

Service Request Detail Report

SR # 1-1198262451

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: MATTHEW BEAUCHAMP
SR Area: Technical	Func. Group: 1009-miscellaneous	SR Group: NA - Truck - Technical Support
App/Service: technical	Severity: 3-Medium	SR Opened: 2008-03-27 09:07:03
Sub Area: DSR (External)	Status: Closed	SR Closed: 2008-05-23 10:26:27
Sub Area 2: NA	Sub-Status: Resolved	Created By: CHRISTINA PRICE
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: CHRISTINA PRICE	Selling Dealer ID:
Call Back #: 6142523111X144	Selling Dealer:
Contact First Name: CHRISTINA	Main Phone #: ■
Contact Last Name: PRICE	Main FAX #:
Dealer ID: 5244D	Street Address 1:
Dealer Name: COLUMBUS TRUCK & EQUIPMENT CO., INC.	Street Address 2:
Main Phone #: 6142523111	City:
Main FAX #:	State / ZIP:
Street Address 1: 1688 E 5TH AVE	Country:
Street Address 2:	
City: COLUMBUS	
State / ZIP: OH / 432192599	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 354337
	Buyer Name: J FLYING INSURANCE SERVICES INC
	Main Phone #:
	Main FAX #:
	Street Address 1: 4185 HARRISON BLVD # 201
	Street Address 2:
	City: OGDEN
	State / ZIP: UT / 844032475
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N	Cab Size: 670
Chassis Number: 459314	Engine Make: CUMMINS
Registration #:	Engine Model: ISX
VIN / Serial #: 4V4NC9TJ47N ■	Rear axle installation: RADD-A4L
Model: VNL64T	Engine: CU15A500
	HP Description: 475
	Rear axle: RT1857SM
	Gearshifting system: GSS-R
	Transmission: MO1610AM
	Truck Model Year: 2007
	Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Technical

Km / Hr / Mi: 24168
 Unit: Mi
 Accuracy: Actual
 GCW:
 Location:

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

Summary

2287 bunk window

Desc./Compl.

DRIVER STATES THAT BUNK WINDOW JUST FELL OFF GOING DOWN FREE WAY. ATTACHING PICTURES. WILL THIS BE A WARRANTABLE REPAIR?

Response

Your warranty processor at the dealer should be able to tell you that. If not then they need to get with your warranty administrator in Greensboro.

Activity Notes

Created	Created By	Activity Type	Description
03/27/2008 09:20:10	MATTHEW BEAUCHAMP	Response	Your warranty processor at the dealer should be able to tell you that. If not then they need to get with your warranty administrator in Greensboro.
03/27/2008 09:15:11	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'SPECIALIZED EXPRESS 1125 003' has been added.
03/27/2008 09:14:08	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'SPECIALIZED EXPRESS 1125 002' has been added.
03/27/2008 09:13:05	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'SPECIALIZED EXPRESS 1125 001' has been added.







Service Request Detail Report

SR # 1-1271342551

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: MICHAEL RANKIN
SR Area: Reliability	Func. Group: 8102-cab, complete	SR Group: NA - Truck - Reliability
App/Service: reliability	Severity: 3-Medium	SR Opened: 2008-10-23 10:00:39
Sub Area: DSR (External)	Status: Closed	SR Closed: 2008-11-21 07:47:15
Sub Area 2:	Sub-Status: Resolved	Created By: HUNTER DOWELL
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: HUNTER DOWELL	Selling Dealer ID:
Call Back #: 9408554051	Selling Dealer:
Contact First Name: HUNTER	Main Phone #:
Contact Last Name: DOWELL	Main FAX #:
Dealer ID: 5774D	Street Address 1:
Dealer Name: BRUCKNER TRUCK SALES	Street Address 2:
Main Phone #: 9408554051	City:
Main FAX #:	State / ZIP:
Street Address 1: 4520 NORTHWEST FWY	Country:
Street Address 2:	
City: WICHITA FALLS	
State / ZIP: TX / 763064529	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 260404
	Buyer Name: MCCULLOUGH TRUCKING, INC
	Main Phone #:
	Main FAX #:
	Street Address 1: 1321 RIDLEY RD
	Street Address 2:
	City: DUNCAN
	State / ZIP: OK / 735337768
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N	Cab Size: 670
Chassis Number: 485702	Engine Make: CUMMINS
Registration #:	Engine Model: ISX
VIN / Serial #: 4V4NC9TJ98N [REDACTED]	Rear axle installation: RADD-A4L
Model: VNL64T	Engine: CU15D500
	HP Description: 475
	Rear axle: RTS1857A
	Gearshifting system: GSS-R
	Transmission: F18913A
	Truck Model Year: 2008
	Brake system: BSYS-CON

Other Details

Part #:
Misc Part #: 20582366
Error Code #:

TMAC / Warranty / Reliability

Claim #: Pending
Goodwill #:
Tot. Diag Time Appr:
Km / Hr / Mi: 63892
Unit: Mi

Summary

DSR - sleeper window

Desc./Compl.	Response
The mileage is from a month ago. The customer is on the road and called in to let us know that the window has fallen out again. We have replaced the left window twice and customer has called to report the left window has fallen out for a third time. We have replaced the right window once. When the left window fell out the third time the customer reports he was in a rain storm and his \$287.65 mattress was ruined. It appears the the glass is not adhered to the frame properly. The picture is from left window after it was replaced the second time. Is it possible that the cab and sleeper are not venting properly when the doors are closed causing too much pressure? The truck will be in our shop the on Oct 28. What should we do differently this time?	NA

Activity Notes

Created	Created By	Activity Type	Description
11/21/2008 07:47:00	MICHAEL RANKIN	Response	NA
11/21/2008 07:45:01	MICHAEL RANKIN	Response	I am closing this case with the installation of the new windows
11/19/2008 13:48:16	CHARLIE HAAS	Web Update	The truck is back in our shop. The temp. windows have been removed & the new windows part #8078613 (left hand) & 8078614(right hand) have been installed with new seals per M ke Rankin. Authorized by Bill Parrott.
11/04/2008 13:08:19	MICHAEL RANKIN	Notes	I spoke with Don Dillon at the dealership. He had a piece of safety glass cut and installed. They used a liberal amount of adhesive. We also spoke of putting in different windows, Volvo PN 8078613 and 8078614. He is going to speak with the customer and Bill Parrot to see what direction they want to take.
10/31/2008 13:42:49	GENE KINGCADE	Web Update	Just received a call from customer. New window that was just installed has fallen out of the frame. Cust needs resolution of this problem. Is this condition happening on other trucks or is this an isolated chassis? If this is the only chassis why would this be a repeated problem? Please respond to the customers concern.
10/30/2008 15:42:51	GENE KINGCADE	Web Update	Please advise what we can tell the customer at this point. Cust is calling and is very frustrated with the repeated window concern. We are not sure what is causing the failure and cust thinks unless something is changed in design, the newly installed window will fall out in the near future. Please advise what I should tell our mutual customer. Thanks for any help on this matter. Gene Kingcade
10/27/2008 16:47:44	CHARLIE HAAS	Web Update	Sorry M ke Ryan @ Volvo Engineering
10/27/2008 15:16:11	CHARLIE HAAS	Web Update	Contacted Mike Ryan @ Mack engineering. He had us to check the vents in the both doors & behind the air cleaner housing to make sure they were clear. We removed the left hand door panel & air cleaner housing & have found no problems all holes are clear & the flaps on the vents are free. The doors on the cab open & close normally.
10/23/2008 10:43:49	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'SLEEPER WINDOW 001' has been added.



Service Request Detail Report

SR # 1-1283540501

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: KEVIN CHERNUTAN
SR Area: Technical	Func. Group: 3001-general, electrical system	SR Group: NA - Truck - Technical Support
App/Service: technical	Severity: 3-Medium	SR Opened: 2008-12-16 14:52:47
Sub Area: DSR (External)	Status: Closed	SR Closed: 2009-08-15 14:30:54
Sub Area 2:	Sub-Status: Resolved	Created By: MIKE HEILMANN
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: MIKE HEILMANN	Selling Dealer ID:
Call Back #: 5073731438	Selling Dealer:
Contact First Name: MIKE	Main Phone #:
Contact Last Name: HEILMANN	Main FAX #:
Dealer ID: 5699D	Street Address 1:
Dealer Name: DAVE SYVERSON, INC.	Street Address 2:
Main Phone #: 5073731438	City:
Main FAX #:	State / ZIP:
Street Address 1: 1800 SORENSON RD	Country:
Street Address 2:	
City: ALBERT LEA	
State / ZIP: MN / 560076324	
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	Vehicle / Unit Info
Chassis Series: N	Cab Size: 670
Chassis Number: 270866	Engine Make: CUMMINS
Registration #:	Engine Model: ISX
VIN / Serial #: 4V4NC9TH79N [REDACTED]	Rear axle installation: RADD-A4L
Model: VNL	Engine: CU15E450
	HP Description: 425
	Rear axle: RT1850SE
	Gearshifting system: GSS-R
	Transmission: F15210B
	Truck Model Year: 2009
	Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Technical

Km / Hr / Mi: 64379
 Unit: Mi
 Accuracy: Actual
 GCW:
 Location:

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

Summary

DSR-2287-Window

Desc./Compl.

TOP BUNK WINDOW POPS OUT GOING DOWN THE ROAD & BROKE
 LOCK MECHANISM

Response

make proper repairs to window

Activity Notes

Created	Created By	Activity Type	Description
12/16/2008 15:11:19	KEVIN CHERNUTAN	Web Response	make proper repairs to window

Service Request Detail Report

SR # 1-1297572051

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: MICHAEL RANKIN
SR Area: Reliability	Func. Group: 8019-miscellaneous	SR Group: NA - Truck - Reliability
App/Service: reliability	Severity: 3-Medium	SR Opened: 2009-03-11 12:12:34
Sub Area: DSR (External)	Status: Closed	SR Closed: 2009-03-12 07:45:59
Sub Area 2:	Sub-Status: Resolved	Created By: LARRY TOOLEY
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: LARRY TOOLEY	Selling Dealer ID:
Call Back #: 3177870200	Selling Dealer:
Contact First Name: LARRY	Main Phone #:
Contact Last Name: TOOLEY	Main FAX #:
Dealer ID: 5072D	Street Address 1:
Dealer Name: INDIANA TRUCK SALES & SERVICE	Street Address 2:
Main Phone #: 3177870200	City:
Main FAX #:	State / ZIP:
Street Address 1: 1325 W THOMPSON RD	Country:
Street Address 2:	
City: INDIANAPOLIS	
State / ZIP: IN / 462179267	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 65517
	Buyer Name: SWIFT TRANSPORTATION CO., INC.
	Main Phone #: 6022699700
	Main FAX #: 6022729917
	Street Address 1: 2200 S 75TH AVE
	Street Address 2:
	City: PHOENIX
	State / ZIP: AZ / 850437410
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N	Cab Size: 670
Chassis Number: 273404	Engine Make: CUMMINS
Registration #:	Engine Model: ISX
VIN / Serial #: 4V4NC9TG79N [REDACTED]	Rear axle installation: RADD-A4L
Model: VNL	Engine: CU15F400
	HP Description: 375
	Rear axle: RTS1857A
	Gearshifting system: GSS-R
	Transmission: 16909AOC
	Truck Model Year: 2009
	Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #: 8078614
 Error Code #:

TMAC / Warranty / Reliability

Claim #: 094807136
 Goodwill #:
 Tot. Diag Time Appr:
 Km / Hr / Mi: 53842
 Unit: Mi

Summary

DSR - bunk windows

Desc./Compl.

WE ARE SEEING A DEBOND PROBLEM ON REGULATOR ON UPPER BUNK WINDOWS, THIS ONE THE WINDOW GLASS BLEW OUT GOING DOWN THE ROAD

Response

Volvo engineers are working on a solution to this issue. A solution should be coming soon.

Activity Notes

Created	Created By	Activity Type	Description
03/12/2009 07:45:14	MICHAEL RANKIN	Response	Volvo engineers are working on a solution to this issue. A solution should be coming soon.

Service Request Detail Report

SR # 1-1297572102

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: MICHAEL RANKIN
SR Area: Reliability	Func. Group: 8019-miscellaneous	SR Group: NA - Truck - Reliability
App/Service: reliability	Severity: 3-Medium	SR Opened: 2009-03-11 12:19:36
Sub Area: DSR (External)	Status: Closed	SR Closed: 2009-03-12 07:30:19
Sub Area 2:	Sub-Status: Resolved	Created By: LARRY TOOLEY
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: LARRY TOOLEY	Selling Dealer ID:
Call Back #: 3177870200	Selling Dealer:
Contact First Name: LARRY	Main Phone #:
Contact Last Name: TOOLEY	Main FAX #:
Dealer ID: 5072D	Street Address 1:
Dealer Name: INDIANA TRUCK SALES & SERVICE	Street Address 2:
Main Phone #: 3177870200	City:
Main FAX #:	State / ZIP:
Street Address 1: 1325 W THOMPSON RD	Country:
Street Address 2:	
City: INDIANAPOLIS	
State / ZIP: IN / 462179267	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 65518
	Buyer Name: KNIGHT TRANSPORTATION, INC.
	Main Phone #: 6026066331
	Main FAX #: 6022698409
	Street Address 1: 5601 W BUCKEYE RD
	Street Address 2:
	City: PHOENIX
	State / ZIP: AZ / 850434603
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N	Cab Size: 670
Chassis Number: 496990	Engine Make: CUMMINS
Registration #:	Engine Model: ISX
VIN / Serial #: 4V4NC9TGX9N [REDACTED]	Rear axle installation: RADD-A4L
Model: VNL	Engine: CU15F400
	HP Description: 375
	Rear axle: RT1857SM
	Gearshifting system: GSS-R
	Transmission: 16909AOC
	Truck Model Year: 2009
	Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #: 8078613
 Error Code #:

TMAC / Warranty / Reliability

Claim #: 094807135
 Goodwill #:
 Tot. Diag Time Appr:
 Km / Hr / Mi: 75622
 Unit: Mi

Summary

DSR - bunk windows

Desc./Compl.

WE ARE SEEING A DEBOND PROBLEM ON REGULATOR ON UPPER BUNK WINDOWS, THIS ONE THE DRIVER DUCT TAPED IN BECAUSE THE HINGES WERE GETTING LOOSE BOTH WINDOWS WERE COMMING OUT

Response

Volvo engineers are working on this issue at the present time.

Activity Notes

Created	Created By	Activity Type	Description
03/12/2009 07:29:17	MICHAEL RANKIN	Response	Volvo engineers are working on this issue at the present time. We do not have a total solution to this issue.

Service Request Detail Report

SR # 1-1298005231

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: MICHAEL RANKIN
SR Area: Reliability	Func. Group: 8019-miscellaneous	SR Group: NA - Truck - Reliability
App/Service: reliability	Severity: 3-Medium	SR Opened: 2009-03-13 12:44:09
Sub Area: DSR (External)	Status: Closed	SR Closed: 2009-03-13 13:01:20
Sub Area 2:	Sub-Status: Resolved	Created By: DARRELL ZORN
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: DARRELL ZORN	Selling Dealer ID:
Call Back #: 6165832100	Selling Dealer:
Contact First Name: DARRELL	Main Phone #:
Contact Last Name: ZORN	Main FAX #:
Dealer ID: 5181D	Street Address 1:
Dealer Name: M&K QUALITY TRUCK SALES OF GRAND RAPIDS, LLC	Street Address 2:
Main Phone #: 6165832100	City:
Main FAX #:	State / ZIP:
Street Address 1: 8800 BYRON COMMERCE DR SW	Country:
Street Address 2:	
City: BYRON CENTER	
State / ZIP: MI / 493158491	
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	Vehicle / Unit Info
Chassis Series: N	Cab Size: 670
Chassis Number: 276433	Engine Make: CUMMINS
Registration #:	Engine Model: ISX
VIN / Serial #: 4V4NC9TH69N [REDACTED]	Rear axle installation: RADD-A4L
Model: VNL	Engine: CU15A425
	HP Description: 425
	Rear axle: RT1857SM
	Gearshifting system: GSS-R
	Transmission: F16210CO
	Truck Model Year: 2009
	Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #: 0
 Error Code #:

TMAC / Warranty / Reliability

Claim #: 0
 Goodwill #:
 Tot. Diag Time Appr:
 Km / Hr / Mi: 89573
 Unit: Mi

Summary

DSR - bunk windows

Desc./Compl.

customer has multiple 08 and 09 volvo's.he is complaining the bunk windows slide rail is coming off of the glass and the window starts to swing in the wind.they have had two windows break off and hit the road before the driver could pull over.so far this winter they have had 8 windows break.this needs to be resolved before it causes an accident.i am forwarding this case to bart zandstra our dsm.please advise.

Response

Volvo engineering is aware of this issue and are working on a fix. Please replace these windows.

Activity Notes

Created	Created By	Activity Type	Description
03/13/2009 13:00:57	MICHAEL RANKIN	Response	Volvo engineering is aware of this issue and are working on a fix. Please replace these windows.

Service Request Detail Report

SR # 1-1323256861

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Reliability App/Service: reliability Sub Area: Product Report Sub Area 2: Argus Company: VTNA Trucks	Source: Phone Func. Group: 2129-miscellaneous Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Owner: CAROL WHITLEY SR Group: VTNA - Field Service Region SouthEast SR Opened: 2009-07-20 12:43:06 SR Closed: 2009-08-17 12:33:18 Created By: DEBORAH SMITH Created By Group: NA - Truck - Customer Advocacy

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: Ken Hamm Call Back #: 276.728.8479 Contact First Name: BILLY Contact Last Name: DUVALL Dealer ID: 5416D Dealer Name: TRUCK ENTERPRISES ROANOKE, INC. Main Phone #: 5405631161 Main FAX #: Street Address 1: 4700 KENWORTH RD Street Address 2: City: ROANOKE State / ZIP: VA / 240193048 Country: UNITED STATES	Selling Dealer ID: 5548D Selling Dealer: WESTFALL GMC TRUCK, INC. Main Phone #: 8164557262 Main FAX #: 8164593203 Street Address 1: 4001 RANDOLPH RD Street Address 2: City: KANSAS CITY State / ZIP: MO / 641619385 Country: UNITED STATES

Owner Info	Buyer Info
	Buyer ID: 413231 Buyer Name: KNITNEY LINES INC. Main Phone #: Main FAX #: 5704578855 Street Address 1: 407 GILLIGAN ST Street Address 2: City: SCRANTON State / ZIP: PA / 185082517 Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N Chassis Number: 466852 Registration #: VIN / Serial #: 4V4NC9GH27N [REDACTED] Model: VNL	Cab Size: 670 Engine Make: VOLVO Engine Model: VED12 Rear axle installation: RADD-A4L Engine: D12D465 HP Description: 425 Rear axle: RT1857SM Gearshifting system: GSS-R Transmission: F16210CO Truck Model Year: 2007 Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

TMAC / Warranty / Reliability

Claim #:
 Goodwill #:
 Tot. Diag Time Appr:
 Km / Hr / Mi: 398368
 Unit: Mi

Summary

Window and skirts

Desc./Compl.

Customer started calling last week because the widow in his sleeper keeps popping out. Said he sees where other Volvo owners duct tape the window and he doesn't want to do that. Also, the side skirts come loose from the bottom and flare out like wings.

Response

2.5 yrs old with 398368 miles on it at this time and I can't offer financial assistance.

He needs to know how to permanently fix these two issues. 398K miles. Said he goes to dealer in Roanoke when he needs to do so.

Activity Notes

Created	Created By	Activity Type	Description
07/21/2009 22:09:07	CAROL WHITLEY	Response	2.5 yrs old with 398368 miles on it at this time and I can't offer financial assistance.

Service Request Detail Report

SR # 1-1325251919

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Email	SR Owner: FRANK NEAL
SR Area: Reliability	Func. Group: 8463-glasses	SR Group: VTNA - Fleet Service
App/Service: reliability	Severity: 3-Medium	SR Opened: 2009-07-28 17:39:19
Sub Area: Fleet Contact	Status: Closed	SR Closed: 2009-09-30 12:40:31
Sub Area 2:	Sub-Status: Resolved	Created By: FRANK NEAL
Argus Company: VTNA Trucks		Created By Group: VTNA - Fleet Service

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: DONNIE STOVER	Selling Dealer ID:
Call Back #: 9315205632	Selling Dealer:
Contact First Name: DONNIE	Main Phone #:
Contact Last Name: STOVER	Main FAX #:
Dealer ID: 6960U	Street Address 1:
Dealer Name: AVERITT EXPRESS	Street Address 2:
Main Phone #: 8002516730	City:
Main FAX #:	State / ZIP:
Street Address 1: 1415 NEAL ST	Country:
Street Address 2:	
City: COOKEVILLE	
State / ZIP: TN / 385014328	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 108058
	Buyer Name: AVERITT EXPRESS, INC.
	Main Phone #: 9315263306
	Main FAX #: 9313720530
	Street Address 1: 1415 NEAL ST
	Street Address 2:
	City: COOKEVILLE
	State / ZIP: TN / 385014328
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N	Cab Size: 670
Chassis Number: 282579	Engine Make: CUMMINS
Registration #:	Engine Model: ISX
VIN / Serial #: 4V4NC9TH3AN [REDACTED]	Rear axle installation: RADD-A4L
Model: VNL	Engine: CU15A425
	HP Description: 425
	Rear axle: RTS1850A
	Gearshifting system: GSS-FAS
	Transmission: 16910BD3
	Truck Model Year: 2010
	Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

TMAC / Warranty / Reliability

Claim #:
 Goodwill #:
 Tot. Diag Time Appr:
 Km / Hr / Mi:
 Unit: Mi

Summary

Sleeper side Glass

Desc./Compl.	Response
Sleeper Bunk windows falling out as reported by customer. Reliability alerted. Process has been double checked at NRV with vendor.	NA

Activity Notes

Created	Created By	Activity Type	Description
08/05/2009 09:44:30	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'Averitt Bunk windows [REDACTED] 1-1325251919' has been added.
08/05/2009 09:33:12	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'RE Bunk windows [REDACTED]' has been added.
08/05/2009 09:32:11	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'Fw Bunk windows [REDACTED]' has been added.

Hones Gerard

From: dstover@averittexpress.com
Sent: Tuesday, July 28, 2009 4:45 PM
To: Neal Frank (a)
Cc: Schlottmann Guenter; Rankin Michael; Kinlaw Steve; Lindley Vince (nt)
Subject: RE: Bunk windows 282579, 282580

Unit t 13359 Mi 18,008 ser # 282579
t 13360 Mi 17,879 ser # 282580

Donnie R. Stover
p 931 520 5632
f 931 520 5191

"Neal Frank (a)" <frank.a.neal@volvo.com>

07/28/2009 03:36 PM

To <dstover@averittexpress.com>
cc Rankin Michael <michael.rankin@volvo.com>, Schlottmann Guenter
<guenter.schlottmann@volvo.com>, "Lindley Vince (nt)"
<vincent.lindley@volvo.com>, Kinlaw Steve <steven.kinlaw@volvo.com>
Subject RE: Bunk windows

Donnie,

Sounds like a new truck (s)?? Sure would fit a warranty claim it sounds like to me. Got the VINS and miles for my report(s)?

Frank Neal

Volvo Trucks North America

Fleet Service Manager

Phone: 512-273-0184

Cell: 336-210-1117

Fax: 512-273-2154

Mail Address Ship Address

PO Box 1141 4161 County Road 309

Elgin, TX 78621 Lexington, TX 78947

Email Frank.A.Neal@Volvo.com

From: dstover@averittexpress.com [mailto:dstover@averittexpress.com]
Sent: Tuesday, July 28, 2009 4:26 PM
To: Neal Frank (a)
Subject: Fw: Bunk windows

8/10/2011

It seems the adhesive is failing again..Can I turn these in for warranty or policy?

Donnie R.Stover
p 931 520 5632
f 931 520 5191

----- Forwarded by Donnie Stover/MAINTENANCE/CORP/AverittExpress on 07/28/2009 03:24 PM -----

Buck

French/OPNS/JMS/AverittExpress

07/28/2009 03:08 PM

To Steve Baumeister/OPNS/HOU/AverittExpress@AverittExpress
cc Danny Gean/MAINTENANCE/CORP/AverittExpress@AverittExpress, Donnie Stover/MAINTENANCE/CORP/AverittExpress@AverittExpress, Mike Gaw/MAINTENANCE/CORP/AverittExpress@AverittExpress
Subject Re: Bunk windows [Link](#)

I just got through talking with Old River Volvo and they are having some problems with the bunk windows just falling out. They had a 2010 delivered to them and the driver side bunk window fell out. I have the window coming for T13359 but I wanted to let everybody know the situation.

Buck French
Preventive Maintenance
Jackson, MS.
601-936-5803 Office
601-622-8474 Cell

Steve

Baumeister/OPNS/HOU/AverittExpress

07/28/2009 02:44 PM

To Danny Gean/MAINTENANCE/CORP/AverittExpress@AverittExpress, Buck French/OPNS/JMS/AverittExpress@AverittExpress
cc Donnie Stover/MAINTENANCE/CORP/AverittExpress@AverittExpress, Mike Gaw/MAINTENANCE/CORP/AverittExpress@AverittExpress
Subject Re: Bunk windows [Link](#)

Houston Dealer only had 1 window, T13359 is headed to JMS, Buck can you please order a drivers side upper bunk window for this unit. Will will install this 1 in T13360

Thank You
Steve Baumeister
HOU Maintenance
281-227-8599 p
281-987-8843 f

8/10/2011

sbaumeister@averittpress.com

**Danny
Gean/MAINTENANCE/CORP/AverittExpress**

To Mike Gaw/MAINTENANCE/CORP/AverittExpress@AverittExpress, Donnie
Stover/MAINTENANCE/CORP/AverittExpress@AverittExpress

07/28/2009 07:36 AM

cc Steve Baumeister/OPNS/HOU/AverittExpress@AverittExpress
Subject Bunk windows

In the past 12 hours we have had two bunk windows reported to have fallen out on their own. Both have been in 2010 Volvo's and both will be at the HOU SVC during the day today. T13359 and T13360. One was in LA and the other TX when it happened, so it could be heat related.

Hones Gerard

From: Neal Frank (a)
Sent: Wednesday, August 05, 2009 9:42 AM
To: Donnie Stover- Warranty/Equipment Manager (dstover@averittexpress.com)
Cc: Schlottmann Guenter; Rankin Michael; Lindley Vince (nt)
Subject: Averitt Bunk windows 282579, 282580 1-1325251919

Donnie,

Regarding the Sleeper side glass that fell out they would like according to question below to know if the truck was on the road and were the windows open?

