

## 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> 6429-miscellaneous<br><b>Severity:</b> 3-Medium<br><b>Status:</b> Closed<br><b>Sub-Status:</b> Cancelled | <b>SR Owner:</b> [REDACTED]<br><b>SR Group:</b> NA - Truck - Technical Support<br><b>SR Opened:</b> 2021-03-04 17:36:17<br><b>SR Closed:</b> 2021-03-16 19:52:05<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> 5439D<br><b>District #:</b><br><b>Customer #:</b><br><b>Dealer Name:</b> TEC OF CALIFORNIA, INC.<br><b>Main Phone #:</b> [REDACTED]<br><b>Main FAX #:</b><br><b>Street Address 1:</b> 15000 FIRESTONE BLVD<br><b>Street Address 2:</b><br><b>City:</b> LA MIRADA<br><b>State / ZIP:</b> CA / 90638-6010<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: VNM64T N  
Product Type: VNR6

### Vehicle / Unit Info

Cab version: L1H1  
Rear axle load: RAL18  
Rear axle installation: RADD-A4V  
Front axle load: FAL5.7  
Engine: D13M425  
Emission level: EM-USA17  
Rear axle: RTS1857C  
Gearshifting system: GSS-AGS  
Transmission or Gearbox: AT2612F  
Rear axle ratio: RAT2.64

### Other Details

Part #:  
Misc Part #:  
Error Code #:

### Technical

Km / Hr / Mi: 185763  
Unit: Mi  
Accuracy: Actual  
GCW:  
Location:

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

### Summary

EM-USA17/EOBD-U18/INT-GEN2/customer complaint of steering locking up.

| Desc./Compl. | Response |
|--------------|----------|
|--------------|----------|

|                                                                                                                  |  |
|------------------------------------------------------------------------------------------------------------------|--|
| RO 5017322xs. Hello, I have Albertsons unit # [REDACTED] at shop with customer complaint of steering locking up. |  |
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## Activity Notes

| Created             | Created By     | Audience | Activity Type  | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------|----------------|----------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2021-03-16 15:49:04 | MICHAEL GRAHAM | Public   | Web Response   | Case closed due to no activity in the past 5 business days in accordance with Warranty Operations Manual policies. If a delayed response were due to COVID-19 related impacts, please reopen as soon as practical with a note indicating such along with any progress/findings/results since the last update.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 2021-03-15 20:09:18 | MICHAEL GRAHAM | Public   | Web Response   | <b>**Action Needed**</b> This case is set to close within the next business day due to no activity in the past 5 business days. If you need the case to remain open, provide a status update of the repair (this can be as brief as "waiting on parts"). If the case is ready to close, please list what fixed the issue so we can document this information for future reference. Thank you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 2021-03-05 14:47:03 | MICHAEL GRAHAM | Public   | Web Response   | Replace and advise results                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 2021-03-05 11:08:49 | MICHELLE BARAN | Public   | Web Update     | Hello Michael, ZF/TRW technical support states that the steering gear box was most likely overheated at one time which is causing one of the bi-directional seals to intermittently cause the issue. They state to replace the steering gear box, fluid, and filter.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 2021-03-04 17:54:05 | MICHAEL GRAHAM | Public   | Web Response   | Contact the steering box manufacturer for support and advise results                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 2021-03-04 17:52:58 | MICHELLE BARAN | Public   | Web Update     | I have also Confirmed that the steering shaft is timed correctly so that there is no binding of u-joints on the steering shaft.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 2021-03-04 17:47:55 | MICHELLE BARAN | Public   | Work Performed | I have road tested unit and was unable to duplicate customer complaint. I drove unit in the parking lot making figure 8's with no binding or locking of the steering. I have checked and found no excessive king pin play, no steering gear box play. There are no loose gear box mounting bolts/nuts. There was no excessive Wheel bearing play felt. The brakes do not feel to be dragging or over adjusted. Customer has an auto-greasing unit installed so there is absolutely no lack of lubrication. I can not duplicate the complaint. My assistant service advisor wanted an E-Service case opened. Customer provided us this information " . Driver was making a left turn few months back and when he was going threw the intersection it locked up for a second. Then just this past week it did it a couple times . As the driver is making a turn it locks up for a second and get the drivers attention . The driver is a long time driver and he has very few complaints or problems if ever , so I know when this driver is telling me there's something going on there's problem." Please Review and Advise. |