

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: Cancelled	SR Owner: [REDACTED] SR Group: NA - Truck - Technical Support SR Opened: 2021-01-21 09:29:14 SR Closed: 2021-01-28 15:42:09 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: 5505D District #: Customer #: Dealer Name: TOM GRADDY ENTERPRISES, LLC Main Phone #: [REDACTED] Main FAX #: Street Address 1: 347 E RIDGEWAY RD Street Address 2: City: COMMERCE State / ZIP: GA / 30529-6201 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: 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: RAT2.64

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 152543
Unit: Mi
Accuracy:
GCW:
Location:

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

Summary

EM-USA17 INT-GEN2 locked steering

Desc./Compl.	Response
Steering locked truck towed steering wheels all the way to the right.	NA

Activity Notes

Created	Created By	Audience	Activity Type	Comments
2021-01-22 09:18:14	JEREMIAH BOWLES	Public	Web Response	if that box is new I would contact the oem, run this by them, its possible the new box was bad
2021-01-22 09:08:19	STEVEN ADAMS	Public	Web Update	no binding on the front end, we ran the poppet reset procedures in impact. we hooked up gauges and when turning quickly to the right pressures go to 1000psi and 14gpm, when turning quickly to the left steering pauses gauges showing 0 psi and 0 flow, after pause then the psi goes to 1000 psi and 14 gpm. when turning slow psi go to 1000 psi both ways. only having an issue when turning quickly to the left.
2021-01-21 10:07:09	JEREMIAH BOWLES	Public	Web Response	ok you either have air in the lines or theres something else binding up, go back over the steering again and double check everything
2021-01-21 09:44:45	BRIAN MCBRIDE	Public	Work Performed	check out front end no issue when look at, remove the steering gear box, the steering gear box is lock and will not turn. replace the gear steering gear box with reman. change the oil and the filter of the power steering, installed the reman steering gear box. Truck has been driven two times . having issue only you turn left it the steering pauses to work then works fine, the faster you move the steering wheel the harder it pauses. if you move the steering wheel vary light to the left no issue.