They also want to get the windows that fell out shipped to TMAC to:

Mike Rankin
Volvo Trucks North America TMAC
Michael Rankin
4100 Bobwhite Boulevard
Pulaski, VA 24301

Thank you,

Frank Neal

Volvo Trucks North America
Fleet Service Manager
Phone: 512-273-0184
Cell: 336-210-1117
Fax: 512-273-2154
Mail Address Ship Address
PO Box 1141 4161 County Road 309
Elgin, TX 78621 Lexington, TX 78947
Email Frank.A.Neal@Volvo.com

From: Rankin Michael
Sent: Wednesday, August 05, 2009 8:43 AM
To: Neal Frank (a)
Subject: Averitt Bunk windows 282579, 282580 1-1325251919

Frank
Can you give me some details about the bunk windows falling out? Where they driving with them open ETC?

If possible we would like the bunk windows that fell out sent to TMAC attn Mike Rankin.

Mike

Reference Part numbers:
20582366 upper LH

8/10/2011

20582367 upper RH

Michael Rankin

Volvo Trucks North America

Product Reliability

4881 Cougar Trail Road

Dublin, VA 24084 USA

(540) 674-7399, Office

(540) 674-7204, Fax

michael.rankin@volvo.com

Hones Gerard

From: dstover@averittexpress.com
Sent: Tuesday, July 28, 2009 4:26 PM
To: Neal Frank (a)
Subject: Fw: Bunk windows 282579, 282580

It seems the adhesive is failing again..Can I turn these in for warranty or policy?

Donnie R.Stover
p 931 520 5632
f 931 520 5191

----- Forwarded by Donnie Stover/MAINTENANCE/CORP/AverittExpress on 07/28/2009 03:24 PM -----

Buck French/OPNS/JMS/AverittExpress
07/28/2009 03:08 PM

To Steve Baumeister/OPNS/HOU/AverittExpress@AverittExpress
cc Danny Gean/MAINTENANCE/CORP/AverittExpress@AverittExpress,
Donnie Stover/MAINTENANCE/CORP/AverittExpress@AverittExpress,
Mike Gaw/MAINTENANCE/CORP/AverittExpress@AverittExpress
Subject Re: Bunk windows [Link](#)

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Preventive Maintenance
Jackson, MS.
601-936-5803 Office
601-622-8474 Cell

Steve Baumeister/OPNS/HOU/AverittExpress
07/28/2009 02:44 PM

To Danny Gean/MAINTENANCE/CORP/AverittExpress@AverittExpress,
Buck French/OPNS/JMS/AverittExpress@AverittExpress
cc Donnie Stover/MAINTENANCE/CORP/AverittExpress@AverittExpress,
Mike Gaw/MAINTENANCE/CORP/AverittExpress@AverittExpress
Subject Re: Bunk windows [Link](#)

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Thank You
Steve Baumeister
HOU Maintenance

8/10/2011

281-227-8599 p
281-987-8843 f
sbaumeister@averitexpress.com

Danny Gean/MAINTENANCE/CORP/AverittExpress

07/28/2009 07:36 AM

To M ke Gaw/MAINTENANCE/CORP/AverittExpress@AverittExpress, Donnie
Stover/MAINTENANCE/CORP/AverittExpress@AverittExpress
cc Steve Baumeister/OPNS/HOU/AverittExpress@AverittExpress
Subject Bunk windows

In the past 12 hours we have had two bunk windows reported to have fallen out on their own. Both have been in 2010 Volvo's and both will be at the HOU SVC during the day today. T13359 and T13360. One was in LA and the other TX when it happened, so it could be heat related.

8/10/2011

Service Request Detail Report

SR # 1-1332505396

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Technical App/Service: technical Sub Area: DSR (External) Sub Area 2: Argus Company: VTNA Trucks	Source: Phone Func. Group: 8019-miscellaneous Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Owner: MICHAEL RANKIN SR Group: NA - Truck - Reliability SR Opened: 2009-08-24 12:15:53 SR Closed: 2009-08-25 08:05:13 Created By: ROBERT LEE Created By Group: VTNA - Field Service Region Central

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: MIKE HEILMANN Call Back #: 5073731438 Contact First Name: MIKE Contact Last Name: HEILMANN Dealer ID: 5699D Dealer Name: DAVE SYVERSON, INC. Main Phone #: 5073731438 Main FAX #: Street Address 1: 1800 SORENSON RD Street Address 2: City: ALBERT LEA State / ZIP: MN / 560076324 Country: UNITED STATES	Selling Dealer ID: Selling Dealer: Main Phone #: Main FAX #: Street Address 1: Street Address 2: City: State / ZIP: Country:

Owner Info	Buyer Info
	Buyer ID: 85159 Buyer Name: MC FARLAND TRUCK LINES INC Main Phone #: 5074376651 Main FAX #: Street Address 1: 1304 16TH AVE NE Street Address 2: City: AUSTIN State / ZIP: MN / 559123687 Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N Chassis Number: 287769 Registration #: VIN / Serial #: 4V4NC9TH0AN [REDACTED] Model: VNL	Cab Size: 670 Engine Make: CUMMINS Engine Model: ISX Rear axle installation: RADD-A4L Engine: CU15E450 HP Description: 425 Rear axle: RT1850SE Gearshifting system: GSS-R Transmission: F15210B Truck Model Year: 2010 Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Technical

Km / Hr / Mi:	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #:
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary

DSR - bunk windows

Desc./Compl.

See attached pictures

Response

NA

windows no longer open, dealer is telling me glass is falling out do to not enough glue

Activity Notes

Created	Created By	Activity Type	Description
08/25/2009 08:03:02	MICHAEL RANKIN	Response	Please replace windows and send old windows to TMAC in pulaski VA attn. Mike Rankin
08/24/2009 12:18:11	SIEBEL ADMINISTRATOR	Notes	An attachment with filename '100_0118' has been added.
08/24/2009 12:17:10	SIEBEL ADMINISTRATOR	Notes	An attachment with filename '100_0117' has been added.





Service Request Detail Report

SR # 1-1332626471

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: KEN SMALL
SR Area: Technical	Func. Group: 1-standard parts, service and maintenance material	SR Group: NA - Truck - Technical Support
App/Service: technical	Severity: 3-Medium	SR Opened: 2009-08-24 16:12:20
Sub Area: DSR (External)	Status: Closed	SR Closed:
Sub Area 2:	Sub-Status: Resolved	Created By: JOSE TREJO
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: JOSE TREJO	Selling Dealer ID:
Call Back #: 9158585110	Selling Dealer:
Contact First Name: JOSE	Main Phone #:
Contact Last Name: TREJO	Main FAX #:
Dealer ID: 5705D	Street Address 1:
Dealer Name: WESTSIDE TRUCKS, LLC	Street Address 2:
Main Phone #: 9158585110	City:
Main FAX #:	State / ZIP:
Street Address 1: 1213 N ZARAGOZA RD	Country:
Street Address 2:	
City: EL PASO	
State / ZIP: TX / 799071825	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 108058
	Buyer Name: AVERITT EXPRESS, INC.
	Main Phone #: 9315263306
	Main FAX #: 9313720530
	Street Address 1: 1415 NEAL ST
	Street Address 2:
	City: COOKEVILLE
	State / ZIP: TN / 385014328
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N	Cab Size: 670
Chassis Number: 282578	Engine Make: CUMMINS
Registration #:	Engine Model: ISX
VIN / Serial #: 4V4NC9TH1AN [REDACTED]	Rear axle installation: RADD-A4L
Model: VNL	Engine: CU15A425
	HP Description: 425
	Rear axle: RTS1850A
	Gearshifting system: GSS-FAS
	Transmission: 16910BD3
	Truck Model Year: 2010
	Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Technical

Km / Hr / Mi: 30063	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #:
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary

DSR/Window

Desc./Compl. Response

RECIEVED UNIT W/ MISSING WINDOW. THIS IS A 2010 TRUCK AND HAVE NOT SEEN THIS TYPE OF WINDOW. NEED HELP WITH GETTING PROPER PROCEDURES FOR REMOVAL AND INSTALLATION. PLEASE ADVISE	attach pictures of window you are talking about.
---	--

Activity Notes

Created	Created By	Activity Type	Description
08/24/2009 18:08:27	JEREMIAH BOWLES	Web Response	will have to contact cab and paint and try and get this info that a reliability group
08/24/2009 16:55:46	SIEBEL ADMINISTRATOR	Notes	An attachment with filename '2010 cab window 002' has been added.
08/24/2009 16:55:18	JOSE TREJO	Web Update	pics requested
08/24/2009 16:54:46	SIEBEL ADMINISTRATOR	Notes	An attachment with filename '2010 cab window 001' has been added.
08/24/2009 16:39:24	FRANKLIN SMALL	Web Response	attach pictures of window you are talking about.





Service Request Detail Report

SR # 1-1332978311

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: DAN BAIRD
SR Area: Technical	Func. Group: 8444-ventilation window, rear	SR Group: NA - Truck - Technical Support
App/Service: technical	Severity: 3-Medium	SR Opened: 2009-08-25 21:35:29
Sub Area: DSR (External)	Status: Closed	SR Closed:
Sub Area 2:	Sub-Status: Resolved	Created By: NICHOLAS PURCELLA
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: NICHOLAS PURCELLA	Selling Dealer ID:
Call Back #: 3032894707	Selling Dealer:
Contact First Name: NICHOLAS	Main Phone #:
Contact Last Name: PURCELLA	Main FAX #:
Dealer ID: 5269D	Street Address 1:
Dealer Name: WESTFALL O'DELL OF COLORADO, INC.	Street Address 2:
Main Phone #: 3032894707	City:
Main FAX #:	State / ZIP:
Street Address 1: 7250 E 56TH AVE	Country:
Street Address 2:	
City: COMMERCE CITY	
State / ZIP: CO / 800224813	
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	Vehicle / Unit Info
Chassis Series: N	Cab Size: 670
Chassis Number: 265577	Engine Make: CUMMINS
Registration #:	Engine Model: ISX
VIN / Serial #: 4V4NC9TH89N [REDACTED]	Rear axle installation: RADD-A4L
Model: VNL	Engine: CU15E450
	HP Description: 425
	Rear axle: RT1857SM
	Gearshifting system: GSS-R
	Transmission: 16909AOC
	Truck Model Year: 2009
	Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Technical

Km / Hr / Mi: 141513
 Unit: Mi
 Accuracy: Actual
 GCW:
 Location:

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

Summary

Bunk Window

Desc./Compl.

truck came in with the passnger top bunk window had fallen out. the new window is a glue in style tib 8442-03-02-09. need to know if this is warnty and what glue needs to be used on it thank you Nick

Response

See attachment

Activity Notes

Created	Created By	Activity Type	Description
08/26/2009 18:07:33	DANIEL BAIRD	Web Response	Check now.
08/26/2009 17:46:45	NICHOLAS PURCELLA	Web Update	There was no attachment
08/25/2009 21:59:28	DANIEL BAIRD	Response	See attachment From Smart Works.
08/25/2009 21:59:22	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'PV776-20179236' has been added.
08/25/2009 21:45:23	NICHOLAS PURCELLA	Web Update	all so what part number for the glue thank you

Service Request Detail Report

SR # 1-1333084461

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Email	SR Owner: MICHAEL RANKIN
SR Area: Reliability	Func. Group: 8433-rear window	SR Group: NA - Truck - Reliability
App/Service: reliability	Severity: 3-Medium	SR Opened: 2009-08-26 08:44:39
Sub Area: Fleet Contact	Status: Closed	SR Closed: 2009-09-22 08:15:04
Sub Area 2:	Sub-Status: Resolved	Created By: FRANK NEAL
Argus Company: VTNA Trucks		Created By Group: VTNA - Fleet Service

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: AMANDA CATE	Selling Dealer ID:
Call Back #: 6158909229	Selling Dealer:
Contact First Name: AMANDA	Main Phone #:
Contact Last Name: CATE	Main FAX #:
Dealer ID: 7039U	Street Address 1:
Dealer Name: FIRST FLEET	Street Address 2:
Main Phone #:	City:
Main FAX #:	State / ZIP:
Street Address 1: 202 HERITAGE PARK DR	Country:
Street Address 2:	
City: MURFREESBORO	
State / ZIP: TN / 371291556	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 112222
	Buyer Name: FIRST ENTERPRISES INC
	Main Phone #: 6158909229
	Main FAX #:
	Street Address 1: 202 HERITAGE PARK DR
	Street Address 2:
	City: MURFREESBORO
	State / ZIP: TN / 371291556
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N	Cab Size: 670
Chassis Number: 282781	Engine Make: CUMMINS
Registration #:	Engine Model: ISX
VIN / Serial #: 4V4NC9TH9AN [REDACTED]	Rear axle installation: RADD-A4L
Model: VNL64T	Engine: CU15A425
	HP Description: 425
	Rear axle: RTS1850A
	Gearshifting system: GSS-R
	Transmission: F16210CO
	Truck Model Year: 2010
	Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

TMAC / Warranty / Reliability

Claim #:
 Goodwill #:
 Tot. Diag Time Appr:
 Km / Hr / Mi:
 Unit: Mi

Summary

Sleeper side window

Desc./Compl.

Customer first Fleet advised two new trucks 282781 and 282782 arrive delivered with the bunk window missing presumed having fallen out. Reliability alerted.

Response

NA

Activity Notes

Created	Created By	Activity Type	Description
09/22/2009 08:14:02	MICHAEL RANKIN	Response	Case closed with window replacement.
08/26/2009 09:32:44	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'CO NEW TRUCKS' has been added.
08/26/2009 09:14:52	MICHAEL RANKIN	Response	
08/26/2009 09:13:33	MICHAEL RANKIN	Response	Both trucks 282781 and 282782 where built 4-3-09
08/26/2009 08:59:38	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'RE NEW TRUCKS VIN serial [REDACTED] 1-1333084461' has been added.
08/26/2009 08:59:37	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'NEW TRUCKS VIN serial [REDACTED] 1333084461' has been added.
08/26/2009 08:50:44	MICHAEL RANKIN	Response	The people responsible for this issue have been notified.

Hones Gerard

From: Amanda Cate [ACate@firstfleetinc.com]
Sent: Wednesday, August 26, 2009 8:34 AM
To: Neal Frank (a)
Subject: RE: NEW TRUCKS VIN serial [REDACTED] & [REDACTED] 1333084461

Got your message sorry I missed you I'm not sure what size the sleepers are on this but I can look up and let you know.

AMANDA H. CATE

WARRANTY MGR.

FIRSTFLEET INC.

615-890-9229 EXT#1170

1-800-819-0905

FAX 615-895-7363

acate@firstfleetinc.com

From: Neal Frank (a) [mailto:frank.a.neal@volvo.com]
Sent: Wednesday, August 26, 2009 7:32 AM
To: Schlottmann Guenter; Rankin Michael
Cc: Amanda Cate; Lindley Vince (nt)
Subject: NEW TRUCKS VIN serial [REDACTED] & [REDACTED] 1-1333084461

The below email and SR records two new trucks being delivered to Firstfleet with the right bunk windows missing.

Frank Neal

Volvo Trucks North America

Fleet Service Manager

Phone: 512-273-0184

Cell: 336-210-1117

Fax: 512-273-2154

Mail Address	Ship Address
PO Box 1141	4161 County Road 309
Elgin, TX 78621	Lexington, TX 78947

Email Frank.A.Neal@Volvo.com

From: Amanda Cate [mailto:ACate@firstfleetinc.com]
Sent: Wednesday, August 26, 2009 6:59 AM
To: Neal Frank (a)
Subject: NEW TRUCKS VIN serial [REDACTED] & [REDACTED] 1-1333084461 [REDACTED] [REDACTED]

GOOD MORNING FRANK, WE RECEIVED TWO NEW TRUCKS YESTERDAY IN COLORADA. I'VE ATTACHED THE CHECK IN SHEETS FOR YOU TO SEE WHEN WE GOT THEM EACH ONE IS MISSING THE RIGHT BUNK WINDOWS. THEY HAD FALLEN OUT. I KNOW THAT THIS HAS BEEN AN ISSUE ON SOME OF THE UNITS FROM LAST YR BUT I WAS UNDER THE IMPRESSION THAT THE VENDOR HAD BEEN CHANGED AROUND FEB OR MARCH OF THIS YR. AND THESE TRUCK WERE BUILT 4/3. I'M CONCERNED THAT THIS ISSUE IS GOING TO START AGAIN ON THESE 2010 UNITS.

AMANDA H. CATE

WARRANTY MGR.

FIRSTFLEET INC.

615-890-9229 EXT#1170

1-800-819-0905

FAX 615-895-7363

acate@firstfleetinc.com



UNIT DESCRIPTION / BILL OF LADING

DELIVER TO: FIRST FLEET 500 WILLOW SPRINGS RD FOUNTAIN, CO 80817	DELIVER FROM: New River Valley 4833 Cougar Trail Rd Dublin, VA 24084	LOAD NUMBER: T090802555	
DRIVER: Matthew Douglas Frederick	VIN: 4V4NC9TH9AN282781	TYPE: 3-Way	ROUTED MILES: 0 17.8
		YEAR / MAKE / MODEL: 2010 / Volvo / VNL64T670	

EQUIPMENT

Driver Instructions: Mark the boxes next to the pieces of equipment that were left at the delivery location.

<input type="checkbox"/>	Keys for locking fuel caps	<input type="checkbox"/>
<input type="checkbox"/>	Boom - T080378M	<input type="checkbox"/>
<input type="checkbox"/>	Combo Saddle - T061806C	<input type="checkbox"/>
<input type="checkbox"/>	Crate - T080112T	<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>

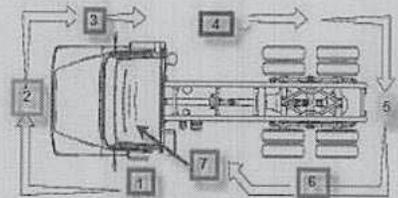
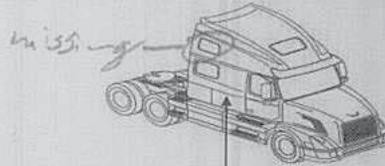
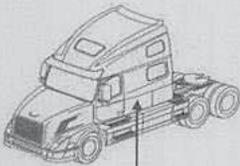
UNDECKING AREA

Driver Instructions: Indicate the condition of the undecking area after delivery.

Yes No I verify that the undecking area is clean and equipment is properly stored.

VEHICLE CONDITION

Consignee Instructions: Indicate the condition of the vehicle after delivery.



	DC	SC
1 Battery Box & Cover	7	
1 Left Cab Extender Panel		
1 Left Cab Panel	75	
1 Left Door	10	
1 Left Fender Mounted Mirror	19	
1 Left Front Fender	14	
1 Left Fuel Tank	81	
1 Left Fuel Tank Fairing	4	
1 Left Hood Side Panel	68	
1 Left Luggage Compartment		
1 Left Outside Mirror	33	
1 Left Roof / Sleeper Panel	37	
1 Left Steer Tire / Wheels / Axle	43	
1 Left Step Assembly	8	
1 Left Turn Signal	52	
2 Bug Screen	54	
2 Cab Panel Front	74	
2 Cowl	80	
2 Exterior Sunvisor	78	
2 Fog Lamps	70	
2 Front Bumper	3	
2 Grill	22	
2 Left Headlight	24	
2 Right Headlight	25	
2 Roof Horn Left & Right	53	
2 Roof Marker Lights	65	
2 Top of Hood	27	
2 Tow Hooks Front	60	
2 Windshield	20	
2 Winter Front	26	

	DC	SC
3 Right Cab Extender Panel	39	
3 Right Cab Panel	76	
3 Right Door	5	
3 Right Fender Mounted Mirror	34	
3 Right Front Fender	16	
3 Right Fuel Tank	89	
3 Right Fuel Tank Fairing	11	
3 Right Hood Side Panel	38	
3 Right Luggage Compartment	79	
3 Right Outside Mirror	31	
3 Right Roof / Sleeper Panel	36	
3 Right Steer Tire / Wheels / Axle	44	
3 Right Step Assembly	42	
3 Right Turn Signal	35	
4 Air Cleaner	69	
4 Air Tanks	9	
4 Exhaust / Muffler / Stack	91	
4 Muffler Shield	12	
4 Rear Cab Panel	77	
4 Rear Sleeper Panel	13	
4 Right Mud Flap	73	
4 Right Quarter Fender	17	
4 Right Rear Cab Extender Panel	6	
4 Right Rear Taillight	46	
4 Right Tandem Tire / Wheels / Axle	2	
5 Air Deflector / Fairing Top	64	
5 Frame	90	
5 Suspension	93	
6 Deck Plate	49	
6 Left Mud Flap	72	
6 Left Quarter Fender	15	
6 Left Rear Cab Extender Panel	40	
6 Left Rear Taillight	45	
6 Left Tandem Tire / Wheels / Axle	96	
6 Trailer Air Hoses	55	
6 Trailer Light Cable	47	

	DC	SC
7 Bunk Curtain	57	
7 Bunk Mattress / Table	18	
7 Instrument Panel	66	
7 Interior Trim Panels	48	
7 Left Seat	94	
7 Radio / CD / Tape / CB	33	
7 Right Seat	95	
Other: Specify R Hand side	99	50 6

DAMAGE CODES (DC)	
1 Bent	
2 Broken	
3 Cut	
4 Dent	
5 Chip	
6 Cracked	
8 Puncture	
9 Scuff	
12 Scratch	
13 Torn	
30 Fluid Spillage	
37 Hardware Damaged / Missing	
40 Stained / Soiled	
50 Missing	

SEVERITY CODES (SC)	
1 Up to and including 1" length / diameter	
2 Over 1" up to and including 3" length / diameter	
3 Over 3" up to and including 6" length / diameter	
4 Over 6" up to and including 12" length / diameter	
5 Over 12" length / diameter	
6 Replace severe damage / missing	

OTHER / UNCODED VEHICLE DAMAGE:
 Right side Bunk window glass missing

SIGNATURES

DRIVER SIGNATURE: Matthew D. Frederick	COMPANY: Iron Tiger Logistics	DATE: 08-25-09
CONSIGNEE SIGNATURE: Russell	COMPANY: First Fleet Inc	DATE: 8-25-09



DELIVER TO: FIRST FLEET 500 WILLOW SPRINGS RD FOUNTAIN, CO 80817		DELIVER FROM: New River Valley 4833 Cougar Trail Rd Dublin, VA 24084	LOAD NUMBER: T090802555
DRIVER: Matthew Douglas Frederick	VIN: 4V4NC9TH0AN282782	TYPE: 3-Way	ROUTED MILES: 11605 1531
		YEAR / MAKE / MODEL: 2010 / Volvo / VNL64T670	

EQUIPMENT

Driver Instructions: Mark the boxes next to the pieces of equipment that were left at the delivery location.

<input type="checkbox"/>	Keys for locking fuel caps	<input type="checkbox"/>
<input type="checkbox"/>	Boom - T080378M	<input type="checkbox"/>
<input type="checkbox"/>	Combo Saddle - T061806C	<input type="checkbox"/>
<input type="checkbox"/>	Crate - T080112T	<input type="checkbox"/>

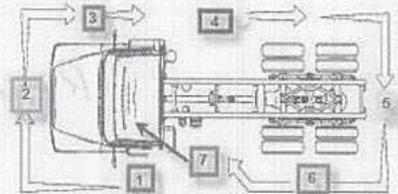
UNDECKING AREA

Driver Instructions: Indicate the condition of the undecking area after delivery.

Yes No I verify that the undecking area is clean and equipment is properly stored.

VEHICLE CONDITION

Consignee Instructions: Indicate the condition of the vehicle after delivery.



		DC	SC
1	Battery Box & Cover	7	
1	Left Cab Extender Panel		
1	Left Cab Panel	75	
1	Left Door	10	
1	Left Fender Mounted Mirror	19	
1	Left Front Fender	14	
1	Left Fuel Tank	81	
1	Left Fuel Tank Fairing	4	
1	Left Hood Side Panel	68	
1	Left Luggage Compartment		
1	Left Outside Mirror	33	
1	Left Roof / Sleeper Panel	37	
1	Left Steer Tire / Wheels / Axle	43	
1	Left Step Assembly	8	
1	Left Turn Signal	52	
2	Bug Screen	54	
2	Cab Panel Front	74	
2	Cowl	80	
2	Exterior Sunvisor	78	
2	Fog Lamps	70	
2	Front Bumper	3	
2	Grill	22	
2	Left Headlight	24	
2	Right Headlight	25	
2	Roof Horn Left & Right	53	
2	Roof Marker Lights	65	
2	Top of Hood	27	
2	Tow Hooks Front	60	
2	Windshield	20	
2	Winter Front	26	

		DC	SC
3	Right Cab Extender Panel	39	
3	Right Cab Panel	76	
3	Right Door	5	
3	Right Fender Mounted Mirror	34	
3	Right Front Fender	16	
3	Right Fuel Tank	89	
3	Right Fuel Tank Fairing	11	
3	Right Hood Side Panel	38	
3	Right Luggage Compartment	79	
3	Right Outside Mirror	31	
3	Right Roof / Sleeper Panel	36	
3	Right Steer Tire / Wheels / Axle	44	
3	Right Step Assembly	42	
3	Right Turn Signal	35	
4	Air Cleaner	69	
4	Air Tanks	9	
4	Exhaust / Muffler / Stack	91	
4	Muffler Shield	12	
4	Rear Cab Panel	77	
4	Rear Sleeper Panel	13	
4	Right Mud Flap	73	
4	Right Quarter Fender	17	
4	Right Rear Cab Extender Panel	6	
4	Right Rear Taillight	46	
4	Right Tandem Tire / Wheels / Axle	2	
5	Air Deflector / Fairing Top	64	
5	Frame	90	
5	Suspension	93	
6	Deck Plate	49	
6	Left Mud Flap	72	
6	Left Quarter Fender	15	
6	Left Rear Cab Extender Panel	40	
6	Left Rear Taillight	45	
6	Left Tandem Tire / Wheels / Axle	96	
6	Trailer Air Hoses	55	
6	Trailer Light Cable	47	

		DC	SC
7	Bunk Curtain	57	
7	Bunk Mattress / Table	18	
7	Instrument Panel	66	
7	Interior Trim Panels	48	
7	Left Seat	94	
7	Radio / CD / Tape / CB	33	
7	Right Seat	95	
	Other: Specify <i>Paintwork</i>	99	<i>50</i>

DAMAGE CODES (DC)

1	Bent
2	Broken
3	Cut
4	Dent
5	Chip
6	Cracked
8	Puncture
9	Scuff
12	Scratch
13	Torn
30	Fluid Spillage
37	Hardware Damaged / Missing
40	Stained / Soiled
50	Missing

SEVERITY CODES (SC)

1	Up to and including 1" length / diameter
2	Over 1" up to and including 3" length / diameter
3	Over 3" up to and including 6" length / diameter
4	Over 6" up to and including 12" length / diameter
5	Over 12" length / diameter
6	Replace severe damage / missing

OTHER / UNCODED VEHICLE DAMAGE:

Right Side Bunk window glass missing

SIGNATURES

DRIVER SIGNATURE: 	COMPANY: Iron Tiger Logistics	DATE: 08-25-09
CONSIGNEE SIGNATURE: 	COMPANY: Iron Tiger Logistics	DATE: 8-25-09

Hones Gerard

From: Neal Frank (a)
Sent: Wednesday, August 26, 2009 8:32 AM
To: Schlottmann Guenter; Rankin Michael
Cc: 'Amanda Cate'; Lindley Vince (nt)
Subject: NEW TRUCKS VIN serial [REDACTED] 1-1333084461
Attachments: CO NEW TRUCKS.pdf

The below email and SR records two new trucks being delivered to Firstfleet with the right bunk windows missing.

