



TECHNICAL SERVICE BULLETIN

DATE: 8/30/2018

SERVICE BULLETIN #488

TO: REGIONAL OPERATIONS AND SALES MANAGERS, DEALER
PRINCIPALS, PARTS AND SERVICE MANAGERS

FROM: James M Brown
MANAGER, CUSTOMER SERVICE/WARRANTY

SUBJECT: Portal Recall Function

In an effort to supply you with a list of VINs that are involved in a recall, there have been some changes to the warranty portal. These changes are scheduled to go into production Thursday, September 13.

You will initially be asked to verify the VIN:

Warranty Claim Verification

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Company

TRUDELL TRAILERS OF MILWAUKEE MILWAUKEE, WI 53288-0899 ▼

Vin#

JB123835

Verify Company & Vin

If the trailer you enter is under a recall, you will be directed to the screen below to complete the recall and will be asked to fill in fields, including invoice number, dates, labor hours and parts. If the trailer VIN you entered is not under a recall, you will proceed to enter your claim as normal.

Warranty Claim Verification

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Company

TRUDELL TRAILERS OF MILWAUKEE MILWAUKEE, WI 53288-0899 ▼

Vin#

1GRAA5615HB701024

Order#

1449522

Failing Description

PINTLE HOOK AIR CHAMBER CAMPAI

Cause of Failure / Description of Repair

-----<br generated='true'/> <br
generated='true'/>07/20/2016 09:21:01 TQUEEN<br generated='true'/>-----
-----<br generated='true'/> <br generated='true'/>

07/20/2016 08:19:00 TQUEEN 20 Central Time (US & Canada)

Submit Recall

Submit New Claim

✔ An open recall exist for this claim.

Order#

1449549

Failing Description

2015-520 PRO TORQ NUT - TC

Cause of Failure / Description of Repair

IDK

Submit New Claim

✔ A recall claim has already been submitted for VIN 1GRAA5615HB701024, Order# 1449549 and is at a(n) 'Complete' status.

If the recall has been completed, you will have the option to submit a new warranty claim. Once you select an option, the next steps will continue as usual. To view the list of VINs involved in a recall, click the "Open Recalls" button. This list only contains VINs with incomplete recalls.

Warranty Portal Claims

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Company

Type

Vin

Invoice

Claim

Order

Start Date

End Date

Status

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Company	VIN	Invoice	Claim	Order	Status	Type	Date	
	1GRAA5615HB701024	23988	1449738	Pending-Campaign Recall Order	Recall	07/26/2018		
	1GRAA5611HB701022	23988	1449736	Pending-Campaign Recall Order	Recall	07/26/2018		
	1GRAA5618HB701034	23992	1449751	Pending-Campaign Recall Order	Recall	07/26/2018		
	1GRAA5618HB701033	23992	1449750	Pending-Campaign Recall Order	Recall	07/26/2018		
	1GRAA5615HB701038	23992	1449749	Pending-Campaign Recall Order	Recall	07/26/2018		

All other recall claims will become part of the "All Claims" list.

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Company	VIN	Invoice	Claim	Order	Status	Type	Date	
TRUDELL TRAILERS OF MINNESOTA	1GRAA5611HB701036	1234	24008	1449804	Order Entered	Claim	08/07/2018	
TRUDELL TRAILERS OF MINNESOTA	1GRAA5611HB701036	123	23992	1449745	Order Entered	Recall	08/07/2018	
TRUDELL TRAILERS OF MINNESOTA	1GRAA5614HB701029	12225	24007	1449803	Order Entered	Claim	08/06/2018	
TRUDELL TRAILERS OF MINNESOTA	1GRAA5614HB701029	112	24006	1449802	Order Entered	Claim	08/06/2018	
TRUDELL TRAILERS OF MINNESOTA	1GRER1815FK245507	cxcx	24005	1449797	Complete	Claim	08/03/2018	
TRUDELL TRAILERS OF MINNESOTA	1GRAA5615HB701024	TESTING	23973	1449549	Complete	Recall	08/03/2018	

Also, if you place your cursor over "View" or "Select", you will see the short text in the "Failing Description" field on the claim. This will allow you to view the reason for each claim without opening them separately. See below for an example of the "View Users" screen.

Warranty Portal Users

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Company	Last Name	First Name	Username	Status

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Company	Last Name	First Name	User Name	Status	
U.S. XPRESS, INC. - (258302)	ABERNATHY	IVY	IABERNATHY	Active	 View
MCLANE FOOD COMPANY - (255968)	Alexander	Tammy	TammyAlexander	Active	 View
NORTHCUTT TRAILER & EQUIPMENT SALES - (138260)	Allen	Larry	AllenL	Active	 View
THERMO KING CHESAPEAKE - (238962)	allison	raymond	RAY ALLISON	Active	 View
CROSSROADS TRAILER SALES & SERVICE - (158610)	ANDERSEN	RANDY	RANDY ANDERSEN	Active	 View
NORTHWEST TRUCK & TRAILER - (205287)	Anderson	John	John Anderson	Active	 View
EIGHT POINT TRAILER CORP - (135660)	ANDERSON	GREG	GANDERSON	Active	 View

If after your review of this material you should have any questions please contact Great Dane Customer Service at (912) 644-2260.