. Please advice.