Frank Neal
Volvo Trucks North America
 Fleet Service Manager
 Phone: 512-273-0184
 Cell: 336-210-1117
 Fax: 512-273-2154
 Mail Address Ship Address
 PO Box 1141 4161 County Road 309
 Elgin, TX 78621 Lexington, TX 78947
 Email Frank.A.Neal@Volvo.com

From: Amanda Cate [mailto:ACate@firstfleetinc.com]
Sent: Wednesday, August 26, 2009 6:59 AM
To: Neal Frank (a)
Subject: NEW TRUCKS VIN serial [REDACTED] 1-1333084461 [REDACTED]

GOOD MORNING FRANK, WE RECEIVED TWO NEW TRUCKS YESTERDAY IN COLORADA. I'VE ATTACHED THE CHECK IN SHEETS FOR YOU TO SEE WHEN WE GOT THEM EACH ONE IS MISSING THE RIGHT BUNK WINDOWS. THEY HAD FALLEN OUT. I KNOW THAT THIS HAS BEEN AN ISSUE ON SOME OF THE UNITS FROM LAST YR BUT I WAS UNDER THE IMPRESSION THAT THE VENDOR HAD BEEN CHANGED AROUND FEB OR MARCH OF THIS YR. AND THESE TRUCK WERE BUILT 4/3. I'M CONCERNED THAT THIS ISSUE IS GOING TO START AGAIN ON THESE 2010 UNITS.

AMANDA H. CATE
WARRANTY MGR.
FIRSTFLEET INC.

615-890-9229 EXT#1170

1-800-819-0905

FAX 615-895-7363

acate@firstfleetinc.com

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Service Request Detail Report

SR # 1-1337324941

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Email	SR Owner: FRANK NEAL
SR Area: Reliability	Func. Group: 8433-rear window	SR Group: VTNA - Fleet Service
App/Service: reliability	Severity: 3-Medium	SR Opened: 2009-09-10 11:39:15
Sub Area: Fleet Contact	Status: Closed	SR Closed: 2009-09-12 09:01:19
Sub Area 2:	Sub-Status: Resolved	Created By: FRANK NEAL
Argus Company: VTNA Trucks		Created By Group: VTNA - Fleet Service

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: E. MURPHY	Selling Dealer ID:
Call Back #: 61589092291184	Selling Dealer:
Contact First Name: E.	Main Phone #:
Contact Last Name: MURPHY	Main FAX #:
Dealer ID: 7039U	Street Address 1:
Dealer Name: FIRST FLEET	Street Address 2:
Main Phone #:	City:
Main FAX #:	State / ZIP:
Street Address 1: 202 HERITAGE PARK DR	Country:
Street Address 2:	
City: MURFREESBORO	
State / ZIP: TN / 371291556	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 112222
	Buyer Name: FIRST ENTERPRISES INC
	Main Phone #: 6158909229
	Main FAX #:
	Street Address 1: 202 HERITAGE PARK DR
	Street Address 2:
	City: MURFREESBORO
	State / ZIP: TN / 371291556
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N	Cab Size: 670
Chassis Number: 282780	Engine Make: CUMMINS
Registration #:	Engine Model: ISX
VIN / Serial #: 4V4NC9TH7AN [REDACTED]	Rear axle installation: RADD-A4L
Model: VNL64T	Engine: CU15A425
	HP Description: 425
	Rear axle: RTS1850A
	Gearshifting system: GSS-R
	Transmission: F16210CO
	Truck Model Year: 2010
	Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

TMAC / Warranty / Reliability

Claim #:
 Goodwill #:
 Tot. Diag Time Appr:
 Km / Hr / Mi:
 Unit: Mi

Summary

Sleeper Window Glass

Desc./Compl.

Response

Customer FirstFleet has reported another new truck being placed into service and had a sleeper glass fall out . reliability identified the window as suspect and advised to replace it.

NA

Activity Notes

Created	Created By	Activity Type	Description
09/12/2009 09:01:43	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'RE New Unit 10081 VIN [REDACTED] replacing 26233 1-1337324941 Func 8433' has been added.

Hones Gerard

From: Rankin Michael
Sent: Thursday, September 10, 2009 1:23 PM
To: Neal Frank (a)
Subject: RE: New Unit 10081 VIN [REDACTED] replacing 26233 1-1337324941 Func 8433

Frank
Replace the entire window and Mack Molding is our supplier of the window.
Mike

Michael Rankin

Volvo Trucks North America
Product Reliability
4881 Cougar Trail Road
Dublin, VA 24084 USA
(540) 674-7399, Office
(540) 674-7204, Fax
michael.rankin@volvo.com

From: Rankin Michael
Sent: Thursday, September 10, 2009 11:52 AM
To: Neal Frank (a); Padden William; Schlottmann Guenter
Cc: Lindley Vince (nt)
Subject: RE: New Unit 10081 VIN [REDACTED] replacing 26233 1-1337324941 Func 8433

Frank
This truck was built 040209. This is a suspect window because Mack molding varied from the correct process. Please replace.
Mike

Michael Rankin

Volvo Trucks North America
Product Reliability
4881 Cougar Trail Road
Dublin, VA 24084 USA
(540) 674-7399, Office
(540) 674-7204, Fax
michael.rankin@volvo.com

From: Neal Frank (a)
Sent: Thursday, September 10, 2009 11:44 AM
To: Padden William; Schlottmann Guenter; Rankin Michael

Cc: Lindley Vince (nt)

Subject: New Unit 10081 VIN [REDACTED] replacing 26233 1-1337324941 Func 8433

We have a report from Firsfleet that they have another new truck being put in service that has had a sleeper glass fall out.

See Email below regarding same.

Frank Neal

Volvo Trucks North America

Fleet Service Manager

Phone: 512-273-0184

Cell: 336-210-1117

Fax: 512-273-2154

Mail Address	Ship Address
PO Box 1141	4161 County Road 309
Elgin, TX 78621	Lexington, TX 78947

Email Frank.A.Neal@Volvo.com

From: Mike Murphy [mailto:MMurphy@firstfleetinc.com]
Sent: Thursday, September 10, 2009 10:56 AM
To: Neal Frank (a); Smith Sue (a); Wayne Robertson
Cc: Mike Murphy; Daniel Piper
Subject: FW: New Unit 10081 VIN [REDACTED] replacing 26233

Here's another one.

Just wanted you to know we had the GLASS fall out of the sleeper window on vin 282780 before it was put into service. This is different from the whole window assy. falling out..

I am really concerned about the quality of the trucks we are receiving.

From: Kevin Santoyo
Sent: Wednesday, September 09, 2009 1:00 PM
To: Cris Randall; Amanda Cate
Cc: Fred Follin; Mike Murphy
Subject: New Unit 10081 replacing 26233

This unit was ready to pick up but the sleeper window fell out of right side and shattered. Part ordered for tomorrow.

Kevin

Service Request Detail Report

SR # 1-1337417675

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: PATRICK STEPHENS
SR Area: Technical	Func. Group: 8444-ventilation window, rear	SR Group: NA - Truck - Reliability
App/Service: technical	Severity: 3-Medium	SR Opened: 2009-09-10 18:25:39
Sub Area: DSR (External)	Status: Closed	SR Closed: 2011-06-16 19:23:33
Sub Area 2:	Sub-Status: Resolved	Created By: RON HANLEY
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: RON HANLEY	Selling Dealer ID:
Call Back #: 5032857667	Selling Dealer:
Contact First Name: RON	Main Phone #:
Contact Last Name: HANLEY	Main FAX #:
Dealer ID: 5880D	Street Address 1:
Dealer Name: TEC EQUIPMENT, INC.	Street Address 2:
Main Phone #: 5032857667	City:
Main FAX #:	State / ZIP:
Street Address 1: 750 NE COLUMBIA BLVD	Country:
Street Address 2:	
City: PORTLAND	
State / ZIP: OR / 972111406	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 266819
	Buyer Name: B & M TRANSPORTATION SERVICES
	Main Phone #:
	Main FAX #:
	Street Address 1: 35023 16TH AVE S STE 12
	Street Address 2:
	City: FEDERAL WAY
	State / ZIP: WA / 980038321
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N	Cab Size: 670
Chassis Number: 388084	Engine Make: CUMMINS
Registration #:	Engine Model: ISX
VIN / Serial #: 4V4NC9TJ15N [REDACTED]	Rear axle installation: RADD-A4
Model: VNL	Engine: CU15A475
	HP Description: 475
	Rear axle: RT1857SM
	Gearshifting system: GSS-R
	Transmission: F16913AO
	Truck Model Year: 2005
	Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Technical

Km / Hr / Mi: 600,888
 Unit: Mi
 Accuracy: Actual
 GCW:
 Location:

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

Summary

DSR/Bunk Window

Desc./Compl.

Response

Truck came in needing the upper bunk window replaced.
 We replaced it and it fell out going down the road.

na

We have the updated window and trim bezel. The window will not snap into the opening. It has about a 1/4" gap, side to side and top to bottom.

Will this window not fit this year of truck or is there something we are missing.
 We have not had a problem replacing these windows before, all the others snapped into the opening and stayed in.
 Thanx
 Ron

Activity Notes

Created	Created By	Activity Type	Description
06/16/2011 19:21:49	PATRICK STEPHENS	Response	na
02/10/2011 17:55:07	RON HANLEY	Web Update	Is there a reason that this is not being closed?
01/06/2011 20:20:57	RON HANLEY	Web Update	This truck is long gone. Please close. Thanx
12/28/2010 18:04:25	RON HANLEY	Web Update	This can be closed.
03/19/2010 18:12:46	RON HANLEY	Web Update	Please close Thanx Ron

Service Request Detail Report

SR # 1-1342563728

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Reliability App/Service: reliability Sub Area: Product Report Sub Area 2: Argus Company: VTNA Trucks	Source: Email Func. Group: 8444-ventilation window, rear Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Owner: MICHAEL RANKIN SR Group: NA - Truck - Reliability SR Opened: 2009-09-29 22:11:17 SR Closed: 2009-11-05 07:21:32 Created By: JIMMY CARTER Created By Group: VTNA - Field Service Region SouthEast

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: EDDIE VINSON Call Back #: 6152599500 Contact First Name: EDDIE Contact Last Name: VINSON Dealer ID: 5339D Dealer Name: NACARATO TRUCKS, INC. Main Phone #: 6152599500 Main FAX #: Street Address 1: 1111 POLK AVE Street Address 2: City: NASHVILLE State / ZIP: TN / 372104330 Country: UNITED STATES	Selling Dealer ID: Selling Dealer: Main Phone #: Main FAX #: Street Address 1: Street Address 2: City: State / ZIP: Country:

Owner Info	Buyer Info
	Buyer ID: 112264 Buyer Name: BIG G EXPRESS, INC. Main Phone #: 9316849140 Main FAX #: 9316849742 Street Address 1: 190 HAWKINS DR Street Address 2: City: SHELBYVILLE State / ZIP: TN / 371603648 Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N Chassis Number: 275536 Registration #: VIN / Serial #: 4V4NC9TG6AN [REDACTED] Model: VNL	Cab Size: 670 Engine Make: CUMMINS Engine Model: ISX Rear axle installation: RADD-A4L Engine: CU15F400 HP Description: 375 Rear axle: RTS1857A Gearshifting system: GSS-FAS Transmission: F15310BD Truck Model Year: 2010 Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

TMAC / Warranty / Reliability

Claim #:
 Goodwill #:
 Tot. Diag Time Appr:
 Km / Hr / Mi: 68571
 Unit: Mi

Summary

Big G Express Sleeper Window Failures

Desc./Compl.	Response
41 reported Bunk Sleeper Window Failures with 2010 Model Volvo's. 20582366 - Driver Side, 20582367 - Passenger Side. Fleet Meeting held 9/29/09 to review issue, gather failed parts with Nacarato Parts and Body Shop Manager. Failed Window Assemblies to be returned to Michael Kale, Volvo Greensboro Engineering for evaluation. Nacarato to order left and right bunk window assemblies for Warranty Replacements. Attached list of Fleet reported suspect 2010 units with Window issues. Reported Fleet to make repairs and file OEM Warranty.	NA

Activity Notes

Created	Created By	Activity Type	Description
11/05/2009 07:13:46	MICHAEL RANKIN	Response	Volvo is working with the supplier to resolve this issue. We are trying different types os adhesive. We are currently using a SIKA adhesive.
10/01/2009 02:40:39	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'Big G 2010 Trucks' has been added.
09/30/2009 17:28:17	JIMMY CARTER	Email - Outbound	Please, do not change the Subject line if you want to reply to this email. The following service request has been assigned to you: Service Request Number: 1-1342563728 Date Opened : 2009-09-29 21:11:17 Severity : 3-Medium Product : VNL Chassis Id : N VIN/Serial #: 4V4NC9TG6AN275536 Summary : Big G Express Sleeper Window Failures Description : 41 reported Bunk Sleeper Window Failures with 2010 Model Volvo's. 20582366 - Driver Side, 20582367 - Passenger Side. Fleet Meeting held 9/29/09 to review issue, gather failed parts with Nacarato Parts and Body Shop Manager. Failed Window Assemblies to be returned to Michael Kale, Volvo Greensboro Engineering for evaluation. Nacarato to order left and right bunk window assemblies for Warranty Replacements. Attached list of Fleet reported suspect 2010 units with Window iissues. Reported Fleet to make repairs and file OEM Warranty. . ---SR Activities--- Comment: An attachment with filename 'Failure Info' has been added. Status: Done Creator: SIEBEL ADMINISTRATOR Created: 2009-09-29 21:12:43
09/29/2009 22:12:43	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'Failure Info' has been added.

1183	4V4NC9TG6AN	ES79362016	2010/VOLVO	62868HZ	4/3/09	4/3/10	12/3/12	100,000 MILES/12 MONTHS
1184	4V4NC9TG8AN	ES79362017	2010/VOLVO	62869HZ	4/3/09	4/3/10	12/3/12	100,000 MILES/12 MONTHS
1185	4V4NC9TGXAN	ES79362018	2010/VOLVO	62870HZ	4/3/09	4/3/10	12/3/12	100,000 MILES/12 MONTHS
1186	4V4NC9TG1AN	ES79362228	2010/VOLVO	62871HZ	4/3/09	4/3/10	12/3/12	100,000 MILES/12 MONTHS
1187	4V4NC9TG8AN	ES79362225	2010/VOLVO	62872HZ	4/3/09	4/3/10	12/3/12	100,000 MILES/12 MONTHS
1188	4V4NC9TGXAN	ES79362229	2010/VOLVO	62873HZ	4/3/09	4/3/10	12/3/12	100,000 MILES/12 MONTHS
1189	4V4NC9TG1AN	ES79362232	2010/VOLVO	14348HZ	4/10/09	4/10/10	12/10/12	100,000 MILES/12 MONTHS
1190	4V4NC9TG3AN	ES79362233	2010/VOLVO	14349HZ	4/10/09	4/10/10	12/10/12	100,000 MILES/12 MONTHS
1191	4V4NC9TG5AN	ES79362227	2010/VOLVO	14350HZ	4/10/09	4/10/10	12/10/12	100,000 MILES/12 MONTHS
1192	4V4NC9TG7AN	ES79362231	2010/VOLVO	14351HZ	4/10/09	4/10/10	12/10/12	100,000 MILES/12 MONTHS
1193	4V4NC9TG9AN	ES79362234	2010/VOLVO	14352HZ	4/10/09	4/10/10	12/10/12	100,000 MILES/12 MONTHS
1194	4V4NC9TG0AN	ES79362235	2010/VOLVO	14353HZ	4/10/09	4/10/10	12/10/12	100,000 MILES/12 MONTHS
1195	4V4NC9TG2AN	ES79362022	2010/VOLVO	14347HZ	4/10/09	4/10/10	12/10/12	100,000 MILES/12 MONTHS
1196	4V4NC9TG4AN	ES79362236	2010/VOLVO	14354HZ	4/10/09	4/10/10	12/10/12	100,000 MILES/12 MONTHS
1197	4V4NC9TG0AN	ES79362226	2010/VOLVO	14355HZ	4/10/09	4/10/10	12/10/12	100,000 MILES/12 MONTHS
1198	4V4NC9TG2AN	ES79362021	2010/VOLVO	14356HZ	4/10/09	4/10/10	12/10/12	100,000 MILES/12 MONTHS
1199	4V4NC9TG4AN	ES79362024	2010/VOLVO	14357HZ	4/17/09	4/17/10	12/17/12	100,000 MILES/12 MONTHS
1200	4V4NC9TG6AN	ES79362023	2010/VOLVO	14358HZ	4/17/09	4/17/10	12/17/12	100,000 MILES/12 MONTHS
1201	4V4NC9TG8AN	ES79362019	2010/VOLVO	14359HZ	4/17/09	4/17/10	12/17/12	100,000 MILES/12 MONTHS
1202	4V4NC9TGXAN	ES79362020	2010/VOLVO	14360HZ	4/17/09	4/17/10	12/17/12	100,000 MILES/12 MONTHS
1203	4V4NC9TG1AN	ES79362475	2010/VOLVO	14361HZ	4/17/09	4/17/10	12/17/12	100,000 MILES/12 MONTHS
1204	4V4NC9TG3AN	ES79362737	2010/VOLVO	14362HZ	4/17/09	4/17/10	12/17/12	100,000 MILES/12 MONTHS
1205	4V4NC9TG5AN	ES79362739	2010/VOLVO	14363HZ	4/17/09	4/17/10	12/17/12	100,000 MILES/12 MONTHS
1206	4V4NC9TG7AN	ES79362742	2010/VOLVO	14364HZ	4/17/09	4/17/10	12/17/12	100,000 MILES/12 MONTHS
1207	4V4NC9TG3AN	ES79362741	2010/VOLVO	14365HZ	4/17/09	4/17/10	12/17/12	100,000 MILES/12 MONTHS
1208	4V4NC9TG5AN	ES79363043	2010/VOLVO	14366HZ	4/17/09	4/17/10	12/17/12	100,000 MILES/12 MONTHS
1209	4V4NC9TG7AN	ES79363772	2010/VOLVO	67428HY	5/15/09	5/15/10	1/15/13	100,000 MILES/12 MONTHS
1210	4V4NC9TG9AN	ES79363770	2010/VOLVO	67429HY	5/15/09	5/15/10	1/15/13	100,000 MILES/12 MONTHS
1211	4V4NC9TG0AN	ES79363265	2010/VOLVO	67430HY	5/15/09	5/15/10	1/15/13	100,000 MILES/12 MONTHS
1212	4V4NC9TG2AN	ES79363771	2010/VOLVO	67431HY	5/15/09	5/15/10	1/15/13	100,000 MILES/12 MONTHS
1213	4V4NC9TG4AN	ES79365865	2010/VOLVO	67432HY	5/15/09	5/15/10	1/15/13	100,000 MILES/12 MONTHS
1214	4V4NC9TG6AN	ES79368599	2010/VOLVO	68927HY	6/12/09	6/12/10	2/12/13	100,000 MILES/12 MONTHS
1215	4V4NC9TG8AN	ES79368600	2010/VOLVO	68928HY	6/12/09	6/12/10	2/12/13	100,000 MILES/12 MONTHS
1216	4V4NC9TGXAN	ES79369281	2010/VOLVO	68929HY	6/12/09	6/12/10	2/12/13	100,000 MILES/12 MONTHS
1217	4V4NC9TG6AN	ES79369011	2010/VOLVO	68930HY	6/12/09	6/12/10	2/12/13	100,000 MILES/12 MONTHS
1218	4V4NC9TG8AN	ES79369282	2010/VOLVO	68931HY	6/12/09	6/12/10	2/12/13	100,000 MILES/12 MONTHS
1219	4V4NC9TGXAN	79375683	2010/VOLVO	66029HZ	8/7/09	8/7/10	4/7/13	100,000 MILES/12 MONTHS
1220	4V4NC9TG1AN	79375931	2010/VOLVO	66030HZ	8/7/09	8/7/10	4/7/13	100,000 MILES/12 MONTHS
1221	4V4NC9TG3AN	79375932	2010/VOLVO	66031HZ	8/7/09	8/7/10	4/7/13	100,000 MILES/12 MONTHS
1222	4V4NC9TG5AN	79376185	2010/VOLVO	66032HZ	8/7/09	8/7/10	4/7/13	100,000 MILES/12 MONTHS
1223	4V4NC9TG7AN	79377491	2010/VOLVO	66033HZ	8/7/09	8/7/10	4/7/13	100,000 MILES/12 MONTHS
1224	4V4NC9TG9AN	79377493	2010/VOLVO	66034HZ	8/7/09	8/7/10	4/7/13	100,000 MILES/12 MONTHS
1225	4V4NC9TG0AN	79377496	2010/VOLVO	66035HZ	8/7/09	8/7/10	4/7/13	100,000 MILES/12 MONTHS
1226	4V4NC9TG2AN	79377497	2010/VOLVO	66036HZ	8/7/09	8/7/10	4/7/13	100,000 MILES/12 MONTHS
1227	4V4NC9TG9AN	79377495	2010/VOLVO	66037HZ	8/7/09	8/7/10	4/7/13	100,000 MILES/12 MONTHS
1228	4V4NC9TG0AN	79377492	2010/VOLVO	66038HZ	8/7/09	8/7/10	4/7/13	100,000 MILES/12 MONTHS
1229	4V4NC9TG2AN	79377494	2010/VOLVO	66039HZ	8/7/09	8/7/10	4/7/13	100,000 MILES/12 MONTHS
1230	4V4NC9TG4AN	79377236	2010/VOLVO	66040HZ	8/7/09	8/7/10	4/7/13	100,000 MILES/12 MONTHS
1231	4V4NC9TG6AN	79377771	2010/VOLVO	66041HZ	8/7/09	8/7/10	4/7/13	100,000 MILES/12 MONTHS
1232	4V4NC9TG8AN	79377770	2010/VOLVO	66042HZ	8/7/09	8/7/10	4/7/13	100,000 MILES/12 MONTHS
1233	4V4NC9TGXAN	79377773	2010/VOLVO	66043HZ	8/7/09	8/7/10	4/7/13	100,000 MILES/12 MONTHS
1234	4V4NC9TG1AN	79377768	2010/VOLVO	70360HY	8/7/09	8/7/10	4/7/13	100,000 MILES/12 MONTHS
1235	4V4NC9TG3AN	79377769	2010/VOLVO	70361HY	8/7/09	8/7/10	4/7/13	100,000 MILES/12 MONTHS
1236	4V4NC9TG5AN	79377767	2010/VOLVO	70362HY	8/7/09	8/7/10	4/7/13	100,000 MILES/12 MONTHS
1237	4V4NC9TG1AN	79377772	2010/VOLVO	70363HY	8/7/09	8/7/10	4/7/13	100,000 MILES/12 MONTHS
1238	4V4NC9TG3AN	79377766	2010/VOLVO	88603HY	8/7/09	8/7/10	4/7/13	100,000 MILES/12 MONTHS
1239	4V4NC9TG5AN	79380589	2010/VOLVO	53216HY	9/4/09	9/4/10	5/1/13	100,000 MILES/12 MONTHS
1240	4V4NC9TG7AN	79380590	2010/VOLVO	53215HY	9/4/09	9/4/10	5/1/13	100,000 MILES/12 MONTHS

1241	4V4NC9TG9AN	[REDACTED]	79380842	2010/VOLVO	53214HY	9/4/09	9/4/10	5/1/13	100,000 MILES/12 MONTHS
1242	4V4NC9TG0AN	[REDACTED]	79381163	2010/VOLVO	53213HY	9/4/09	9/4/10	5/1/13	100,000 MILES/12 MONTHS
1243	4V4NC9TG2AN	[REDACTED]	79381164	2010/VOLVO	53212HY	9/4/09	9/4/10	5/1/13	100,000 MILES/12 MONTHS
1244	4V4NC9TG4AN	[REDACTED]	79381357	2010/VOLVO	53211HY	9/4/09	9/4/10	5/1/13	100,000 MILES/12 MONTHS
1245	4V4NC9TG6AN	[REDACTED]	79381356	2010/VOLVO	53210HY	9/4/09	9/4/10	5/1/13	100,000 MILES/12 MONTHS
1246	4V4NC9TG8AN	[REDACTED]	79381355	2010/VOLVO	53208HY	9/4/09	9/4/10	5/1/13	100,000 MILES/12 MONTHS
1247	4V4NC9TG0AN	[REDACTED]	79381652	2010/VOLVO	53207HY	9/4/09	9/4/10	5/1/13	100,000 MILES/12 MONTHS
1248	4V4NC9TG2AN	[REDACTED]	79381653	2010/VOLVO	53206HY	9/4/09	9/4/10	5/1/13	100,000 MILES/12 MONTHS
1249	4V4NC9TG4AN	[REDACTED]	79381651	2010/VOLVO	53205HY	9/11/09	9/11/10	5/1/13	100,000 MILES/12 MONTHS
1250	4V4NC9TG6AN	[REDACTED]	79381654	2010/VOLVO	53204HY	9/11/09	9/11/10	5/1/13	100,000 MILES/12 MONTHS
1251	4V4NC9TG8AN	[REDACTED]	79381650	2010/VOLVO	53203HY	9/11/09	9/11/10	5/1/13	100,000 MILES/12 MONTHS
1252	4V4NC9TGXAN	[REDACTED]	79381656	2010/VOLVO	53202HY	9/11/09	9/11/10	5/1/13	100,000 MILES/12 MONTHS
1253	4V4NC9TG1AN	[REDACTED]	79381655	2010/VOLVO	53201HY	9/11/09	9/11/10	5/1/13	100,000 MILES/12 MONTHS
1254	4V4NC9TG3AN	[REDACTED]	79385032	2010/VOLVO	53209HY	9/11/09	9/11/10	5/1/13	100,000 MILES/12 MONTHS

Big G. Bunk Window Failures

UNIT	SERIAL #	YR/MAKE	I/S DATE	Mileage at failure	
1183	4V4NC9TG6AN	2010/VOLVO	4/3/09	68571	
1184	4V4NC9TG8AN	2010/VOLVO	4/3/09	46563	15 Trucks
1186	4V4NC9TG1AN	2010/VOLVO	4/3/09	58658	
1188	4V4NC9TGXAN	2010/VOLVO	4/3/09	61356	
1194	4V4NC9TG0AN	2010/VOLVO	4/10/09	40783	
1201	4V4NC9TG8AN	2010/VOLVO	4/17/09	58079	10 Trucks
1208	4V4NC9TG5AN	2010/VOLVO	4/17/09	49832	
1253	4V4NC9TG1AN	2010/VOLVO	9/11/09	1645	6 Trucks
1254	4V4NC9TG3AN	2010/VOLVO	9/11/09	6385	

Service Request Detail Report

SR # 1-1348502003

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: MICHAEL RANKIN
SR Area: Reliability	Func. Group: 8444-ventilation window, rear	SR Group: NA - Truck - Reliability
App/Service: reliability	Severity: 3-Medium	SR Opened: 2009-10-15 10:39:01
Sub Area: DSR (External)	Status: Closed	SR Closed: 2009-11-03 15:51:13
Sub Area 2:	Sub-Status: Resolved	Created By: DICK FAZZIO
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: DICK FAZZIO	Selling Dealer ID:
Call Back #: 8019750380	Selling Dealer:
Contact First Name: DICK	Main Phone #:
Contact Last Name: FAZZIO	Main FAX #:
Dealer ID: 5720D	Street Address 1:
Dealer Name: SALT LAKE CITY MACK SALES AND SERVICE, INC.	Street Address 2:
Main Phone #: 8019750380	City:
Main FAX #:	State / ZIP:
Street Address 1: 1475 W 2100 S	Country:
Street Address 2:	
City: SALT LAKE CITY	
State / ZIP: UT / 841191405	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 64273
	Buyer Name: KILLPACK TRUCKING, INC.
	Main Phone #: 2085230099
	Main FAX #: 2085230717
	Street Address 1: 4000 W 65TH S
	Street Address 2:
	City: IDAHO FALLS
	State / ZIP: ID / 834025835
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N	Cab Size: 670
Chassis Number: 287052	Engine Make: VOLVO
Registration #:	Engine Model: D13
VIN / Serial #: 4V4NC9EH3AN [REDACTED]	Rear axle installation: RADD-A4L
Model: VNL	Engine: D13F435
	HP Description: 425
	Rear axle: RT1857SM
	Gearshifting system: GSS-AGS
	Transmission: AT2512C
	Truck Model Year: 2010
	Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #: 20582366/20582367
 Error Code #:

TMAC / Warranty / Reliability

Claim #: 1
 Goodwill #:
 Tot. Diag Time Appr:
 Km / Hr / Mi: 54138
 Unit: Mi

Summary

DSR - bunk windows

Desc./Compl.	Response
Blaine Killpack has just taken delivery of 19 new trucks starting with s/n 287048 and has already had 3 of the sleeper upper side windows fall out on the road. The window were replaced on the road and the tech installing the new window said the urethane is not bonding to the window plastic frame, it is only bonding to the glass. The customer is concerned the window could have hit a car if one was next to the truck at time of failure.	Volvo is aware of this issue and is working with the supplier to resolve.

Activity Notes

Created	Created By	Activity Type	Description
11/03/2009 15:50:48	MICHAEL RANKIN	Response	Volvo is aware of this issue and is working with the supplier to resolve.

Service Request Detail Report

SR # 1-1350654353

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Technical App/Service: technical Sub Area: DSR (External) Sub Area 2: Argus Company: VTNA Trucks	Source: Web Func. Group: 8445-window (fixed and openable) Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Owner: DONNIE KIRKSEY SR Group: VTNA - Field Service Region Western SR Opened: 2009-10-22 12:03:39 SR Closed: 2009-10-22 17:56:59 Created By: ELIAS MARTINEZ Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: ELIAS MARTINEZ Call Back #: 7136751515 Contact First Name: ELIAS Contact Last Name: MARTINEZ Dealer ID: 5257D Dealer Name: SWEETEN TRUCK CENTER, L.C. Main Phone #: 7136751515 Main FAX #: Street Address 1: 10111 EAST FWY Street Address 2: City: HOUSTON State / ZIP: TX / 770291903 Country: UNITED STATES	Selling Dealer ID: Selling Dealer: Main Phone #: Main FAX #: Street Address 1: Street Address 2: City: State / ZIP: Country:

Owner Info	Buyer Info
	Buyer ID: 101577 Buyer Name: WATSONTOWN TRUCKING COMPANY INC Main Phone #: 5705221270 Main FAX #: Street Address 1: 60 BELFORD BLVD Street Address 2: City: MILTON State / ZIP: PA / 178479701 Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N Chassis Number: 287742 Registration #: VIN / Serial #: 4V4NC9EJ2AN [REDACTED] Model: VNL	Cab Size: 670 Engine Make: VOLVO Engine Model: D13 Rear axle installation: RADD-A4L Engine: D13F485 HP Description: 475 Rear axle: RT1857SM Gearshifting system: GSS-AGS Transmission: ATO2512C Truck Model Year: 2010 Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Technical

Km / Hr / Mi: 59863	Campaign #:
Unit: Mi	Tot. Diag Time Appr:
Accuracy: Actual	Unit #:
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary

DSR-US D13F-window leaking

Desc./Compl. Response

truck came in with the complaint of the sleeper windows leaking. (water was coming inside sleeper). upon inspection we found that both side of the sleeper windows the glass was not holding in place. appears that the urethane did not adhere to the window frame. i've will attach a photo of the right side glass that was barely attached to frame. can the glass be re-urethaned back onto the frame of the window assy.? please advise.	Need to contact your DSM on this one.
--	---------------------------------------

Activity Notes

Created	Created By	Activity Type	Description
10/22/2009 17:28:30	ELIAS MARTINEZ	Web Update	we cleaned & prep sureface on both the glass & window frame. re-urethane both left & right sleeper glass. let cure. water test & no further leaks found at this time. unit delivered back to customer.
10/22/2009 16:02:13	DONNIE KIRKSEY	Response	Yes per our phone conversation, go ahead and re-urethane the glass.
10/22/2009 12:35:33	KEVIN CHERNUTAN	Web Response	Need to contact your DSM on this one.
10/22/2009 12:25:54	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'IMG_0004' has been added.



WESTERN TRADING CENTER, L.L.C.
1001 W. 10th St.
Anchorage, Alaska 99501
Phone: (907) 562-1234
Fax: (907) 562-1235
www.westerntradingcenter.com

Service Request Detail Report

SR # 1-1350721431

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: JEREMIAH BOWLES
SR Area: Technical	Func. Group: 8433-rear window	SR Group: NA - Truck - Technical Support
App/Service: technical	Severity: 3-Medium	SR Opened: 2009-10-22 19:46:17
Sub Area: DSR (External)	Status: Closed	SR Closed: 2009-10-27 09:42:03
Sub Area 2:	Sub-Status: Resolved	Created By: DANIEL JOHNSON
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: DANIEL JOHNSON	Selling Dealer ID:
Call Back #: 5152633600	Selling Dealer:
Contact First Name: DANIEL	Main Phone #:
Contact Last Name: JOHNSON	Main FAX #:
Dealer ID: 5683D	Street Address 1:
Dealer Name: MCKENNA MOTORS, INC.	Street Address 2:
Main Phone #: 5152633600	City:
Main FAX #:	State / ZIP:
Street Address 1: 5325 NE 14TH ST	Country:
Street Address 2:	
City: DES MOINES	
State / ZIP: IA / 503132007	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 64273
	Buyer Name: KILLPACK TRUCKING, INC.
	Main Phone #: 2085230099
	Main FAX #: 2085230717
	Street Address 1: 4000 W 65TH S
	Street Address 2:
	City: IDAHO FALLS
	State / ZIP: ID / 834025835
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N	Cab Size: 670
Chassis Number: 287055	Engine Make: VOLVO
Registration #:	Engine Model: D13
VIN / Serial #: 4V4NC9EH9AN [REDACTED]	Rear axle installation: RADD-A4L
Model: VNL	Engine: D13F435
	HP Description: 425
	Rear axle: RT1857SM
	Gearshifting system: GSS-AGS
	Transmission: AT2512C
	Truck Model Year: 2010
	Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #: 20582367
 Error Code #:

Technical

Km / Hr / Mi: 62188
 Unit: Mi
 Accuracy: Actual
 GCW:
 Location:

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

Summary

Sleeper Window

Desc./Compl.

right rear upper bunk window blew out,replacing window

Response

Repair as needed.

Activity Notes

Created	Created By	Activity Type	Description
10/27/2009 09:13:12	DAVE ALLEN	Web Update	New style window glued in and needs to go to our bodyshop for repairs but customer couldn't wait so taped up window so he could go.
10/24/2009 08:29:02	DANIEL BAIRD	Response	Repair as needed.

Service Request Detail Report

SR # 1-1356484263

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: DAVID HILL
SR Area: Technical	Func. Group: 8123-rear window frame	SR Group: NA - Truck - Technical Support
App/Service: technical	Severity: 3-Medium	SR Opened: 2009-11-06 17:21:59
Sub Area: DSR (External)	Status: Closed	SR Closed:
Sub Area 2:	Sub-Status: Resolved	Created By: ELIAS MARTINEZ
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: ELIAS MARTINEZ	Selling Dealer ID:
Call Back #: 7136751515	Selling Dealer:
Contact First Name: ELIAS	Main Phone #:
Contact Last Name: MARTINEZ	Main FAX #:
Dealer ID: 5257D	Street Address 1:
Dealer Name: SWEETEN TRUCK CENTER, L.C.	Street Address 2:
Main Phone #: 7136751515	City:
Main FAX #:	State / ZIP:
Street Address 1: 10111 EAST FWY	Country:
Street Address 2:	
City: HOUSTON	
State / ZIP: TX / 770291903	
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	Vehicle / Unit Info
Chassis Series: N	Cab Size: 780
Chassis Number: 269605	Engine Make: VOLVO
Registration #:	Engine Model: D13
VIN / Serial #: 4V4NC9EJ79N [REDACTED]	Rear axle installation: RADD-A4L
Model: VNL	Engine: D13F485
	HP Description: 475
	Rear axle: RT1857SM
	Gearshifting system: GSS-AGS
	Transmission: ATO2512C
	Truck Model Year: 2009
	Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Technical

Km / Hr / Mi: 28921
Unit: Mi
Accuracy: Actual
GCW:
Location:

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

Summary

DSR Window

Desc./Compl.

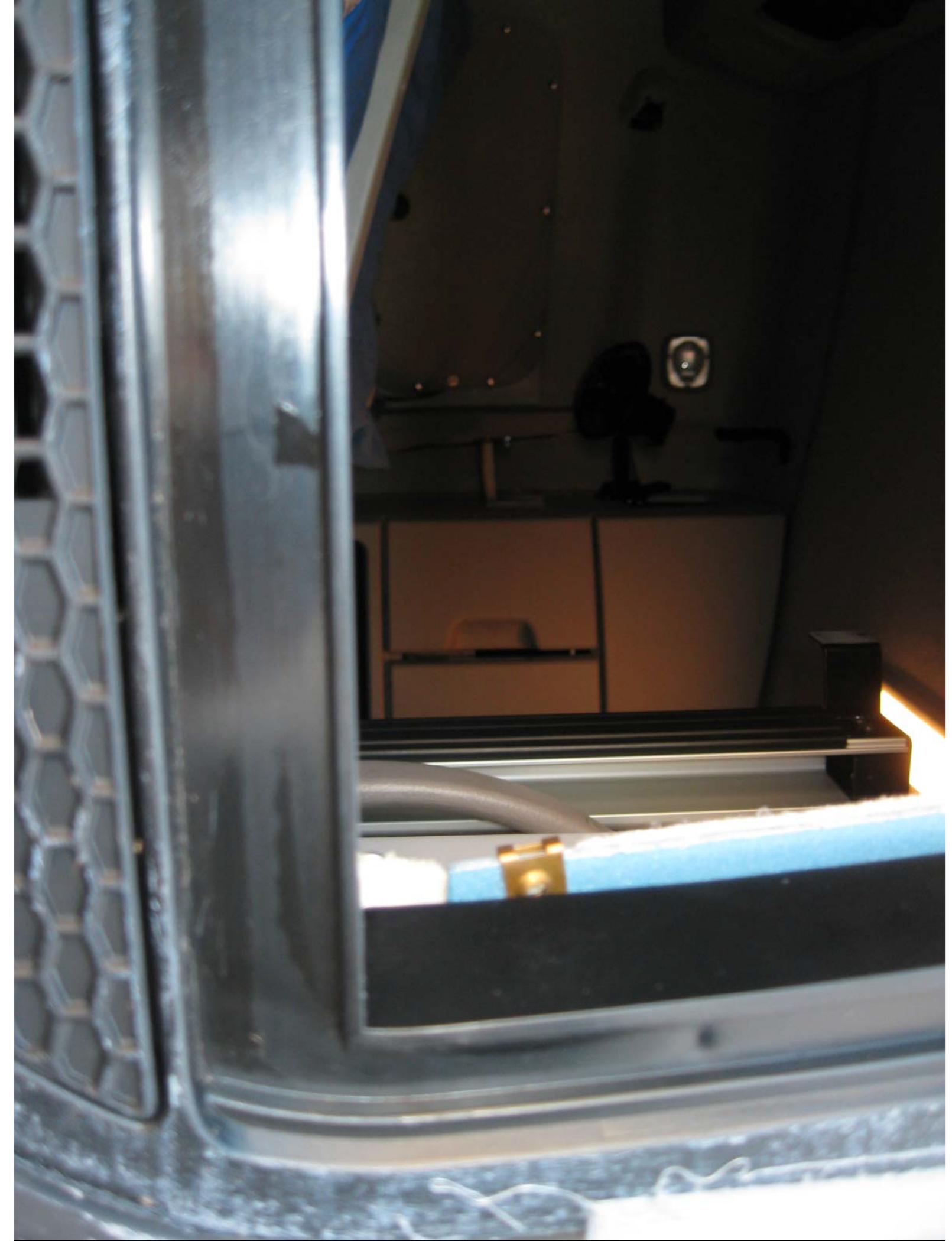
unit came in on the 10/29/09 for the upper window not staying closed and leaking water. found that the operating system of the window was defective. R&R window with updated window. truck came back in today with the glass for the window has fallen out. upon inspection found that the adhesive that attaches the glass to the window frame failed. has there been an issue with the glass falling out of the updated windows? and please advise on how to proceed. photos attached.

Response

See SB 844-03 PV776-88928200 for reference

Activity Notes

Created	Created By	Activity Type	Description
11/06/2009 18:06:58	DAVID HILL	Web Response	That's as close as we have to a bulletin. Repair as needed
11/06/2009 18:00:46	ELIAS MARTINEZ	Web Update	I am familiar with this bulletin. the issue that we have is that the driver was driving down the hwy after we had followed this procedure and the glass fell out of the assy and was lost.
11/06/2009 18:00:01	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'PV776-88928200, Sleeper Ventilation Window Replace' has been added.
11/06/2009 17:59:14	DAVID HILL	Web Response	see tha attachment
11/06/2009 17:54:06	ELIAS MARTINEZ	Web Update	unable to pull up any where. can you add an attachment?
11/06/2009 17:39:56	DAVID HILL	Response	See SB 844-03 PV776-88928200 for reference
11/06/2009 17:39:29	DAVID HILL	Response	na
11/06/2009 17:36:59	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'IMG_0083' has been added.
11/06/2009 17:36:58	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'IMG_0082' has been added.





Service Request Detail Report

SR # 1-1367361054

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Technical App/Service: technical Sub Area: Fleet Contact Sub Area 2: Argus Company: VTNA Trucks	Source: Phone Func. Group: 8456-sealing moulding for ventilation window Severity: 4-Low Status: Closed Sub-Status: Resolved	SR Owner: MATTHEW BRUMFIELD SR Group: VTNA - Volvo Transportation Services SR Opened: 2009-12-11 13:01:15 SR Closed: 2009-12-11 13:01:21 Created By: MATTHEW BRUMFIELD Created By Group: VTNA - Volvo Transportation Services

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: FLEET SERVICE COORDINATOR FSC Call Back #: 18006286586 Contact First Name: FLEET SERVICE COORDINATOR Contact Last Name: FSC Dealer ID: 5003C Dealer Name: VOLVO COMPONENT RELIABILITY Main Phone #: Main FAX #: Street Address 1: 7900 NATIONAL SERVICE RD Street Address 2: City: GREENSBORO State / ZIP: NC / 274099416 Country: UNITED STATES	Selling Dealer ID: Selling Dealer: Main Phone #: Main FAX #: Street Address 1: Street Address 2: City: State / ZIP: Country:

Owner Info	Buyer Info
	Buyer ID: 113110 Buyer Name: COLONIAL FREIGHT SYSTEMS Main Phone #: 8659669711 Main FAX #: 8656712468 Street Address 1: 10924 MCBRIDE LN Street Address 2: City: KNOXVILLE State / ZIP: TN / 379323221 Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N Chassis Number: 289938 Registration #: VIN / Serial #: 4V4NC9EJ7AN [REDACTED] Model: VNL	Cab Size: 780 Engine Make: VOLVO Engine Model: D13 Rear axle installation: RADD-A4V Engine: D13F485 HP Description: 475 Rear axle: RT1857SM Gearshifting system: GSS-R Transmission: F16913AO Truck Model Year: 2010 Brake system: BSYS-CON

Service Request Detail Report

SR # 1-1373970548

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Reliability App/Service: reliability Sub Area: Product Report Sub Area 2: Argus Company: VTNA Trucks	Source: Phone Func. Group: 8129-miscellaneous Severity: 2-High Status: Closed Sub-Status: Resolved	SR Owner: TONY AKERS SR Group: NA - Truck - Reliability SR Opened: 2010-01-07 13:21:50 SR Closed: 2010-06-21 10:32:52 Created By: CAROL WHITLEY Created By Group: VTNA - Field Service Region SouthEast

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: MATT BURGESS Call Back #: 8047987242 Contact First Name: MATT Contact Last Name: BURGESS Dealer ID: 5364D Dealer Name: COLONIAL TRUCK SALES, INC. Main Phone #: 8047987242 Main FAX #: Street Address 1: 11430 AIR PARK RD Street Address 2: City: ASHLAND State / ZIP: VA / 230053442 Country: UNITED STATES	Selling Dealer ID: Selling Dealer: Main Phone #: Main FAX #: Street Address 1: Street Address 2: City: State / ZIP: Country:

Owner Info	Buyer Info
	Buyer ID: 103800 Buyer Name: ABILENE MOTOR EXPRESS, INC. Main Phone #: 8047987242 Main FAX #: 8042710596 Street Address 1: 1700 WILLIS RD Street Address 2: City: RICHMOND State / ZIP: VA / 232372911 Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N Chassis Number: 290231 Registration #: VIN / Serial #: 4V4NC9EJ3AN [REDACTED] Model: VNL	Cab Size: 780 Engine Make: VOLVO Engine Model: D13 Rear axle installation: RADD-A4V Engine: D13F485 HP Description: 475 Rear axle: RT1857SM Gearshifting system: GSS-AGS Transmission: ATO2512C Truck Model Year: 2010 Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

TMAC / Warranty / Reliability

Claim #:
 Goodwill #:
 Tot. Diag Time Appr:
 Km / Hr / Mi: 0
 Unit: Mi

Summary

Glass falling out of side window

Desc./Compl.

Response

Please note this is not a case of the frame coming loose and detaching from the cab. It the glass came out of teh frame. See pictures attached. Also note this window was replaced in a warranty repair for not being sealed and leak water from around the frame.

NA

Activity Notes

Created	Created By	Activity Type	Description
06/21/2010 10:30:43	TONY AKERS	Response	Loose glass addressed with RVXX1001.
01/08/2010 13:34:56	TONY AKERS	Response	Reference QJ 1-1347051717
01/07/2010 13:40:20	CAROL WHITLEY	Email - Outbound	Hi JR, Customer just provided pictures today. This is the customer issue I spoke you about. I will be visiting this customer Jan 20th and if you can provide incite to this issue it would be great. As we agreed I will pick up the frame and return it on my way back from Richmond on Jan 21st if not 22nd. See pictures in this case. Thanks, Carol The following service request has been assigned to you: Service Request Number: 1-1373970548 Date Opened : 2010-01-07 13:21:50 Severity : 2-High Product : VNL Chassis Id : N VIN/Serial #: 4V4NC9EJ3AN Summary : Glass falling out of side window Description : Please note this is not a case of the frame coming loose and detaching from the cab. It the glass came out of teh frame. See pictures attached. Also note this window was replaced in a warranty repair for not being sealed and leak water from around the frame. ---SR Activities--- Comment: An attachment with filename 'MISC 018' has been added. Status: Done Creator: SIEBEL ADMINISTRATOR Created: 2010-01-07 13:40:19 ---SR Activities--- Comment: An attachment with filename 'MISC 017' has been added. Status: Done Creator: SIEBEL ADMINISTRATOR Created: 2010-01-07 13:38:18 ---SR Activities--- Comment: An attachment with filename 'MISC 016' has been added. Status: Done Creator: SIEBEL ADMINISTRATOR Created: 2010-01-07 13:26:06
01/07/2010 13:40:19	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'MISC 018' has been added.
01/07/2010 13:38:18	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'MISC 017' has been added.
01/07/2010 13:26:06	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'MISC 016' has been added.







RDC
Regional Distribution Center

Service Request Detail Report

SR # 1-1388587041

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: TONY AKERS
SR Area: Reliability	Func. Group: 8439-miscellaneous	SR Group: NA - Truck - Reliability
App/Service: reliability	Severity: 3-Medium	SR Opened: 2010-02-23 17:10:29
Sub Area: DSR (External)	Status: Closed	SR Closed: 2010-02-26 09:57:59
Sub Area 2:	Sub-Status: Resolved	Created By: JEFF LITTLE
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: JEFF LITTLE	Selling Dealer ID:
Call Back #: 2186280333	Selling Dealer:
Contact First Name: JEFF	Main Phone #:
Contact Last Name: LITTLE	Main FAX #:
Dealer ID: 5091D	Street Address 1:
Dealer Name: LAKE SUPERIOR TRUCK SALES & SERVICE	Street Address 2:
Main Phone #: 2186280333	City:
Main FAX #:	State / ZIP:
Street Address 1: 3028 TRUCK CENTER DR	Country:
Street Address 2:	
City: DULUTH	
State / ZIP: MN / 558061758	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 144202
	Buyer Name: VOYAGEUR TRANSPORT
	Main Phone #:
	Main FAX #:
	Street Address 1: 2007 E SUPERIOR ST
	Street Address 2:
	City: DULUTH
	State / ZIP: MN / 558122123
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N	Cab Size: 780
Chassis Number: 268242	Engine Make: VOLVO
Registration #:	Engine Model: VED16
VIN / Serial #: 4V4NC9KJ89N [REDACTED]	Rear axle installation: RADD-A4L
Model: VNL	Engine: D16F500
	HP Description: 475
	Rear axle: RTS1857A
	Gearshifting system: GSS-AGS
	Transmission: ATO3112C
	Truck Model Year: 2009
	Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #: 21025116-21025118
 Error Code #:

TMAC / Warranty / Reliability

Claim #: 1
 Goodwill #:
 Tot. Diag Time Appr:
 Km / Hr / Mi: 123782
 Unit: Mi

Summary

DSR - upper bunk windows

Desc./Compl.

Response

THIS UNIT HAS HAD BOTH TOP SIDE BUNK WINDOW FALL OUT GOING
 DOWN THE ROAD WE HAVE REPLACE THEM WITH UPDATED ONES
 NOW THE BOTH SIDE WINDOWS ARE COMING LOOSE AND FALLING
 OUT DRIVER DUCT TAPED THEM IN TO GET UNIT HERE WHAT IS THE
 CORRECT REPAIR REPLACE OR TAKE OUT AND REGLUE OR IS
 THERE A UPDATED WINDOW?

n/a

Activity Notes

Created	Created By	Activity Type	Description
02/26/2010 09:51:30	JEFF LITTLE	Web Update	ORDERED WINDOW AND WILL REPLACE CLOSE CASE THANK YOU
02/25/2010 13:30:46	TONY AKERS	Solution	Jeff, replace the window assembly instead of attempting to re-glue the track to the glass due to availability of window supplier primer and adhesive.
02/25/2010 12:50:37	JEFF LITTLE	Web Update	LOWER SIDE BUNK WINDOW AND FOUND THAT THE BRACKET CAME LOOSE FROM THE WINDOW-THE WINDOW ITSELF IS NOT COMING OUT SHOULD I REGLUE BRACKET TO WINDOW
02/25/2010 09:12:10	TONY AKERS	Solution	Replace the windows, do not re-glue. The description states "top bunk window", but the supplied part number is for the lower bunk window. Please confirm, upper or lower window failure.
02/25/2010 09:12:03	TONY AKERS	Response	n/a

Service Request Detail Report

SR # 1-1388913561

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Reliability App/Service: reliability Sub Area: Product Report Sub Area 2: Argus Company: VTNA Trucks	Source: Email Func. Group: 8433-rear window Severity: 1-Critical Status: Closed Sub-Status: Resolved	SR Owner: TONY AKERS SR Group: NA - Truck - Reliability SR Opened: 2010-02-24 15:15:05 SR Closed: 2010-03-05 11:10:43 Created By: WESLEY MARSH Created By Group: VTNA - Field Service Region SouthEast

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: ED LARKINS Call Back #: 9044255206 Contact First Name: ED Contact Last Name: LARKINS Dealer ID: 7036U Dealer Name: RAVEN TRANSPORT CO. INC. Main Phone #: 9048801515 Main FAX #: Street Address 1: 6800 BROADWAY AVE Street Address 2: City: JACKSONVILLE State / ZIP: FL / 322542762 Country: UNITED STATES	Selling Dealer ID: Selling Dealer: Main Phone #: Main FAX #: Street Address 1: Street Address 2: City: State / ZIP: Country:

Owner Info	Buyer Info
	Buyer ID: 109291 Buyer Name: RAVEN TRANSPORT COMPANY, INC. Main Phone #: 9044255206 Main FAX #: 8772362015 Street Address 1: 6800 BROADWAY AVE Street Address 2: City: JACKSONVILLE State / ZIP: FL / 322542762 Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N Chassis Number: 292273 Registration #: VIN / Serial #: 4V4NC9EJ7AN [REDACTED] Model: VNL	Cab Size: 780 Engine Make: VOLVO Engine Model: D13 Rear axle installation: RADD-A4V Engine: D13F485 HP Description: 475 Rear axle: RT1857SM Gearshifting system: GSS-R Transmission: 16909AOC Truck Model Year: 2010 Brake system: BSYS-CON

Other Details

Part #: 21025118
 Misc Part #: 21025118, 21025116
 Error Code #:

TMAC / Warranty / Reliability

Claim #:
 Goodwill #:
 Tot. Diag Time Appr:
 Km / Hr / Mi: 0
 Unit: Mi

Summary

Raven Transport Upper Bunk Window Failing

Desc./Compl. Response

Recieved email on February 23, 2010 from Ed Larkins Disrector of Maintenance for Raven Transport reporting he has 2 new tractors vins [redacted] aand [redacted] that the upper bunk windows have fallen off the truck. See attached photos and email for details. Dealer 5315D has 1 failed assembly customer has the other. Ted Watucki is contact at 5315D.

NA

Activity Notes

Created	Created By	Activity Type	Description
02/26/2010 15:49:18	TONY AKERS	Response	Replace the failed window assemblies. Do not re-glue track to glass. Return windows to TMAC for review. Technical Material Analysis Center, 4100 Bob White Blvd., Pulaski, VA 24301. Attention: Tony Akers
02/26/2010 11:41:46	TONY AKERS	Investigation	Original part numbers listed in case are for the upper windows. Pictures depict lower window 21025118 RH and 21025116 LH.
02/24/2010 15:29:04	SIEBEL ADMINISTRATOR	Email - Inbound	GPS in Gboro 2/24/10. Tech Talk in the afternoon. Contact Tech Support for assistance @ 1-800-888-2039 Call cell 336-210-1180 if necessary.
02/24/2010 15:23:36	WESLEY MARSH	Email - Outbound	Tony & Guenter Here is product concern report following up Emails from 2/23/2010 regarding upper bunk side windows on 780 cab new Raven Trucks Falling off. Photos and email from Ed attached to case. Regards Wes Marsh Please, do not change the Subject line if you want to reply to this email. The following service request has been assigned to you: Service Request Number: 1-1388913561 Date Opened : 2010-02-24 15:15:05 Severity : 1-Critical Product : VNL Chassis Id : N [redacted] VIN/Serial #: 4V4NC9EJ7AN [redacted] Summary : Raven Transport Upper Bunk Window Failing Description : Recieved email on February 23, 2010 from Ed Larkins Disrector of Maintenance for Raven Transport reporting he has 2 new tractors vins [redacted] aand [redacted] that the upper bunk windows have fallen off the truck. See attached photos and email for details. Dealer 5315D has 1 failed assembly customer has the other. Ted Watucki is contact at 5315D. ---SR Activities--- Comment: An attachment with filename 'Raven Window A' has been added. Status: Done Creator: SIEBEL ADMINISTRATOR Created: 2010-02-24 15:17:25 ---SR Activities--- Comment: An attachment with filename 'Raven Window B' has been added. Status: Done Creator: SIEBEL ADMINISTRATOR Created: 2010-02-24 15:16:24 ---SR Activities--- Comment: An attachment with filename 'Raven Windows C' has been added. Status: Done Creator: SIEBEL ADMINISTRATOR Created: 2010-02-24 15:16:24
02/24/2010 15:17:25	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'Raven Window A' has been added.
02/24/2010 15:16:24	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'Raven Windows C' has been added.
02/24/2010 15:16:24	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'Raven Window B' has been added.



80047

80047

80047



EMERGENCY EXIT
EMERGENCY EXIT

0017

The first two trucks were done at Tom Nehl. One was 9014 VIN AN292277 and can't remember the other unit. The third one, 9010 VIN AN292273, is in our shop now. Tom Nehl doesn't have the glass and track so Steve Hunt is doing a temporary repair.

Ed Larkins

From: Marsh Wes (ley) [mailto:wesley.marsh@volvo.com]
Sent: Tuesday, February 23, 2010 1:28 PM
To: Ed Larkins; LeStrange Ray (mond)
Cc: Cecil Simmons
Subject: Re: Lower bunk windows

Ed
Please provide with the vin numbers.
Old windows would be good.
Thank you

Wes

From: Ed Larkins <Ed.Larkins@raventrans.com>
To: Marsh Wes (ley); LeStrange Ray (mond)
Cc: Cecil Simmons <csimmons@raventrans.com>
Sent: Tue Feb 23 17:29:05 2010
Subject: Lower bunk windows

We have had three of the 2009 Volvo 780's; we just put in service, where the lower bunk window is falling out. The metal strip that holds the glass is coming off the glass and it has to be taped in to keep the glass from falling all the way out.

Ed Larkins
Raven Transport
Corporate Director of Fleet Maintenance
6800 Broadway Avenue
Jacksonville, FL 32254
(904) 425-5206

Service Request Detail Report

SR # 1-1391843341

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Reliability App/Service: reliability Sub Area: Product Report Sub Area 2: Argus Company: VTNA Trucks	Source: Visit Func. Group: 8445-window (fixed and openable) Severity: 2-High Status: Closed Sub-Status: 1st closed	SR Owner: TONY AKERS SR Group: NA - Truck - Reliability SR Opened: 2010-03-05 13:30:51 SR Closed: 2010-05-21 13:08:52 Created By: CAROL WHITLEY Created By Group: VTNA - Field Service Region SouthEast

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: MATT BURGESS Call Back #: 8047987242 Contact First Name: MATT Contact Last Name: BURGESS Dealer ID: 5364D Dealer Name: COLONIAL TRUCK SALES, INC. Main Phone #: 8047987242 Main FAX #: Street Address 1: 11430 AIR PARK RD Street Address 2: City: ASHLAND State / ZIP: VA / 230053442 Country: UNITED STATES	Selling Dealer ID: Selling Dealer: Main Phone #: Main FAX #: Street Address 1: Street Address 2: City: State / ZIP: Country:

Owner Info	Buyer Info
	Buyer ID: 103800 Buyer Name: ABILENE MOTOR EXPRESS, INC. Main Phone #: 8047987242 Main FAX #: 8042710596 Street Address 1: 1700 WILLIS RD Street Address 2: City: RICHMOND State / ZIP: VA / 232372911 Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N Chassis Number: 291779 Registration #: VIN / Serial #: 4V4NC9EJXBN [REDACTED] Model: VNL64T	Cab Size: 780 Engine Make: VOLVO Engine Model: D13 Rear axle installation: RADD-A4V Engine: D13H500 HP Description: 475 Rear axle: RT1857SM Gearshifting system: GSS-AGS Transmission: ATO2612D Truck Model Year: 2011 Brake system: BSYS-CON

Other Details

Part #: 21025116
 Misc Part #: 21025116
 Error Code #:

TMAC / Warranty / Reliability

Claim #:
 Goodwill #:
 Tot. Diag Time Appr:
 Km / Hr / Mi: 0
 Unit: Mi

Summary

DSR - Lower side bunk windows

Desc./Compl.

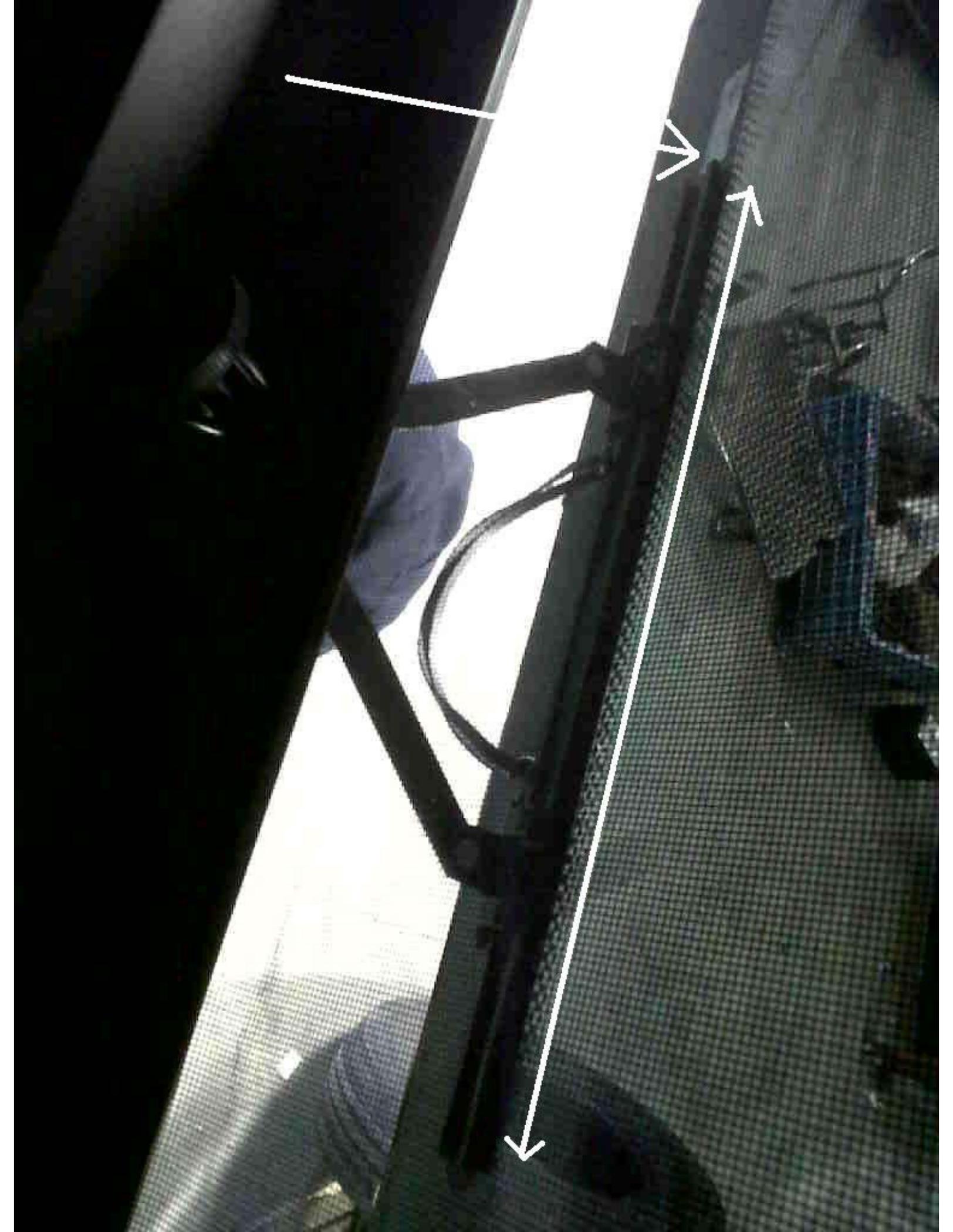
Response

lower side window adjusters breaking loose from window. Driver are duct taping the glass closed. custoemr called today said he cannot confirm at this time but drives are also complaning of water leaks see attached windows

NA

Activity Notes

Created	Created By	Activity Type	Description
05/21/2010 13:04:45	TONY AKERS	Follow Up Information	Supplier issues addressed concerning adhesive thickness, bonding time and pull testing.
03/08/2010 08:26:51	TONY AKERS	Response	Replace the complete lower bunk window assembly. Investigating window supplier processes. Please return original windows to TMAC for review. Technical Material Analysis Center, 4100 Bob White Blvd., Pulaski, VA 24301. Send to attention of Tony Akers.
03/05/2010 13:34:39	CAROL WHITLEY	Email - Outbound	Hi Tony, Getting repaorts from the customer the lower adjustable windows are breaking loose from the glass. Also same glass is leaking water past the seals I cannot confirm. Regards, Carol Please, do not change the Subject line if you want to reply to this email. The following service request has been assigned to you: Service Request Number: 1-1391843341 Date Opened : 2010-03-05 13:30:51 Severity : 2-High Product : VNL64T Chassis Id : N291779 VIN/Serial #: 4V4NC9EJXBN [REDACTED] Summary : Lower side windows Description : lower side window adjusters breaking loose from window. Driver are duct taping the glass closed. custoemr called today said he cannot confirm at this time but drives are also complaning of water leaks see attached windows ---SR Activities--- Comment: An attachment with filename 'side window2' has been added. Status: Done Creator: SIEBEL ADMINISTRATOR Created: 2010-03-05 13:32:31 ---SR Activities--- Comment: An attachment with filename 'side windows' has been added. Status: Done Creator: SIEBEL ADMINISTRATOR Created: 2010-03-05 13:31:30
03/05/2010 13:32:31	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'side window2' has been added.
03/05/2010 13:31:30	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'side windows' has been added.





Service Request Detail Report

SR # 1-1395050861

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Reliability App/Service: reliability Sub Area: Dealer Contact Sub Area 2: Argus Company: VTNA Trucks	Source: Phone Func. Group: 2547-exhaust return pipe Severity: 2-High Status: Closed Sub-Status: Resolved	SR Owner: DAMIAN MERKEL SR Group: VTNA - Field Service Region Central SR Opened: 2010-03-16 16:21:32 SR Closed: 2010-07-14 08:34:48 Created By: DEBORAH SMITH Created By Group: NA - Truck - Customer Advocacy

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: Ken Vanspedum Call Back #: 715.213.3149 Contact First Name: ROBERT Contact Last Name: PETERSON Dealer ID: 5090D Dealer Name: EAU CLAIRE MACK SALES, INC. Main Phone #: 7158745000 Main FAX #: Street Address 1: 6111 TRUAX LN Street Address 2: City: EAU CLAIRE State / ZIP: WI / 547039620 Country: UNITED STATES	Selling Dealer ID: 5230D Selling Dealer: BRUCKNER TRUCK SALES, INC. Main Phone #: 4059424800 Main FAX #: 4059424940 Street Address 1: 3824 W RENO AVE Street Address 2: City: OKLAHOMA CITY State / ZIP: OK / 731076624 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	Vehicle / Unit Info
Chassis Series: N Chassis Number: 272329 Registration #: VIN / Serial #: 4V4NC9KK69N [REDACTED] Model: VNL	Cab Size: 780 Engine Make: VOLVO Engine Model: VED16 Rear axle installation: RADD-A4L Engine: D16F535 HP Description: 525 Rear axle: RTS1857A Gearshifting system: GSS-AGS Transmission: ATO3112C Truck Model Year: 2009 Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

TMAC / Warranty / Reliability

Claim #:
 Goodwill #:
 Tot. Diag Time Appr:
 Km / Hr / Mi: 0
 Unit: Mi

Summary

Exhaust issues

Desc./Compl.

Response

Customer has a VAS case, 1-86272961. Says he has been in the shop 31 times since DIS 06/08. Claims to have spent \$13K in out of pocket expenses. Has had the manifold replaced, but exhaust issues continue. (may need to have new seals applied to manifold) Also has antifreeze leaks, "banging" when bumps are hit, steering gear box problem. And today, the bunk window fell out. I told him that he would be informed of action to fix this window problem. Customer driver cross country but resides in WI. Is willing to go to either Eau Claire or Wausau.

NA

Activity Notes

Created	Created By	Activity Type	Description
04/01/2010 16:01:10	SIEBEL ADMINISTRATOR	Email - Inbound	Good Day: I will be out of the office on Personell Business from Monday March the 29th thru Friday April 2nd Have a very Nice Easter
04/01/2010 15:57:31	DEBORAH SMITH	Email - Outbound	This customer called again today. PLEASE call him! Please, do not change the Subject line if you want to reply to this email. The following service request has been assigned to you: Service Request Number: 1-1395050861 Date Opened : 2010-03-16 16:21:32 Severity : 2-High Product : VNL Chassis Id : N VIN/Serial #: 4V4NC9KK69N Summary : Exhaust issues Description : Customer has a VAS case, 1-86272961. Says he has been in the shop 31 times since DIS 06/08. Claims to have spent \$13K in out of pocket expenses. Has had the manifold replaced, but exhaust issues continue. (may need to have new seals applied to manifold) Also has antifreeze leaks, "banging" when bumps are hit, steering gear box problem. And today, the bunk window fell out. I told him that he would be informed of action to fix this window problem. Customer driver cross country but resides in WI. Is willing to go to either Eau Claire or Wausau.
03/16/2010 16:21:38	DEBORAH SMITH	Email - Outbound	Please, do not change the Subject line if you want to reply to this email. The following service request has been assigned to you: Service Request Number: 1-1395050861 Date Opened : 2010-03-16 16:21:32 Severity : 2-High Product : VNL Chassis Id : N VIN/Serial #: 4V4NC9KK69N Summary : Exhaust issues Description : Customer has a VAS case, 1-86272961. Says he has been in the shop 31 times since DIS 06/08. Claims to have spent \$13K in out of pocket expenses. Has had the manifold replaced, but exhaust issues continue. (may need to have new seals applied to manifold) Also has antifreeze leaks, "banging" when bumps are hit, steering gear box problem. And today, the bunk window fell out. I told him that he would be informed of action to fix this window problem. Customer driver cross country but resides in WI. Is willing to go to either Eau Claire or Wausau.

Service Request Detail Report

SR # 1-1400399401

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Reliability App/Service: reliability Sub Area: DSR (External) Sub Area 2: Argus Company: VTNA Trucks	Source: Web Func. Group: 8445-window (fixed and openable) Severity: 3-Medium Status: Closed Sub-Status: 1st closed	SR Owner: TONY AKERS SR Group: NA - Truck - Reliability SR Opened: 2010-03-31 12:10:58 SR Closed: 2010-05-21 13:12:27 Created By: MATT BURGESS Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: MATT BURGESS Call Back #: 8047987242 Contact First Name: MATT Contact Last Name: BURGESS Dealer ID: 5364D Dealer Name: COLONIAL TRUCK SALES, INC. Main Phone #: 8047987242 Main FAX #: Street Address 1: 11430 AIR PARK RD Street Address 2: City: ASHLAND State / ZIP: VA / 230053442 Country: UNITED STATES	Selling Dealer ID: Selling Dealer: Main Phone #: Main FAX #: Street Address 1: Street Address 2: City: State / ZIP: Country:

Owner Info	Buyer Info
	Buyer ID: 103800 Buyer Name: ABILENE MOTOR EXPRESS, INC. Main Phone #: 8047987242 Main FAX #: 8042710596 Street Address 1: 1700 WILLIS RD Street Address 2: City: RICHMOND State / ZIP: VA / 232372911 Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N Chassis Number: 294268 Registration #: VIN / Serial #: 4V4NC9EJ0BN [REDACTED] Model: VNL64T	Cab Size: 780 Engine Make: VOLVO Engine Model: D13 Rear axle installation: RADD-A4V Engine: D13H500 HP Description: 475 Rear axle: RT1857SM Gearshifting system: GSS-AGS Transmission: ATO2612D Truck Model Year: 2011 Brake system: BSYS-CON

Other Details

Part #: 21025118
 Misc Part #: 21025116, 21025116
 Error Code #:

TMAC / Warranty / Reliability

Claim #: 53390
 Goodwill #:
 Tot. Diag Time Appr:
 Km / Hr / Mi: 294
 Unit: Mi

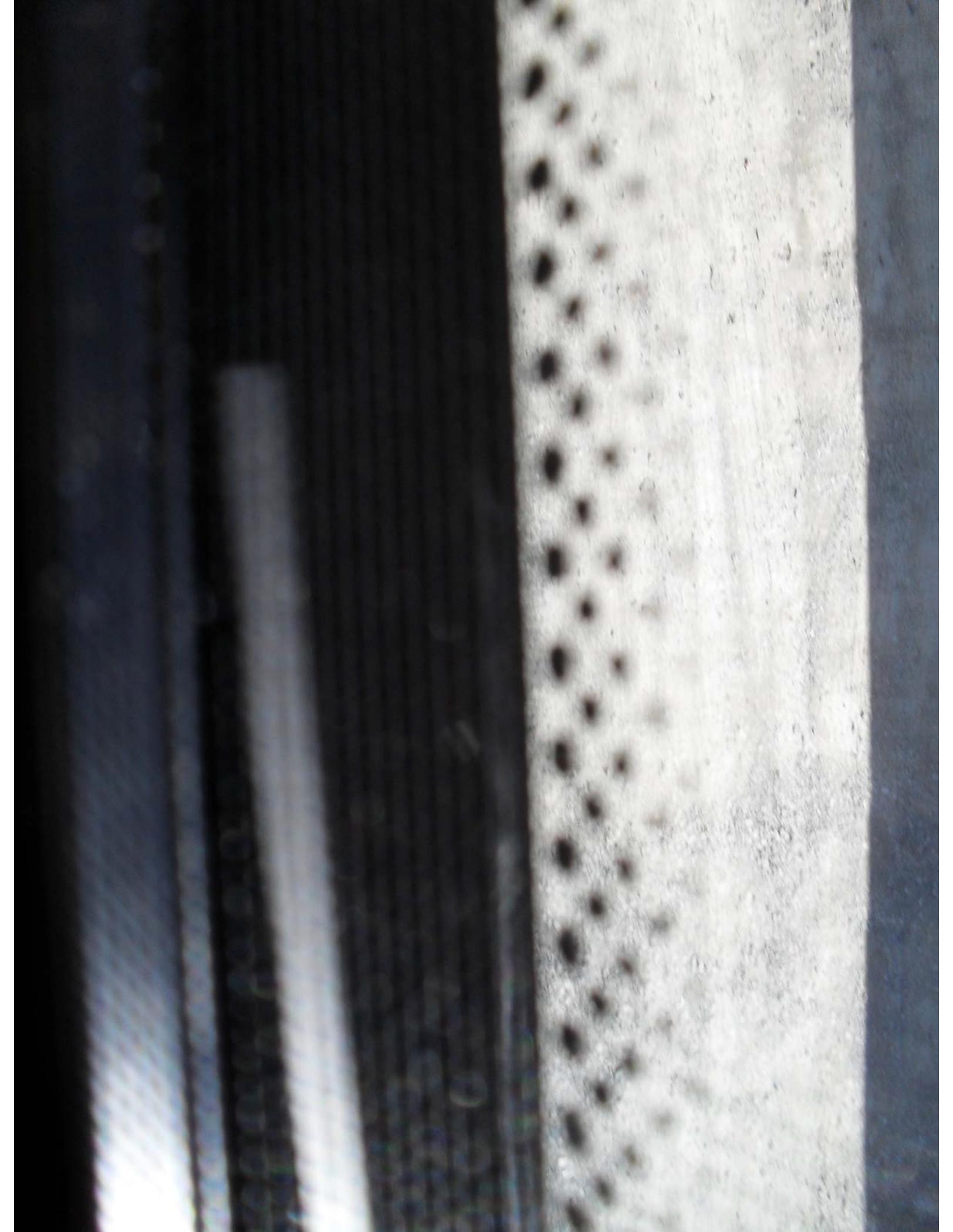
Summary

DSR - lower bunk window

Desc./Compl.	Response
NEW TRUCK NOT PUT IN SERVICE YET. LOWER BUNK WINDOW HINGE ASSEMBLY COMING UNGLUED FROM WINDOW. CUSTOMER HAS HAD SEVERAL BUT THIS IS 1ST 1 I'VE SEEN TO GET PICTURES. APPEARS LACK OF GLUE OR POOR GLUE SEE ATTACHED PICTURE OF 1 ALL THE WAY LOOSE AND OTHER SIDE COMING UNGLUED.	n/a

Activity Notes

Created	Created By	Activity Type	Description
05/21/2010 13:09:57	TONY AKERS	Follow Up Information	Supplier issues addressed concerning adhesive thickness, bonding time and pull testing.
05/21/2010 13:09:34	TONY AKERS	Response	n/a
04/09/2010 12:29:37	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'Lower Window Clean date' has been added.
03/31/2010 13:05:01	TONY AKERS	Response	Replace entire lower window assembly and file warranty claim. Ship debonded windows to TMAC for review. Send to Technical Material Analysis Center, 4100 Bob White Blvd., Pulaski, VA 24301. Mark to attention of Tony Akers.
03/31/2010 12:15:57	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'Abilene Window 001' has been added.
03/31/2010 12:14:57	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'Abilene Window 002' has been added.



From: Akers Tony
Sent: Thursday, April 08, 2010 9:04 AM
To: Whitley Carol
Subject: Lower Window Clean date
Carol,

Just received this a.m.....Clean date on the lower bunk window assembly.....

Hello Tony,

All windows built from 2/1/2010 are build with the highly improved processes at TaylorMade. I conducted a process audit on this and it has several new Poke Yokes in place to insure good bonding. The window build date is on a label on the outer rim of the window frames.

Tony

From: Akers Tony
Sent: Tuesday, April 06, 2010 1:54 PM
To: Whitley Carol
Subject: FW: Lower Window Clean date

Carol,

Just got the below email from our Supplier Quality Engineer for the lower bunk windows.....will update as info is relayed to me.

Tony

From: Johnston William
Sent: Tuesday, April 06, 2010 1:48 PM
To: Akers Tony
Subject: RE: Lower Window Clean date

Hi tony Just back from Europe and digging out. Will get that to you and Mike asap.

Bill

From: Akers Tony
Sent: Tuesday, April 06, 2010 9:08 AM
To: Johnston William
Subject: RE: Lower Window Clean date

Bill,

Can you give me a "clean" date for when Taylor-Made instituted your new process changes on the lower bunk windows.....sometime in February? Do these window assemblies include a production date sticker or stamp on the frame?

Tony

From: Akers Tony
Sent: Thursday, April 01, 2010 1:59 PM
To: Johnston William
Subject: Lower Window Clean date

Bill,

I have service requests coming in concerning leaks and failures of the lower bunk windows. I joined in the live meeting on March 17th in which you explained the process improvements at Taylor-Made to address this issue. Do we have a clean date I can provide to ensure replacement windows are to the "new" assembly procedure? District Service Managers are leery of replacing debonded windows with another potentially faulty window assembly.

Thanks.

Tony Akers
Product Reliability
Volvo Trucks North America, NRV Plant
Phone: 540-674-7399
Fax: 540-674-2004
tony.akers@volvo.com



Service Request Detail Report

SR # 1-1404070611

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Technical App/Service: technical Sub Area: DSR (External) Sub Area 2: Argus Company: VTNA Trucks	Source: Web Func. Group: 8445-window (fixed and openable) Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Owner: TONY AKERS SR Group: NA - Truck - Reliability SR Opened: 2010-04-13 14:23:23 SR Closed: 2010-04-20 08:30:19 Created By: TOM FARROW Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: TOM FARROW Call Back #: 5415675400 Contact First Name: TOM Contact Last Name: FARROW Dealer ID: US5288 Dealer Name: NORTHWEST EQUIPMENT SALES Main Phone #: +5415675400 Main FAX #: Street Address 1: 78273 Westland Road Street Address 2: City: Hermiston State / ZIP: OR / 97838 Country: UNITED STATES	Selling Dealer ID: Selling Dealer: Main Phone #: Main FAX #: Street Address 1: Street Address 2: City: State / ZIP: Country:

Owner Info	Buyer Info
	Buyer ID: 245240 Buyer Name: HAMMELL TRANSPORT SERVICE INC Main Phone #: 5415670910 Main FAX #: Street Address 1: 28752 WESTPORT RD Street Address 2: City: HERMISTON State / ZIP: OR / 978389576 Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N Chassis Number: 287041 Registration #: VIN / Serial #: 4V4NC9EJ5AN [REDACTED] Model: VNL	Cab Size: 670 Engine Make: VOLVO Engine Model: D13 Rear axle installation: RADD-A4L Engine: D13F485 HP Description: 475 Rear axle: RT1857SM Gearshifting system: GSS-AGS Transmission: ATO2512C Truck Model Year: 2010 Brake system: BSYS-CON

Other Details

Part #: 20582366
 Misc Part #: 20582367
 Error Code #:

Technical

Km / Hr / Mi: 115803
 Unit: Mi
 Accuracy: Actual
 GCW:
 Location:

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

Summary

DSR - upper bunk window

Desc./Compl.

Response

we have a truck that the window in the sleeper blew out on the hiway.it is the window in the upper part of the sleeper on the passenger side.just the glass and butyl seal came out.what next .thanks tom

n/a

Activity Notes

Created	Created By	Activity Type	Description
04/20/2010 08:30:12	TONY AKERS	Response	n/a
04/14/2010 08:00:00	TONY AKERS	Solution	Replace the entire window assembly (Volvo part number 20582367 for RH) and submit warranty claim.

Service Request Detail Report

SR # 1-1415499651

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: MICHAEL VINCOLI
SR Area: Technical	Func. Group: 1009-miscellaneous	SR Group: NA - Truck - Technical Support
App/Service: technical	Severity: 2-High	SR Opened: 2010-05-19 13:50:13
Sub Area: DSR (External)	Status: Closed	SR Closed: 2010-08-25 19:57:12
Sub Area 2:	Sub-Status: Resolved	Created By: CINDY CHAMBLEE
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: JEFF BRESSLER	Selling Dealer ID:
Call Back #: 2524467166	Selling Dealer:
Contact First Name: JEFF	Main Phone #:
Contact Last Name: BRESSLER	Main FAX #:
Dealer ID: 5419D	Street Address 1:
Dealer Name: YOUNGS TRUCK CENTER, INC.	Street Address 2:
Main Phone #: 2524467166	City:
Main FAX #:	State / ZIP:
Street Address 1: 2550 N CHURCH ST	Country:
Street Address 2:	
City: ROCKY MOUNT	
State / ZIP: NC / 278042034	
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	Vehicle / Unit Info
Chassis Series: N	Cab Size: 780
Chassis Number: 273044	Engine Make: CUMMINS
Registration #:	Engine Model: ISX
VIN / Serial #: 4V4NC9TK89N [REDACTED]	Rear axle installation: RADD-A4H
Model: VNL	Engine: CU15A525
	HP Description: 525
	Rear axle: RT1857SM
	Gearshifting system: GSS-R
	Transmission: F18913A
	Truck Model Year: 2009
	Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Technical

Km / Hr / Mi: 151,300
 Unit: Mi
 Accuracy: Actual
 GCW:
 Location:

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

Summary

DSR 2287 Window

Desc./Compl.

Response

The top right side window on sleeper fell out and was put back in and resealed. Customer is complaining that window is now leaking water when it rains.

na

The panel on the inside of sleeper could have mildew or mold inside of panel due to window leaking. Should we replace window and panel?

Please advise.

Activity Notes

Created	Created By	Activity Type	Description
08/25/2010 19:57:04	MICHAEL VINCOLI	Response	na
07/02/2010 10:26:44	KEVIN MOWERY	Web Response	Need to contact your DSM for any bodywork.
07/02/2010 10:16:26	JEFF BRESSLER	Web Update	I have replaced the window in the sleeper. we did order the wall panel for me to replace, how ever i need to replace more than just the one panel. I NEED TO REPLACE THE ROOF PANEL PART#20560558 AND I NEED TO REPLACE THE MIDDLE PANEL PART#20435037. ALSO NEED TO REPLACE THE RETAINER CLIPS AND HOLDERS THE PART #'S ARE 8083175 AND 8081549. THE REASON I NEED TO REPLACE THESE ARE DUE TO MOLD AND MILDEW GROWING ON THE INSIDE OF THE PANELS. THIS IS A BIG SAFETY PROBLEM TO THE DRIVER OF THE TRUCK. PLEASE ADVISE
05/19/2010 14:34:45	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'PV776-88928200 Sleeper Ventilation Window Replace' has been added.
05/19/2010 14:32:36	MICHAEL VINCOLI	Web Response	Refer to attachment.

Service Request Detail Report

SR # 1-1417112411

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Technical App/Service: technical Sub Area: DSR (External) Sub Area 2: Spurious Argus Company: VTNA Trucks	Source: Web Func. Group: 8445-window (fixed and openable) Severity: 4-Low Status: Closed Sub-Status: Resolved	SR Owner: TONY AKERS SR Group: NA - Truck - Reliability SR Opened: 2010-05-25 12:22:27 SR Closed: 2010-06-25 11:57:09 Created By: MONICA HALLIN Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: MONICA HALLIN Call Back #: 5417706861 Contact First Name: MONICA Contact Last Name: HALLIN Dealer ID: 5254D Dealer Name: TEC EQUIPMENT, INC. Main Phone #: 5417706861 Main FAX #: Street Address 1: 1110 E VILAS RD Street Address 2: City: MEDFORD State / ZIP: OR / 975029470 Country: UNITED STATES	Selling Dealer ID: Selling Dealer: Main Phone #: Main FAX #: Street Address 1: Street Address 2: City: State / ZIP: Country:

Owner Info	Buyer Info
	Buyer ID: 282571 Buyer Name: SNOOZIE SHAVINGS, INC. Main Phone #: 7074646186 Main FAX #: Street Address 1: 525 ELK VALLEY RD Street Address 2: City: CRESCENT CITY State / ZIP: CA / 955319460 Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N Chassis Number: 269483 Registration #: VIN / Serial #: 4V4NC9EJ89N [REDACTED] Model: VNL	Cab Size: 780 Engine Make: VOLVO Engine Model: D13 Rear axle installation: RADD-A4L Engine: D13F485 HP Description: 475 Rear axle: RT1857SM Gearshifting system: GSS-AGS Transmission: ATO2512C Truck Model Year: 2009 Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Technical

Km / Hr / Mi: 279100
 Unit: Mi
 Accuracy: Actual
 GCW:
 Location:

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

Summary

DSR - Sleeper Window

Desc./Compl.

Response

Sleeper windows keep popping loose. They have been reset twice by a glass company. Are there any "fixes" that are out there to correct this problem? Have you looked on E-Media?

Activity Notes

Created	Created By	Activity Type	Description
06/08/2010 13:21:03	MONICA HALLIN	Web Update	We will check when the truck returns
06/01/2010 11:19:27	TONY AKERS	Response	Is this issue with the upper bunk windows? Check the interior window bezel. Is it showing outward pressure on the window glass?
05/25/2010 15:51:21	MONICA HALLIN	Web Update	I have found recall rvxx1001. But it only pertains to trucks manufactured between 2-9-09 - 12-31-09. This truck was built 7-7-08. Any help would be appreciated.
05/25/2010 14:51:10	DANIEL BAIRD	Response	Have you looked on E-Media?

Service Request Detail Report

SR # 1-1429240581

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: DAVID HILL
SR Area: Technical	Func. Group: 8444-ventilation window, rear	SR Group: NA - Truck - Technical Support
App/Service: technical	Severity: 4-Low	SR Opened: 2010-06-30 14:00:18
Sub Area: DSR (External)	Status: Closed	SR Closed: 2010-12-27 12:58:12
Sub Area 2:	Sub-Status: Resolved	Created By: TROY SWEENEY
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: TROY SWEENEY	Selling Dealer ID:
Call Back #: 810-239-8300	Selling Dealer:
Contact First Name: TROY	Main Phone #:
Contact Last Name: SWEENEY	Main FAX #:
Dealer ID: 5215D	Street Address 1:
Dealer Name: GRAFF TRUCK CENTERS, INC.	Street Address 2:
Main Phone #: 8102398300	City:
Main FAX #:	State / ZIP:
Street Address 1: 1401 S SAGINAW ST	Country:
Street Address 2:	
City: FLINT	
State / ZIP: MI / 485033704	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 259960
	Buyer Name: GRAFF TRUCK CENTERS, INC.
	Main Phone #:
	Main FAX #: 8102398561
	Street Address 1: 1401 S SAGINAW ST
	Street Address 2:
	City: FLINT
	State / ZIP: MI / 485033704
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N	Cab Size: 670
Chassis Number: 411944	Engine Make: CUMMINS
Registration #:	Engine Model: ISX
VIN / Serial #: 4V4NC9TJ86N [REDACTED]	Rear axle installation: RADD-A4L
Model: VNL	Engine: CU15A475
	HP Description: 475
	Rear axle: RT1857SM
	Gearshifting system: GSS-R
	Transmission: F16210CO
	Truck Model Year: 2006
	Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Technical

Km / Hr / Mi: 484,279
 Unit: Mi
 Accuracy: Actual
 GCW:
 Location:

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

Summary

DSR Sleeper Window

Desc./Compl.

Response

Changing sleeper upper window to ventilator bonded type. Tried urathane adhesive and window fell out w/ in a week. What part # do we have to fix this bonding issue? Parts can't seem to come up w/ a cross referance for Silka 255-FC adhesive it calls for in 8442-03-02-09. I don't see a new # for the new style bezel for the Ventilator assembly interior?

na

Activity Notes

Created	Created By	Activity Type	Description
06/30/2010 14:48:26	DAVID HILL	Response	S ka Flex 255 can be located on the Internet for distri butors. Sherwin Williams, Dupont ect... We have no number for it

Service Request Detail Report

SR # 1-1464019581

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Phone	SR Owner: MATTHEW BRUMFIELD
SR Area: Technical	Func. Group: 8135-rear pillar	SR Group: VTNA - Volvo Transportation Services
App/Service:	Severity: 3-Medium	SR Opened: 2010-10-05 12:22:07
Sub Area: Fleet Contact	Status: Closed	SR Closed: 2010-10-05 12:22:19
Sub Area 2:	Sub-Status: Resolved	Created By: MATTHEW BRUMFIELD
Argus Company: VTNA Trucks		Created By Group: VTNA - Volvo Transportation Services

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: FLEET SERVICE COORDINATOR FSC	Selling Dealer ID:
Call Back #: 18006286586	Selling Dealer:
Contact First Name: FLEET SERVICE COORDINATOR	Main Phone #:
Contact Last Name: FSC	Main FAX #:
Dealer ID: 5003C	Street Address 1:
Dealer Name: VOLVO COMPONENT RELIABILITY	Street Address 2:
Main Phone #:	City:
Main FAX #:	State / ZIP:
Street Address 1: 7900 NATIONAL SERVICE RD	Country:
Street Address 2:	
City: GREENSBORO	
State / ZIP: NC / 274099416	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 632896
	Buyer Name: GLEN L DONNA J HAJEK
	Main Phone #:
	Main FAX #:
	Street Address 1: 502 E FERGUSON RD
	Street Address 2:
	City: SHENANDOAH
	State / ZIP: IA / 516011404
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N	Cab Size: 780
Chassis Number: 269165	Engine Make: VOLVO
Registration #:	Engine Model: VED16
VIN / Serial #: 4V4NC9KK99N [REDACTED]	Rear axle installation: RADD-A4L
Model: VNL	Engine: D16F535
	HP Description: 525
	Rear axle: RTS1857A
	Gearshifting system: GSS-AGS
	Transmission: ATO3112C
	Truck Model Year: 2009
	Brake system: BSYS-CON

Service Request Detail Report

SR # 1-1498796811

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: DAVID HILL
SR Area: Technical	Func. Group: 8019-miscellaneous	SR Group: NA - Truck - Technical Support
App/Service: technical	Severity: 2-High	SR Opened: 2010-12-27 19:40:48
Sub Area: DSR (External)	Status: Closed	SR Closed: 2011-04-06 15:35:20
Sub Area 2:	Sub-Status: Resolved	Created By: GLENN LAIRMORE
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: GLENN LAIRMORE	Selling Dealer ID:
Call Back #: 503-519-7601	Selling Dealer:
Contact First Name: GLENN	Main Phone #:
Contact Last Name: LAIRMORE	Main FAX #:
Dealer ID: 5879D	Street Address 1:
Dealer Name: TEC EQUIPMENT, INC.	Street Address 2:
Main Phone #: 5036821777	City:
Main FAX #:	State / ZIP:
Street Address 1: 7950 SW BURNS WAY	Country:
Street Address 2:	
City: WILSONVILLE	
State / ZIP: OR / 970709638	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 142173
	Buyer Name: TRANSCO LEASING CO INC
	Main Phone #: 5038024205
	Main FAX #: 5032474694
	Street Address 1: 750 NE COLUMBIA BLVD
	Street Address 2:
	City: PORTLAND
	State / ZIP: OR / 972111406
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N	Cab Size: 670
Chassis Number: 267724	Engine Make: VOLVO
Registration #:	Engine Model: D13
VIN / Serial #: 4V4NC9EJ78N [REDACTED]	Rear axle installation: RADD-A4L
Model: VNL	Engine: D13F485
	HP Description: 475
	Rear axle: RT1857SM
	Gearshifting system: GSS-R
	Transmission: F16210CO
	Truck Model Year: 2008
	Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Technical

Km / Hr / Mi: 369300	Campaign #:
Unit: Mi	Tot. Diag Time Appr: 0
Accuracy: Actual	Unit #:
GCW:	Tech Rating:
Location:	Date of Failure:
	Remarks:

Summary

DSR Window

Desc./Compl. Response

Left side sleeper window fell out while driving, I know we have the RVXX1004 going on right now but it's not popping up on e-warranty for this chassis, Have all the chassis been updated in e-warranty for the RVXX1004 recall? Please advise

NA

Activity Notes

Created	Created By	Activity Type	Description
12/28/2010 08:53:23	DAVID HILL	Web Response	Yes they have. Send a request to your warranty processor and have them review it.
12/27/2010 19:53:20	GLENN LAIRMORE	Work Performed	None

Service Request Detail Report

SR # 1-1501237021

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: PATRICK STEPHENS
SR Area: Reliability	Func. Group: 8444-ventilation window, rear	SR Group: NA - Truck - Reliability
App/Service: reliability	Severity: 3-Medium	SR Opened: 2011-01-04 07:34:18
Sub Area: DSR (External)	Status: Closed	SR Closed: 2011-02-15 14:06:17
Sub Area 2:	Sub-Status: Resolved	Created By: SCOTT BONESIO
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: SCOTT BONESIO	Selling Dealer ID:
Call Back #: 8605707060	Selling Dealer:
Contact First Name: SCOTT	Main Phone #:
Contact Last Name: BONESIO	Main FAX #:
Dealer ID: 5798D	Street Address 1:
Dealer Name: GABRIELLI TRUCK SALES OF CONNECTICUT, LLC	Street Address 2:
Main Phone #: 8605707060	City:
Main FAX #:	State / ZIP:
Street Address 1: 277 NEW PARK AVE	Country:
Street Address 2:	
City: HARTFORD	
State / ZIP: CT / 061062949	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 619828
	Buyer Name: HODZIC DZEVDET
	Main Phone #:
	Main FAX #:
	Street Address 1: 1251 EAST ST APT C
	Street Address 2:
	City: NEW BRITAIN
	State / ZIP: CT / 060532561
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N	Cab Size: 780
Chassis Number: 274621	Engine Make: VOLVO
Registration #:	Engine Model: VED16
VIN / Serial #: 4V4NC9KJ29N274621	Rear axle installation: RADD-A4L
Model: VNL	Engine: D16F500
	HP Description: 475
	Rear axle: RT1857SM
	Gearshifting system: GSS-AGS
	Transmission: ATO3112C
	Truck Model Year: 2009
	Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #: 21025118
 Error Code #:

TMAC / Warranty / Reliability

Claim #: 76125
 Goodwill #:
 Tot. Diag Time Appr: 0
 Km / Hr / Mi: 315390
 Unit: Mi

Summary

DSR...VNL Lower Sleeper Window

Desc./Compl.

Performing rvxx1004 I noticed the lower window hinge was broken. After I removed the window I noticed the slide track was missing and had de-bonded from the window. I have attached some photos. Thanks Scott

Response

NA

Activity Notes

Created	Created By	Activity Type	Description
02/15/2011 14:05:57	PATRICK STEPHENS	Web Response	Closing case.
02/15/2011 12:42:16	SCOTT BONESIO	Web Update	Ok thanks.
02/15/2011 11:51:19	PATRICK STEPHENS	Web Response	Please send part to me at: Patrick Stephens 496D Gallimore Dairy Rd Greensboro, NC 27409
02/15/2011 11:39:11	SCOTT BONESIO	Web Update	The window has not been sent back yet. I thought is was supposed to go to reliability.
02/11/2011 16:03:41	PATRICK STEPHENS	Web Response	Who was window sent to?
02/11/2011 11:47:34	SCOTT BONESIO	Web Update	yes window was replaced, and the old window sent back. Ok to close
02/07/2011 08:28:08	PATRICK STEPHENS	Web Response	Where does this case stand? Was window repaired or replaced?
01/04/2011 08:03:56	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'DSCN0088_edited' has been added.
01/04/2011 08:03:53	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'DSCN0087_edited' has been added.
01/04/2011 08:01:47	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'Duric RO#76125' has been added.



2011.01.08 08:51

30001
30001
30001
30001
30001

2011-01-03 06:49



Service Request Detail Report

SR # 1-1556930601

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: PATRICK STEPHENS
SR Area: Cab Repair / Paint	Func. Group: 8433-rear window	SR Group: NA - Truck - Reliability
App/Service: cab repair / paint	Severity: 3-Medium	SR Opened: 2011-04-08 13:10:47
Sub Area: DSR (External)	Status: Closed	SR Closed: 2011-04-08 13:31:21
Sub Area 2:	Sub-Status: Resolved	Created By: EDDIE VINSON
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: EDDIE VINSON	Selling Dealer ID:
Call Back #: 6152599500	Selling Dealer:
Contact First Name: EDDIE	Main Phone #:
Contact Last Name: VINSON	Main FAX #:
Dealer ID: 5339D	Street Address 1:
Dealer Name: NACARATO TRUCKS, INC.	Street Address 2:
Main Phone #: 6152599500	City:
Main FAX #:	State / ZIP:
Street Address 1: 1111 POLK AVE	Country:
Street Address 2:	
City: NASHVILLE	
State / ZIP: TN / 372104330	
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	Vehicle / Unit Info
Chassis Series: N	Cab Size: 670
Chassis Number: 295665	Engine Make: VOLVO
Registration #:	Engine Model: D13
VIN / Serial #: 4V4NC9EJ4BN [REDACTED]	Rear axle installation: RADD-A4V
Model: VNL	Engine: D13H500
	HP Description: 475
	Rear axle: RTS1857A
	Gearshifting system: GSS-AGS
	Transmission: ATO2612D
	Truck Model Year: 2011
	Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

Cab Repair / Paint

Paint #: P3029
Area of Repair: Cab
Damage: Cracks/Holes
Workmanship: Not Applicable

Contamination: Cratering
Characteristics: Blistering
Corrosion: Cavitation

Summary

DSR...VNL Water Leak

Desc./Compl.

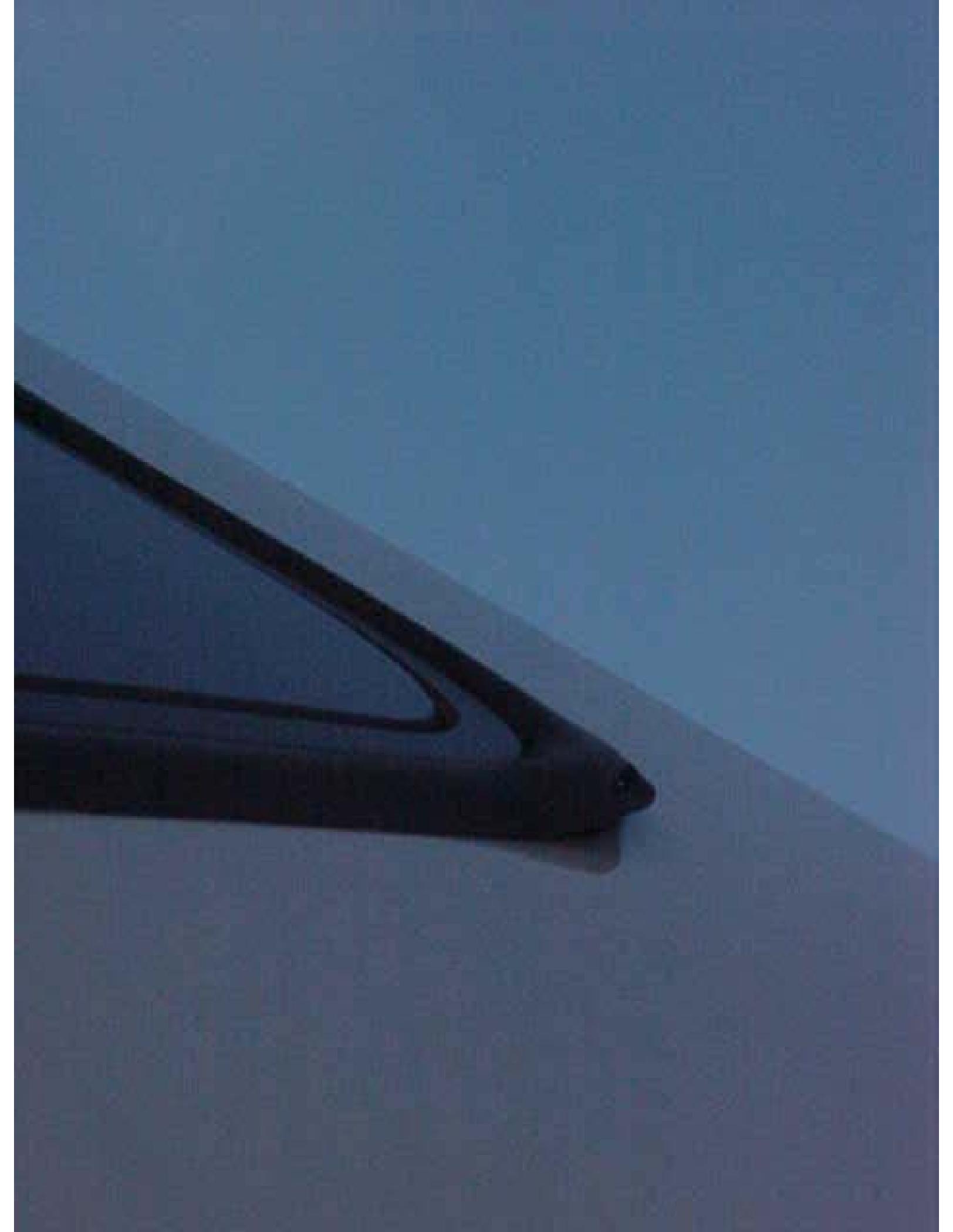
WATER LEAK IN ROOF. SKYLITE. LEFT BUNK WINDOW LOOSE IN FRAME AND SUNVISOR LEAKING

Response

NA

Activity Notes

Created	Created By	Activity Type	Description
04/08/2011 13:28:48	PATRICK STEPHENS	Web Response	Steps taken within manufacturing to address. Repair as required and file warranty claim.
04/08/2011 13:17:51	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'MVC-004S' has been added.
04/08/2011 13:16:50	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'MVC-003S' has been added.
04/08/2011 13:15:48	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'MVC-009S' has been added.
04/08/2011 13:15:48	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'MVC-011S' has been added.
04/08/2011 13:15:47	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'MVC-010S' has been added.
04/08/2011 13:15:46	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'MVC-007S' has been added.
04/08/2011 13:15:45	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'MVC-005S' has been added.





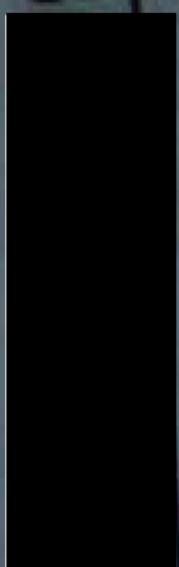




VOLVO TRUCKS
NORTH AMERICA

VEHICLE IDENTIFICATION

4V4NC9EJ4B



MODEL & SERIAL NO.
ENGINE

D13 500HP ECO-TORQUE

939503

02:27

AM

21630.1 mi

Low Sulfur Diesel Fuel Only



Service Request Detail Report

SR # 1-1578336381

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: FRANKLIN SMALL
SR Area: Technical	Func. Group: 1009-miscellaneous	SR Group: NA - Truck - Technical Support
App/Service: technical	Severity: 3-Medium	SR Opened: 2011-05-10 12:12:17
Sub Area: DSR (External)	Status: Closed	SR Closed: 2011-05-10 12:59:26
Sub Area 2: Training Opportunity	Sub-Status: Resolved	Created By: CHRISTINE GRAW
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: CHRISTINE GRAW	Selling Dealer ID:
Call Back #: 6087850800	Selling Dealer:
Contact First Name: CHRISTINE	Main Phone #:
Contact Last Name: GRAW	Main FAX #:
Dealer ID: 5294D	Street Address 1:
Dealer Name: LA CROSSE TRUCK CENTER, INC.	Street Address 2:
Main Phone #: 6087850800	City:
Main FAX #:	State / ZIP:
Street Address 1: 205 CAUSEWAY BLVD	Country:
Street Address 2:	
City: LA CROSSE	
State / ZIP: WI / 546033119	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 633902
	Buyer Name: MICHAEL F DRIES
	Main Phone #:
	Main FAX #:
	Street Address 1: 412 N RUSK AVE
	Street Address 2:
	City: SPARTA
	State / ZIP: WI / 546561907
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N	Cab Size: 880
Chassis Number: 269218	Engine Make: VOLVO
Registration #:	Engine Model: VED16
VIN / Serial #: 4V4LC9KK59N [REDACTED]	Rear axle installation: RADD-A4L
Model: VT	Engine: D16F550
	HP Description: 525
	Rear axle: RTS1857A
	Gearshifting system: GSS-AGS
	Transmission: ATO3112C
	Truck Model Year: 2009
	Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

Technical

Km / Hr / Mi: 315005
 Unit: Mi
 Accuracy: Actual
 GCW:
 Location:

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

Summary

DSR/Safety Recall

Desc./Compl.

Response

I AM TRYING TO FIND A SAFETY RECALL AND AM UNABLE TO. RECALL NUMBER RVXX1004. WE HAVE THE ABOVE TRUCK IN FOR A MISSING DRIVERS SIDE UPPER BUNK WINDOW AND WOULD LIKE TO LOOK OVER THAT RECALL FOR PROCEDURE. CAN YOU PLEASE HELP? THANKS

NA

Activity Notes

Created	Created By	Activity Type	Description
05/10/2011 12:15:50	CHRISTINE GRAW	Work Performed	CONFIRMED MISSING WINDOW
05/10/2011 12:58:17	FRANKLIN SMALL	Web Response	Look in Truch Dealer Portal under Safty recalls under Volvo safty Recalls.

Service Request Detail Report

SR # 1-1579224701

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: PATRICK STEPHENS
SR Area: Reliability	Func. Group: 8444-ventilation window, rear	SR Group: NA - Truck - Reliability
App/Service: reliability	Severity: 3-Medium	SR Opened: 2011-05-11 09:10:47
Sub Area: DSR (External)	Status: Closed	SR Closed: 2011-05-20 12:51:27
Sub Area 2:	Sub-Status: Resolved	Created By: EDDIE VINSON
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: EDDIE VINSON	Selling Dealer ID:
Call Back #: 6152599500	Selling Dealer:
Contact First Name: EDDIE	Main Phone #:
Contact Last Name: VINSON	Main FAX #:
Dealer ID: 5339D	Street Address 1:
Dealer Name: NACARATO TRUCKS, INC.	Street Address 2:
Main Phone #: 6152599500	City:
Main FAX #:	State / ZIP:
Street Address 1: 1111 POLK AVE	Country:
Street Address 2:	
City: NASHVILLE	
State / ZIP: TN / 372104330	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 113110
	Buyer Name: COLONIAL FREIGHT SYSTEMS
	Main Phone #: 8659669711
	Main FAX #: 8656712468
	Street Address 1: 10924 MCBRIDE LN
	Street Address 2:
	City: KNOXVILLE
	State / ZIP: TN / 379323221
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N	Cab Size: 780
Chassis Number: 288526	Engine Make: VOLVO
Registration #:	Engine Model: D13
VIN / Serial #: 4V4NC9EJ1AN [REDACTED]	Rear axle installation: RADD-A4V
Model: VNL	Engine: D13F485
	HP Description: 475
	Rear axle: RT1857SM
	Gearshifting system: GSS-R
	Transmission: 16909AOC
	Truck Model Year: 2010
	Brake system: BSYS-CON

Other Details

Part #:
Misc Part #:
Error Code #:

TMAC / Warranty / Reliability

Claim #:
Goodwill #:
Tot. Diag Time Appr: 0
Km / Hr / Mi: 0
Unit: Mi

Summary

DSR...VNL Upper Bunk Window Debond

Desc./Compl.	Response
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LEFT UPPER BUNK WINDOW MISSING FROM FRAME ASSEMBLY	NA
--	----

Activity Notes

Created	Created By	Activity Type	Description
05/17/2011 14:23:49	PATRICK STEPHENS	Web Response	Parts received today. Thanks for your help.
05/16/2011 09:19:17	GINGER BLEVINS	Web Update	SEE ATTACHMENT
05/16/2011 09:10:35	GINGER BLEVINS	Web Update	PART RETURNED AS INSTRUCTED. UPS TRACKING # 1Z3198760343471122
05/16/2011 09:20:00	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'UPS TRACKING # 1Z31987603471122' has been added.
05/11/2011 09:46:13	PATRICK STEPHENS	Web Response	Please send frame to: Patrick Stephens 496D Gallimore Dairy Rd Greensboro, NC 27409
05/11/2011 09:30:23	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'MVC-023S' has been added.
05/11/2011 09:29:06	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'MVC-022S' has been added.
05/11/2011 09:24:33	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'MVC-021S' has been added.
05/11/2011 09:23:19	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'MVC-020S' has been added.

VOLVO TRUCKS

NORTH AMERICA

VEHICLE IDENTIFICATION

4V4NC9EJ1AN

MODEL & SERIAL NO.
ENGINE

D13 485HP 2100RPM 16

00 ~~Bo~~ → Empty

1484 mi 149 g

92°F

10:04

AM

305894.1 mi

Ultra Low Sulfur Diesel Fuel Only



ESTABLISHED 73
Colonial
FREIGHT SYSTEMS, INC.
KNOXVILLE, TENN.

USDOT. 105854 • GA. 45045 • APSC 333
KYU. 4507 • MI. PSC. E11821 • OK. 24663
MO. T. 11600 • TN. HF-76110 • IA. CC. 40528
NM. CR 2961 • AZ. CC. 7086 • OH. 92141X

0864



Small rectangular white label with illegible text.

Service Request Detail Report

SR # 1-1342563771

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident SR Area: Reliability App/Service: reliability Sub Area: Product Report Sub Area 2: Argus Company: VTNA Trucks	Source: Email Func. Group: 8444-ventilation window, rear Severity: 3-Medium Status: Closed Sub-Status: Resolved	SR Owner: MICHAEL RANKIN SR Group: NA - Truck - Reliability SR Opened: 2009-09-29 23:15:12 SR Closed: 2009-11-05 07:46:29 Created By: JIMMY CARTER Created By Group: VTNA - Field Service Region SouthEast

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: EDDIE VINSON Call Back #: 6152599500 Contact First Name: EDDIE Contact Last Name: VINSON Dealer ID: 5339D Dealer Name: NACARATO TRUCKS, INC. Main Phone #: 6152599500 Main FAX #: Street Address 1: 1111 POLK AVE Street Address 2: City: NASHVILLE State / ZIP: TN / 372104330 Country: UNITED STATES	Selling Dealer ID: 5102D Selling Dealer: NACARATO VOLVO & GMC TRUCK Main Phone #: 6152599500 Main FAX #: 6157428911 Street Address 1: 1111 POLK AVE Street Address 2: City: NASHVILLE State / ZIP: TN / 372104330 Country: UNITED STATES

Owner Info	Buyer Info
	Buyer ID: 112356 Buyer Name: FIRST EXPRESS Main Phone #: 6152441425 Main FAX #: 6154935596 Street Address 1: 1135 FREIGHTLINER DR Street Address 2: City: NASHVILLE State / ZIP: TN / 372102213 Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N Chassis Number: 282686 Registration #: VIN / Serial #: 4V4NC9TH4AN [REDACTED] Model: VNL64T	Cab Size: 670 Engine Make: CUMMINS Engine Model: ISX Rear axle installation: RADD-A4L Engine: CU15A425 HP Description: 425 Rear axle: RTS1850A Gearshifting system: GSS-R Transmission: F16210CO Truck Model Year: 2010 Brake system: BSYS-CON

Other Details

Part #:
 Misc Part #:
 Error Code #:

TMAC / Warranty / Reliability

Claim #:
 Goodwill #:
 Tot. Diag Time Appr:
 Km / Hr / Mi: 2119
 Unit: Mi

Summary

First Express Bunk Sleeper Window Failures

Desc./Compl.	Response
780 Side Upper Window Failures. Fleet has currently taken 45 New Units (Chassis [REDACTED]) Failure Chassis Numbers Include [REDACTED]. Volvo Engineering Visit completed 8/27/09. All documentation attached along with Repair Order Copies. Part Numbers: 20 [REDACTED] Left Side, 20 [REDACTED] Right Side. Writer to monitor failures with fleet and selling dealer.	NA

Activity Notes

Created	Created By	Activity Type	Description
11/05/2009 07:43:13	MICHAEL RANKIN	Response	Volvo is working with the supplier to resolve this issue. The supplier is trying different types of adhesives. Currently a SIKA adhesive is being used.
09/30/2009 18:18:36	JIMMY CARTER	Email - Outbound	Please, do not change the Subject line if you want to reply to this email. The following service request has been assigned to you: Service Request Number: 1-1342563771 Date Opened : 2009-09-29 22:15:12 Severity : 3-Medium Product : VNL64T Chassis Id : N [REDACTED] VIN/Serial #: 4V4NC9TH4AN [REDACTED] Summary : First Express Bunk Sleeper Window Failures Description : 780 Side Upper Window Failures. Fleet has currently taken 45 New Units (Chassis [REDACTED]) Failure Chassis Numbers Include [REDACTED]. Volvo Engineering Visit completed 8/27/09. All documentation attached along with Repair Order Copies. Part Numbers: 20582366 Left Side, 20582367 Right Side. Writer to monitor failures with fleet and selling dealer. ---SR Activities--- Comment: Please replace or repair bunk windows. Please review with your DSM. Status: In Progress Creator: MICHAEL RANKIN Created: 2009-09-30 08:32:31 ---SR Activities--- Comment: An attachment with filename 'Volvo Engineering Info.' has been added. Status: Done Creator: SIEBEL ADMINISTRATOR Created: 2009-09-29 22:18:50 ---SR Activities--- Comment: An attachment with filename 'First Express RO's' has been added. Status: Done Creator: SIEBEL ADMINISTRATOR Created: 2009-09-29 22:16:50
09/30/2009 09:32:31	MICHAEL RANKIN	Response	Please replace or repair bunk windows. Please review with your DSM.
09/30/2009 09:20:22	JIMMY CARTER	Email - Outbound	Please, do not change the Subject line if you want to reply to this email. The following service request has been assigned to you: Service Request Number: 1-1342563771 Date Opened : 2009-09-29 22:15:12 Severity : 3-Medium Product : VNL64T Chassis Id : N [REDACTED] VIN/Serial #: 4V4NC9TH4AN [REDACTED] Summary : First Express Bunk Sleeper Window Failures Description : 780 Side Upper Window Failures. Fleet has currently taken 45 New Units (Chassis [REDACTED]) Failure Chassis Numbers Include [REDACTED]. Volvo Engineering Visit completed 8/27/09. All documentation attached along with Repair Order Copies. ---SR Activities--- Comment: An attachment with filename 'Volvo Engineering Info.' has been added. Status: Done Creator: SIEBEL ADMINISTRATOR Created: 2009-09-29 22:18:50 ---SR Activities--- Comment: An attachment with filename 'First Express RO's' has been added. Status: Done Creator: SIEBEL ADMINISTRATOR Created: 2009-09-

29 22:16:50			
09/30/2009 09:12:01	WESLEY MARSH	Email - Outbound	<p>Please, do not change the Subject line if you want to reply to this email. The following service request has been assigned to you: Service Request Number: 1-1342563771 Date Opened : 2009-09-29 23:15:12 Severity : 3-Medium Product : VNL64T Chassis Id : N [REDACTED] VIN/Serial #: 4V4NC9TH4AN [REDACTED] Summary : First Express Bunk Sleeper Window Failures Description : 780 Side Upper Window Failures. Fleet has currently taken 45 New Units (Chassis [REDACTED]) Failure Chassis Numbers Include [REDACTED]. Volvo Engineering Visit completed 8/27/09. All documentation attached along with Repair Order Copies. ---SR Activities--- Comment: An attachment with filename 'Volvo Engineering Info.' has been added. Status: Done Creator: SIEBEL ADMINISTRATOR Created: 2009-09-29 23:18:50 ---SR Activities--- - Comment: An attachment with filename 'First Express RO's' has been added. Status: Done Creator: SIEBEL ADMINISTRATOR Created: 2009-09-29 23:16:50</p>
09/29/2009 23:18:50	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'Volvo Engineering Info.' has been added.
09/29/2009 23:16:50	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'First Express RO's' has been added.

Dealer Delivered Quality Audit
Nacarato Volvo & GMC Trucks
August 27, 2009

Principal Contacts

Clint Draper - Director Mechanical Services
Craig Kullman - Technical Services Supervisor
Eddie Vinson - Paint and Body Shop Director

Volvo Representatives

John Bremer - 3P Project Manager
Stephen Buchinsky - Customer Satisfaction Quality Manager
Jimmy Carter - District Service Manager
Bill Padden - NRV Quality Business Unit Manager

The following issues and comments were identified during our visit to Nacarato Volvo & GMC Trucks

Observations & Dealer Comments

- Averitt Unit serial number 282195 was in the mechanical shop with a complaint from the PDI area of no air-conditioning. The problem was found to be the Schrader valve in the firewall mounted AC piping. (20449175) The release pin in the Schrader was installed so deeply that it would not contact the air conditioning sensor turned onto it. They said that this is the second one with this problem that they received from the factory with air conditioning. This part number is the same part that was seen with excessive rust and corrosion on Shaw Food units that were only 8 months old.
- Fish eyes being received in frame paint. One recent unit showed gouging in the frame paint which was painted over leaving the gouges visible.
- Many air leaks. Crain Kullman reported that the main cause of factory air leaks is air tank drain valves with insufficient sealer on the pipe threads and air lines that are not being cut square.
- Customer trucks BIG G - many times the reflectors in the end of the mud flaps are not installed when the unit is received.
- The inner and outer door seals on the driver's side of the vehicle are sometimes found to be sagging on receipt. The correction is to properly glue the seals. There is no issue on the passenger's side.
- Received trucks that we reviewed exhibited rust at many fasteners. The dealer said that they are not doing any repairs to what we saw. If the trucks sit in inventory for several months they need to go to the body shop for paint before they can be given to a customer.
- Fewer trucks are being received with codes that need to be cleared/addressed.
- Most customer comebacks on delivery of a new unit are the results of air leaks. Dealer generally only fixes audible leaks during PDI.

- Cabinet doors sometimes require adjusting. When that is experienced the problem is sometimes the fact that they are unable to open the doors.
- Low fluids during PDI are normally limited to low antifreeze. Rear axles are sometimes low but not seriously low.
- Chassis side panels sometimes exhibit alignment and bowing issues. This is predominantly where the rearmost panel mates t the one in front of it.
- No discernable difference in quality when comparing units with Cummins or Volvo engines.
- Doors are sometimes adjusted for fit but claims are not submitted since they will be denied. The tech will typically bend top of the door inward.

Vehicles Issues – Already in Service

- Headlight haze-there were many units on site which were built during 2006. Hazing is clearly evident.
- Oil leaks with the D12 – Leaks are at the engine harness. The dealership believes that leaking is not only going on at the plug but that oil is also traveling inside the insulation of the harness. Upper and lower engine covers are also leaking.
- Six used trucks in the 2006 build era were reviewed and all exhibited peeling chrome on the grill. Painted grills were not affected. Chrome bumper and bumper extension inserts all exhibited the same peeling issues as the grill. GU chrome grills did not exhibit problems. Two serial numbers collected are [REDACTED] (12-06 build) and [REDACTED] (8-06 build)
- Side upper windows on the 780 are falling out. The body shop reported that this started last week with First Express. Serial numbers with repair orders are: [REDACTED] and [REDACTED]. Four window frames are being returned to NRV by Bill Padden. The glass is gone as almost all of the sealer/adhesive to install the glass.

Transporter Concerns

- Front axle air bags air lines many times are not re-installed or re-installed correctly.
- Chassis air leaks attributable to incorrect installation of air lines removed during the decking process.
- Damage to back of frame paint. In particular the top rear flanges are damaged by the installation of temporary mud flaps. Many times the paint is down to the bare metal.
- The tag denoting what needs to be torqued due to removal of parts is seldom found on the key set.

Dealer Overall Comments

- Paint has improved in the last 18 months. They said they are no longer seeing areas with excessive dirt in the paint and others with runs.
- General quality of the vehicle seems to have improved also. They are mechanically good with the majority of issues being cosmetic.

VOLVO

Stephen Buchinsky

Corporate Quality Systems Manager

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PO Box 26115
Greensboro, NC 27409

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Volvo Group North America, Inc.

VOLVO

John Bremer

Project Coordinator & Quality - Electrical & Electronic

Volvo 3P:
Product Planning, Purchasing, Product Development, Product Range Management

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VOLVO

William (Bill) Padden

Project Quality Manager
Customer Satisfaction

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Fax (540) 674-2251
Cell Phone (540) 449-5802
william.padden@volvo.com

First Express
Windows

Carter Jimmy

From: EDDIE VINSON [EDDIE.VINSON@NACARATO.COM]
Sent: Thursday, September 03, 2009 3:17 PM
To: Carter Jimmy; Schlottmann Guenter; Padden William; Barnhardt Tim; McAlexander Dwight
Subject: FW: First Express Concerns

Gentlemen

I know you only here about how bad a truck the Volvo family builds .and all the complaints .

I thought I would I would share with you something I heard from the glass company today.

The new Cascadia Freightliner ! They are having a big problem with their glass bonding also.

Whenever you shut the doors the windshield just pops out on to the hood.

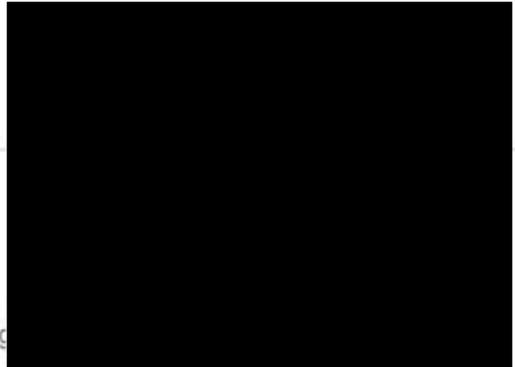
From: EDDIE VINSON [mailto:EDDIE.VINSON@NACARATO.COM]
Sent: Thursday, September 03, 2009 1:45 PM
To: 'Craig Kullman'
Subject: RE: First Express Concerns

Jimmy here is another one that Craig caught, this will make # 10 since I started counting!!!!!!!!!!!!!! The one they were complaining about last night was installed about 12:30 today. And I will have one that will be here about 3:30 this afternoon 09-03-09.

That means we have already sold the 3 we got in today

From: Craig Kullman [mailto:craig.kullman@nacarato.com]
Sent: Thursday, September 03, 2009 1:33 PM
To: 'EDDIE VINSON'
Subject: RE: First Express Concerns

It is a new truck that has not been delivered yet, found it on the lot with window missing



-----Original Message-----

From: EDDIE VINSON [mailto:EDDIE.VINSON@NACARATO.COM]
Sent: Thursday, September 03, 2009 1:27 PM
To: 'Craig Kullman'
Subject: RE: First Express Concerns

Don't know nothing about that one

From: Craig Kullman [mailto:craig.kullman@nacarato.com]
Sent: Thursday, September 03, 2009 12:47 PM
To: 'EDDIE VINSON'
Subject: RE: First Express Concerns

9/3/2009

We are putting a new sleeper window in a new truck rite now, serial # [REDACTED] it is a first express truck. Is the window that we ordered from parts CERTIFIED? It was not in stock here, got it overnight.

craig

-----Original Message-----

From: EDDIE VINSON [mailto:EDDIE.VINSON@NACARATO.COM]
Sent: Thursday, September 03, 2009 10:13 AM
To: craig.kullman@nacarato.com
Subject: FW: First Express Concerns

LET ME KNOW WHEN THIS TRUCK GET HERE

From: Padden William [mailto:william.padden@volvo.com]
Sent: Thursday, September 03, 2009 6:09 AM
To: Carter Jimmy
Cc: eddie.vinson@nacarato.com; Rankin Michael; McCoy Daniel
Subject: RE: First Express Concerns

Jimmy,

We have had the Supplier and SQD on site since last Friday and all of the windows in stock at the plant have been re-certified and all are good. They believe these failure are coming from one early production lot and the serial numbers of the failed units suggest that also. Danny McCoy and the SQD will test three First Fleet units this morning that still in Dublin from this same order. We will advise the results. Danny is also setting up to ship to Eddie inside chassis [REDACTED] six window sets. He is confirming via email the release of this chassis and the destination so you can find these 12 pieces.

Sorry for all of this inconveniencel
I'll advise our findings later today.
Best Regards,
Bill

From: Carter Jimmy
Sent: Wednesday, September 02, 2009 6:01 PM
To: Padden William
Cc: eddie.vinson@nacarato.com
Subject: First Express Concerns

Bill, Kitty Dement, Maintenance Director, for First Express contacted me today with concerns over the Bunk Window Situation.

They currently have taken 45 new units (Chassis 282654 to 282699). When the first truck came up with issue, vehicle was coming from Wyoming to Nashville with no glass, Driver had

Reportedly stopped to obtain replacement assembly with Volvo dealers, none available. Reported a big mess trying to duct tape the window, Big Rain Storm pushed water into the sleeper etc.

Kitty concerned over the Safety Factor and also downtime and loss revenue as a result of this issue. These trucks are scattered across the US and don't make it home on a regular basis.

Long Story Short, Let's seed 12 complete Bunk Window Assemblies to Eddie at Nacarato to

use as Backup. Eddie can ship from there if failure occurs and can help prevent downtime. I'll monitor situation with Kitty and yourself. We have Big G Express and Beacon Transport possibly in this mix, we will monitor those trucks, Eddie is checking to see if he can get a failure where we have the failed pieces in tact (frame and glass). Please call me direct if needed.

Many Thanks, Jimmy

Jimmy Carter
District Service Manager
Office: (615) 444-1264
Fax: (615) 444-1347
Cell: (336) 210-3703
Email: jimmy.carter@volvo.com

No virus found in this incoming message.
Checked by AVG - www.avg.com
Version: 8.5.409 / Virus Database: 270.13.75/2341 - Release Date: 09/02/09 05:50:00

No virus found in this incoming message.
Checked by AVG - www.avg.com
Version: 8.5.409 / Virus Database: 270.13.76/2342 - Release Date: 09/03/09 05:50:00

No virus found in this incoming message.
Checked by AVG - www.avg.com
Version: 8.5.409 / Virus Database: 270.13.75/2341 - Release Date: 09/02/09 05:50:00

No virus found in this incoming message.
Checked by AVG - www.avg.com
Version: 8.5.409 / Virus Database: 270.13.76/2342 - Release Date: 09/03/09 05:50:00

No virus found in this incoming message.
Checked by AVG - www.avg.com
Version: 8.5.409 / Virus Database: 270.13.75/2341 - Release Date: 09/02/09 05:50:00

Carter Jimmy

From: Buchinsky Stephen
Sent: Friday, August 28, 2009 12:39 PM
To: Carter Jimmy; Bremer John
Subject: FW: FIVE MORE !!!!.... NEW TRUCKS VIN serial [REDACTED] 1-1333084461 (UPDATE)

FYI - Steve

-----Original Message-----

From: Johnston William
Sent: Friday, August 28, 2009 1:35 PM
To: Cox Duane; Vitaliano Fred; Yates Randall; Padden William; Rankin Michael; Fink Shirley
Cc: Meyer Dean; Lucas Lisa; Rutt Barry; Nutt Kevin; Buchinsky Stephen; Dayal Kishan; Schlottmann Guenter; Kane Michael; Hazlett Jim; Rinaldo Anna-Lena; Lewis James
Subject: RE: FIVE MORE !!!!.... NEW TRUCKS VIN serial [REDACTED] 1-1333084461 (UPDATE)

UPDATE:

Hello Folks,

We tested 5 pr of windows at 50 lbs of weight for 1 min each with no failures. We decided the next step is to put these 5 pair in trucks, record the serial numbers and track them to the dealers. Hopefully, the ones that failed were some of the first ones where Mack Molding discovered there was a bonding issue and the rest of the windows produced in that batch are OK. Mack Molding will be here at NRV on Monday to evaluate inventory. I am coordinating getting these 5 pr to the line and installed. We will need serial numbers for the trucks these are installed into sent to Mike Rankin in Reliability so these can be tracked.

* Preliminary root cause: The bonding surface of the plastic was cleaned with Alcohol because Mack Molding noticed a priming issue at the start of the run. The Alcohol can change the surface tension of the plastic so the bonding primer did not activate properly. Sika rep confirmed the alcohol should not have be used. Mack Molding thought they contained all the windows and reworked them. I am speculating that maybe the 7 that recently failed were missed. Further evaluation Monday will confirm product is good at NRV.

* Containment: All the windows in question were produced in August,09 in one production run for lefts and rights. Mack Molding has not used the alcohol on any other batches in the past. Hopefully, this was a one time (batch run) occurrence.

Thanks to the NRV team for taking quick action and for all of the assistance. I will meet Mack Molding reps here Monday to help coordinate their testing. Any questions let me know.

Regards,

Bill Johnston

-----Original Message-----

From: Johnston William
Sent: Thursday, August 27, 2009 3:56 PM
To: Vitaliano Fred; Yates Randall; Schlottmann Guenter; Kane Michael; Padden William; Rankin Michael; Hazlett Jim; Rinaldo Anna-Lena
Cc: Meyer Dean (dean.meyer@volvo.com); Lucas Lisa; Rutt Barry; Nutt Kevin; Buchinsky Stephen; Cox Duane; Fink Shirley; Dayal Kishan
Subject: RE: FIVE MORE !!!!.... NEW TRUCKS VIN serial [REDACTED] 1-1333084461
Importance: High

Hello All,

Kevin Nutt and I are working together to investigate this problem with the Volvo upper sleeper window from Mack Molding. It appears from conversations with Steve Buchinsky that the glass has not bonded properly to the plastic frames. Kevin is requesting Mack Molding and Sika to work together starting now to verify their process and find the root cause. He has composed a list of potential items to be evaluated by them based on discussions with their Plant Manager earlier today. Also, he is requesting the lot or batch numbers related to recent shipments in case we need to track down a particular group of windows that could have been assembled with a deviated process or defective bonding material. I am not saying this is the root cause, but it is a good start to understand if we are installing good windows at NRV on current product.

Dean Meyer, our SQD handling Mack Molding, is on vacation this week, returning Monday. So, I will be up to NRV on Friday to look at current product and review the frames that Mr. Padden is bringing back from the dealers. Kevin Nutt will not be able to come up, so I will gather information and bring the frames back to Kevin and Dean to get the ball rolling.

Regards,

Bill Johnston

-----Original Message-----

From: Nutt Kevin
Sent: Thursday, August 27, 2009 2:09 PM
To: Schlottmann Guenter; Kane Michael; Johnston William; Meyer Dean; Yates Randall
Cc: Hazlett Jim; Rinaldo Anna-Lena; Rankin Michael
Subject: RE: FIVE MORE !!!!.... NEW TRUCKS VIN serial [REDACTED] 1-1333084461

We look forward to receiving them and solving the problem !!!.....KBN

Kevin Nutt
Lead Engineer
Cab Exterior
VOLVO 3P
Greensboro, NC.27104

Telephone: 336 393 3409
Telefax: 336 393 3003
kevin.nutt@volvo.com

-----Original Message-----

From: Schlottmann Guenter
Sent: Thursday, August 27, 2009 2:06 PM
To: Schlottmann Guenter; Kane Michael; Johnston William; Meyer Dean; Nutt Kevin; Yates Randall
Cc: Hazlett Jim; Rinaldo Anna-Lena; Rankin Michael
Subject: RE: FIVE MORE !!!!.... NEW TRUCKS VIN serial [REDACTED] 1-1333084461

John Bremer just called me and also confirmed he saw glass out of the frame.
He didn't see any residue on the frame, no glue ????
Bill Padden has three parts that he is bringing back from Nashville in the car from this dealer and will deliver to us tomorrow morning....GPS

-----Original Message-----

From: Schlottmann Guenter

Sent: Thursday, August 27, 2009 1:54 PM

To: Kane Michael; Johnston William; Meyer Dean; Nutt Kevin; Yates Randall

Cc: Hazlett Jim; Rinaldo Anna-Lena

Subject: RE: FIVE MORE !!!!.... NEW TRUCKS VIN serial [REDACTED] 1-1333084461

Steve said it was glass falling out of the frame assemblyGPS

-----Original Message-----

From: Kane Michael

Sent: Thursday, August 27, 2009 1:27 PM

To: Schlottmann Guenter; Johnston William; Meyer Dean; Nutt Kevin; Yates Randall

Cc: Hazlett Jim; Rinaldo Anna-Lena

Subject: RE: FIVE MORE !!!!.... NEW TRUCKS VIN serial [REDACTED] -1333084461

Guenter,

It's very important to note whether it is the Glass falling out OR the entire assembly.
That will steer us to look into either the process at the supplier or at NRV.

Br//

Michael Kane

Case Manager - Cab Engineering

Volvo 3P - North America

336-393-3236

336-501-3552 (mobile)

-----Original Message-----

From: Schlottmann Guenter

Sent: Thursday, August 27, 2009 1:23 PM

To: Kane Michael; Johnston William; Meyer Dean; Nutt Kevin; Yates Randall

Cc: Hazlett Jim; Rinaldo Anna-Lena

Subject: FIVE MORE !!!!.... NEW TRUCKS VIN serial [REDACTED] 1-1333084461

Just received a call from Steve Buchinsky as he is visiting Nacarato dealer in Nashville today with John Bremer.

Body shop reports five more trucks from this customer that have had windows fall out, all built 3/05/09.

[REDACTED] 10913miles

[REDACTED] 52220miles

[REDACTED] 22904miles

[REDACTED] 14785miles

[REDACTED] ?

That makes seven. Parts are being gathered and returned to TMAC to M.Rankin.

Pictures were forwarded on previous emails from the first two trucks and Steve will take more of the parts at the dealership.

Going to the dealer probably won't do anyone any good as trucks are repaired and gone.

Did the previous QJ not solve the problem?GPS

From: Johnston William

Sent: Thursday, August 27, 2009 11:42 AM

To: Schlottmann Guenter; Rankin Michael; Kane Michael
Cc: Nutt Kevin; Meyer Dean (dean.meyer@volvo.com); Yates Randall
Subject: RE: NEW TRUCKS VIN serial [REDACTED]-1333084461

Hello Gentlemen,

Discussing this upper window with Mr. Nutt yesterday, I learned the glass is bonded into the plastic frame, then the assembly is bonded to the side of the cab. I wanted to clarify this because my statement below about the glass being molded into the frame was my misunderstanding. The glass bonding to the plastic frame could fail allowing just the glass to fall out as I understand. It is not molded into the frame.

Also, Kevin Nutt and SQD would like to visit one of the dealers with the problem for further investigation if it could be arranged. If there are photos it would be helpful as well.

Regards,

Bill Johnston

From: Johnston William
Sent: Wednesday, August 26, 2009 9:39 AM
To: Rankin Michael; Yates Randall; Nutt Kevin
Subject: RE: NEW TRUCKS VIN serial [REDACTED]-1333084461

Mike,

I understand these are recent built trucks. Are the windows that are missing the bonded windows? Is the whole window assembly missing or is it just the glass? If these are new then I would suspect it is the whole window.

Bill

From: Rankin Michael
Sent: Wednesday, August 26, 2009 8:40 AM
To: Johnston William; Yates Randall; Nutt Kevin
Subject: FW: NEW TRUCKS VIN serial [REDACTED]1-1333084461

Guys
We need to get this issue solved. Please help.
Mike

Michael Rankin
Volvo Trucks North America
Product Reliability
4881 Cougar Trail Road
Dublin, VA 24084 USA
(540) 674-7399, Office
(540) 674-7204, Fax

michael.rankin@volvo.com

From: Neal Frank (a)
Sent: Wednesday, August 26, 2009 8:32 AM
To: Schlottmann Guenter; Rankin Michael
Cc: Amanda Cate; Lindley Vince (nt)
Subject: NEW TRUCKS VIN serial [REDACTED]-1333084461

The below email and SR records two new trucks being delivered to Firstfleet with the right bunk windows missing.

Frank Neal
Volvo Trucks North America
Fleet Service Manager
Phone: 512-273-0184
Cell: 336-210-1117
Fax: 512-273-2154
Mail Address Ship Address
PO Box 1141 4161 County Road 309
Elgin, TX 78621 Lexington, TX 78947
Email Frank.A.Neal@Volvo.com <mailto:Frank.A.Neal@Volvo.com>

From: Amanda Cate [mailto:ACate@firstfleetinc.com]
Sent: Wednesday, August 26, 2009 6:59 AM
To: Neal Frank (a)
Subject: NEW TRUCKS VIN serial [REDACTED]-1333084461

GOOD MORNING FRANK, WE RECEIVED TWO NEW TRUCKS YESTERDAY IN COLORADA. I'VE ATTACHED THE CHECK IN SHEETS FOR YOU TO SEE WHEN WE GOT THEM EACH ONE IS MISSING THE RIGHT BUNK WINDOWS. THEY HAD FALLEN OUT. I KNOW THAT THIS HAS BEEN AN ISSUE ON SOME OF THE UNITS FROM LAST YR BUT I WAS UNDER THE IMPRESSION THAT THE VENDOR HAD BEEN CHANGED AROUND FEB OR MARCH OF THIS YR. AND THESE TRUCK WERE BUILT 4/3. I'M CONCERNED THAT THIS ISSUE IS GOING TO START AGAIN ON THESE 2010 UNITS.

AMANDA H. CATE

WARRANTY MGR.

FIRSTFLEET INC.

CUSTOMER #: 7237
UNIT# 2024

15199



**NACARATO VOLVO
AND GMC TRUCKS
BODY SHOP**



FIRST EXPRESS INC
1135 FREIGHTLINE DRIVE
NASHVILLE, TN 37210

WARRANTY

P.O. Box 1382
Nashville, Tennessee 37202
(615) 256-9796
(800) 714-8789

PAGE 1

HOME:244-1425 CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 328 RAY MORRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	10	VOLVO VNL64T	4V4NC9TH5AN		14785/14785	T2024	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUL09 DD			17:00 30JUL09	WARRANTY		CASH	31JUL09
R.O. OPENED	READY	OPTIONS: STK:M410 ENG:ES79363087 TRN:P0356739					
30JUL09	31JUL09	1) FIRST EXPRESS					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A				REPLACE LEFT SLEEPER GLASS ASSY			
CAUSE: NO GLASS IN FRAME							
				17003-0-01 BRING TRUCK IN SHOP			
				328 WBWV 0.30		31.95	31.95
				84345-2-00 CAB WINDOW, REPL(660,770 UPPER & LOWER)			
				328 WBWV 0.00		0.00	0.00
				1 20582366 WINDOW	366.26	238.07	238.07

18313 23807 TPARTS
546 3195 TLABOR

SUBL GLASS

PO#113458

WBWV

88.95 88.95

14785 TRUCK CAME IN WITH MISSING GLASS IN FRAME . HAVE GLASS
CO.INSTALL WINDOW ASSY.

BODY SHOP

COST, SALE, & COMP TOTALS 27754 35897 0

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE THE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSES BEYOND YOUR CONTROL.

ALL WARRANTIES ON THIS VEHICLE ARE THE MANUFACTURER'S. NACARATO VOLVO & GMC TRUCKS HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NACARATO WHITE GMC NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY NACARATO WHITE GMC IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY. CUSTOMER AGREES TO BE RESPONSIBLE FOR ALL EXPENSES INCURRED IN COLLECTION OF THIS BILL INCLUDING REASONABLE ATTORNEY'S FEE IN THE EVENT THIS BILL IS NOT PAID WHEN DUE.

DESCRIPTION	TOTALS
LABOR AMOUNT	31.95
PARTS AMOUNT	238.07
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	88.95
MISC. CHARGES	0.00
TOTAL CHARGES	358.97
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	358.97

ACCEPTED BY _____
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WARRANTY COPY

CUSTOMER #: 7237
UNIT# 2036

15284



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WARRANTY

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FIRST EXPRESS INC
1135 FREIGHTLINE DRIVE
NASHVILLE, TN 37210

PAGE 1

HOME:244-1425 CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 108 EDDIE VINSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	10	VOLVO VNL64T	4V4NC9TH6AN		5220/5220	T2036	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26MAR09 DD			17:00 24AUG09	WARRANTY		CHG	24AUG09
R.O. OPENED	READY	OPTIONS: STK:M422 ENG:ES79363290 TRN:P0357958					
24AUG09	24AUG09	1) FIRST EXPRESS					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A RIGHT SIDE SLEEPER GLASS MISSING							
CAUSE: RIGHT SLEEPER GLASS FELL OUT							
17003-0-01 BRING TRUCK IN SHOP							
				328 WBW	0.30	31.95	31.95
84345-2-00 CAB WINDOW, REPL(660,770 UPPER & LOWER)							
				328 WBW	0.00	0.00	0.00
				1 20582367 WINDOW		366.26	238.07
				18313	23807 TPARTS		
				699	3195 TLABOR		
SUBL INSTALL BUNK GLASS							
PO#113939							
				WBW		88.95	88.95
5220 BRING TRUCK IN SHOP AND RIGHT UPPER SLEEPER GLASS MISSING							
.CALL GLASS CO. HAVE NEW ASSY INSTALLED.							

BODY SHOP

COST, SALE, & COMP TOTALS 27907 35897 0

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE THE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSES BEYOND YOUR CONTROL.

ALL WARRANTIES ON THIS VEHICLE ARE THE MANUFACTURER'S. NACARATO VOLVO & GMC TRUCKS HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NACARATO WHITE GMC NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY NACARATO WHITE GMC IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY. CUSTOMER AGREES TO BE RESPONSIBLE FOR ALL EXPENSES INCURRED IN COLLECTION OF THIS BILL INCLUDING REASONABLE ATTORNEY'S FEE IN THE EVENT THIS BILL IS NOT PAID WHEN DUE.

ACCEPTED BY _____
DEALER OR HIS AUTHORIZED REPRESENTATIVE PURCHASER'S SIGNATURE / DATE

DESCRIPTION	TOTALS
LABOR AMOUNT	31.95
PARTS AMOUNT	238.07
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	88.95
MISC. CHARGES	0.00
TOTAL CHARGES	358.97
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	358.97

WARRANTY COPY

CUSTOMER #: 7237
UNIT# 2026

15210



**NACARATO VOLVO
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BODY SHOP**



WARRANTY

FIRST EXPRESS INC
1135 FREIGHTLINE DRIVE
NASHVILLE, TN 37210

P.O. Box 1382
Nashville, Tennessee 37202
(615) 256-9796
(800) 714-8789

PAGE 1

HOME: 244-1425 CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 108 EDDIE VINSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	10	VOLVO VNL64T	4V4NC9TH3AN [REDACTED]		10903/10903	T2026	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17MAR09 DD			17:00 04AUG09	WARRANTY		CHG	04AUG09
R.O. OPENED	READY	OPTIONS: STK:M412 ENG:ES79363091 TRN:P0355143					
03AUG09	04AUG09	1) FIRST EXPRESS					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A RIGHT WINDOW MISSING IN SLEEPER							
CAUSE: MISSING SLEEPER GLASS							
17003-0-01 BRING TRUCK IN SHOP							
				325 WBW 0.30		31.95	31.95
84345-2-00 CAB WINDOW, REPL(660,770 UPPER & LOWER)							
				325 WBW 0.00		0.00	0.00
				1 20582367 WINDOW	366.26	238.07	238.07
				18313 23807 TPARTS			
				695 3195 TLABOR			
SUBL INSTALL SLEEPER GLASS							
PO#113530							
				WBW		88.95	88.95
10903 TRUCK CAME IN AND RIGHT SIDE SLEEPER GLASS HAD FELL OUT. CALL GLASS CO. AND HAVE A NEW ASSY INSTALED.							

BODY SHOP

COST, SALE, & COMP TOTALS 27903 35897 0

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE THE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESSMECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSES BEYOND YOUR CONTROL.

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DESCRIPTION	TOTALS
LABOR AMOUNT	31.95
PARTS AMOUNT	238.07
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	88.95
MISC. CHARGES	0.00
TOTAL CHARGES	358.97
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	358.97

ACCEPTED BY _____ DEALER OR HIS AUTHORIZED REPRESENTATIVE PURCHASER'S SIGNATURE / DATE

CUSTOMER #: 7237
UNIT# 2017

15183



**NACARATO VOLVO
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WARRANTY

FIRST EXPRESS INC
1135 FREIGHTLINE DRIVE
NASHVILLE, TN 37210

PAGE 1

P.O. Box 1382
Nashville, Tennessee 37202
(615) 256-9796
(800) 714-8789

HOME: 244-1425 CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 108 EDDIE VINSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	10	VOLVO VNL64T	4V4NC9TH2AN [REDACTED]		24218/24218	T2017	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAR09 DD			17:00 30JUL09	WARRANTY		CHG	23JUL09
R.O. OPENED	READY	OPTIONS: STK:M403 ENG:ES79363080 TRN:P0356919					
23JUL09	23JUL09	1) FIRST EXPRESS					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
REPLACE RIGHT UPPER WINDOW							
CAUSE: BAD WINDOWW ASSY							
	84345-2-00			CAB WINDOW, REPL(660,770 UPPER & LOWER)		0.00	0.00
				328 WBWV 0.00			
	1	20582367		WINDOW	366.26	238.07	238.07
	17003-0-01			BRING TRUCK IN SHOP			
				328 WBWV 0.30		31.95	31.95

18313 23807 TPARTS
371 3195 TLABOR

SUBL INSTALL SIDE GLASS
PO#113295
WBWV 88.96 88.96

24218 TRUCK CAME IN WITH MISSING RT UPPER SLEEPER GLASS .WINDOW
CAME OUT OF FRAME.CALL GLASS CO. AND NEW ASSY INSTALED.

BODY SHOP

COST, SALE, & COMP TOTALS 27579 35898 0

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE THE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSES BEYOND YOUR CONTROL.

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DEALER OR HIS AUTHORIZED REPRESENTATIVE PURCHASER'S SIGNATURE / DATE

DESCRIPTION	TOTALS
LABOR AMOUNT	31.95
PARTS AMOUNT	238.07
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	88.96
MISC. CHARGES	0.00
TOTAL CHARGES	358.98
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	358.98

CUSTOMER #: 7237
UNIT# 2032

15311



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BODY SHOP**



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WARRANTY

PAGE 1

FIRST EXPRESS INC
1135 FREIGHTLINE DRIVE
NASHVILLE, TN 37210
HOME:244-1425 CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 108 EDDIE VINSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	10	VOLVO VNL64T	4V4NC9TH4AN [REDACTED]		2119/2119	T2032	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18MAR09 DD			17:00 28AUG09	WARRANTY		CHG	31AUG09
R.O. OPENED	READY	OPTIONS: STK:M418 ENG:ES79363093 TRN:P0356316					
28AUG09	31AUG09	1) FIRST EXPRESS					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A RIGHT SLEEPER GLASS MISSING							
CAUSE: SLEEPER GLASS FELL OUT							
17003-0-01 BRING TRUCK IN SHOP							
				325 WBWV		31.95	31.95
				1 20582367 WINDOW	366.26	238.07	238.07
84345-2-00 CAB WINDOW, REPL(660,770 UPPER & LOWER)							
				325 WBWV		0.00	0.00
				18313 23807 TPARTS			
				674 3195 TLABOR			
SUBL INSTALL BUNK GLASS							
PO#114066							
				WBWV		88.95	88.95
2119 TRUCK CAME IN AND RIGHT SLEEPER GLASS MISSING AND HAD FELL							
OUT.CALL GLASS CO.AND HAVE NEW ASSY INSTALLED.							

BODY SHOP

COST, SALE, & COMP TOTALS 27882 35897 0

DESCRIPTION	TOTALS
LABOR AMOUNT	31.95
PARTS AMOUNT	238.07
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	88.95
MISC. CHARGES	0.00
TOTAL CHARGES	358.97
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	358.97

ACCEPTED BY _____
DEALER OR HIS AUTHORIZED REPRESENTATIVE PURCHASER'S SIGNATURE / DATE

WARRANTY COPY

Service Request Detail Report

SR # 1-1350348551

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Web	SR Owner: GREGORY SMITH
SR Area: Reliability	Func. Group: 8351-window lift	SR Group: VTNA - Field Service Region Western
App/Service: reliability	Severity: 3-Medium	SR Opened: 2009-10-21 16:15:31
Sub Area: Customer Complaint	Status: Closed	SR Closed: 2009-12-07 17:41:24
Sub Area 2:	Sub-Status: Resolved	Created By: WAYNE THORNE
Argus Company: VTNA Trucks		Created By Group:

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: WAYNE THORNE	Selling Dealer ID:
Call Back #: 8019750380	Selling Dealer:
Contact First Name: WAYNE	Main Phone #:
Contact Last Name: THORNE	Main FAX #:
Dealer ID: 5720D	Street Address 1:
Dealer Name: SALT LAKE CITY MACK SALES AND SERVICE, INC.	Street Address 2:
Main Phone #: 8019750380	City:
Main FAX #:	State / ZIP:
Street Address 1: 1475 W 2100 S	Country:
Street Address 2:	
City: SALT LAKE CITY	
State / ZIP: UT / 841191405	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 64273
	Buyer Name: KILLPACK TRUCKING, INC.
	Main Phone #: 2085230099
	Main FAX #: 2085230717
	Street Address 1: 4000 W 65TH S
	Street Address 2:
	City: IDAHO FALLS
	State / ZIP: ID / 834025835
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N	Cab Size: 670
Chassis Number: 290194	Engine Make: VOLVO
Registration #:	Engine Model: D13
VIN / Serial #: 4V4NC9EH5AN [REDACTED]	Rear axle installation: RADD-A4V
Model: VNL	Engine: D13F435
	HP Description: 425
	Rear axle: RT1857SM
	Gearshifting system: GSS-AGS
	Transmission: AT2512C
	Truck Model Year: 2010
	Brake system: BSYS-CON

Other Details

Part #: 20582366
 Misc Part #: 20582366, 1
 Error Code #:

TMAC / Warranty / Reliability

Claim #: 1
 Goodwill #:
 Tot. Diag Time Appr:
 Km / Hr / Mi: 010
 Unit: Mi

Summary

NA

Desc./Compl.

Sleeper vent Window I AM OPENING THIS FOR GREG SMITH. THE COMPLAINT IS FOR THE SLEEPER WINDOW FALLING OUT.

Response

SLEEPER VENTILATION WINDOW TEST. With two suction cups i did a pull test by hand on this unit to find the upper corner on the left side had pulled away from the adhesive with litte or no pressure. This unit is brand new still sitting on the lott. Customer is taking delivery within a week or two. Customer had just taken delivery of several units a couple of months ago and reported that on vin# 287052 just had a window blow out going down the road. P/N 20582366 LHunit #

Translation

Pictures are attached

Activity Notes

Created	Created By	Activity Type	Description
12/07/2009 17:41:29	SIEBEL ADMINISTRATOR	Email - Outbound	There was a problem sending an email when the SR was closed, no Email address was provided on the SR or by the Contact.
10/21/2009 20:57:08	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'Killpack window suction cups' has been added.
10/21/2009 20:57:08	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'Killpac1 290194 Window' has been added.
10/21/2009 20:57:08	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'Killpack Window 290194' has been added.
10/21/2009 20:57:05	GREGORY SMITH	Follow Up	Customer email that start this case. I found onenew truck still on the dealers lott that had a bad window after performing a pull test. I will be replacing the complete window and send this in for review. *****Customers note***** I like to make you aware of a possible problem I'm starting to see. Of the 19 new trucks I have received I have already lost 3 upper bunk windows. Two from the left side and one from the right side part number (20582366 LH, 20 [REDACTED] RH) the last truck unit 960 vin # 4V4NC9EH2AN [REDACTED] mileage at 54,138.
10/21/2009 20:56:07	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'Killpack 290194 Window 1' has been added.
10/21/2009 20:54:56	GREGORY SMITH	Response	SLEEPER VENTILATION WINDOW TEST. With two suction cups i did a pull test by hand on this unit to find the upper corner on the left side had pulled away from the adhesive with litte or no pressure. This unit is brand new still sitting on the lott. Customer is taking delivery within a week or two. Customer had just taken delivery of several units a couple of months ago and reported that on vin# [REDACTED] just had a window blow out going down the road. P/N 20 [REDACTED] LHunit #
10/21/2009 20:52:42	GREGORY SMITH	Response	SLEEPER VENTILATION WINDOW TEST. With two suction cups i did a pull test by hand on this unit to find the upper corner on the left side had pulled away from the adhesive with litte or no pressure. This unit is brand new still sitting on the lott. Customer is taking delivery within a week or two. Customer had just taken delivery of unit #

107-822109 (0.25 µm)



707 622100 (0.35 PA)





707-622-1000 6:35 AM '11

QUICK

107 822109 (0.25 ltr)



Service Request Detail Report

SR # 1-1350414387

SR Info	SR Classification	SR Ownership
SR Type: Service issues - Incident	Source: Visit	SR Owner: MICHAEL RANKIN
SR Area: Reliability	Func. Group: 8019-miscellaneous	SR Group: NA - Truck - Reliability
App/Service: reliability	Severity: 3-Medium	SR Opened: 2009-10-21 21:11:47
Sub Area: Customer Complaint	Status: Closed	SR Closed: 2009-12-07 10:24:52
Sub Area 2:	Sub-Status: Resolved	Created By: GREGORY SMITH
Argus Company: VTNA Trucks		Created By Group: VTNA - Field Service Region Western

Customer / Repairing Dealer Info	Selling Dealer Info
Call Back Name: WAYNE THORNE	Selling Dealer ID:
Call Back #: 8019750380	Selling Dealer:
Contact First Name: WAYNE	Main Phone #:
Contact Last Name: THORNE	Main FAX #:
Dealer ID: 5720D	Street Address 1:
Dealer Name: SALT LAKE CITY MACK SALES AND SERVICE, INC.	Street Address 2:
Main Phone #: 8019750380	City:
Main FAX #:	State / ZIP:
Street Address 1: 1475 W 2100 S	Country:
Street Address 2:	
City: SALT LAKE CITY	
State / ZIP: UT / 841191405	
Country: UNITED STATES	

Owner Info	Buyer Info
	Buyer ID: 64273
	Buyer Name: KILLPACK TRUCKING, INC.
	Main Phone #: 2085230099
	Main FAX #: 2085230717
	Street Address 1: 4000 W 65TH S
	Street Address 2:
	City: IDAHO FALLS
	State / ZIP: ID / 834025835
	Country: UNITED STATES

Vehicle / Unit	Vehicle / Unit Info
Chassis Series: N	Cab Size: 670
Chassis Number: 290194	Engine Make: VOLVO
Registration #:	Engine Model: D13
VIN / Serial #: 4V4NC9EH5AN [REDACTED]	Rear axle installation: RADD-A4V
Model: VNL	Engine: D13F435
	HP Description: 425
	Rear axle: RT1857SM
	Gearshifting system: GSS-AGS
	Transmission: AT2512C
	Truck Model Year: 2010
	Brake system: BSYS-CON

Other Details

Part #: 20582366
 Misc Part #: 20582366, 1
 Error Code #:

TMAC / Warranty / Reliability

Claim #: 1
 Goodwill #:
 Tot. Diag Time Appr:
 Km / Hr / Mi: 010
 Unit: Mi

Summary

DSR - bunk windows

Desc./Compl.

Sleeper vent Window I AM OPENING THIS FOR GREG SMITH. THE COMPLAINT IS FOR THE SLEEPER WINDOW FALLING OUT.

Response

SLEEPER VENTILATION WINDOW TEST. With two suction cups i did a pull test by hand on this unit to find the upper corner on the left side had pulled away from the adhesive with little or no pressure. This unit is brand new still sitting on the lot. Customer is taking delivery within a week or two. Customer had just taken delivery of several units a couple of months ago and reported that on vin# 287052 just had a window blow out going down the road. P/N 20[REDACTED] LHunit #

Translation

Pictures are attached

Activity Notes

Created	Created By	Activity Type	Description
12/07/2009 10:24:19	MICHAEL RANKIN	Response	Case closed
11/03/2009 14:17:36	MICHAEL RANKIN	Response	This is a known issue at Volvo and we are are working with the supplier to get this resolved.
10/22/2009 10:56:46	GREGORY SMITH	To Do	I did a pull test on a few trucks that were in the yard waiting to be delivered to this customer. I found one vent glass that came seperated from the adhesion. (LH side) I have attached pictures to show test procedures. We will be installing a complete window and send the defective one back TMAC.
10/22/2009 10:55:58	SIEBEL ADMINISTRATOR	Notes	An attachment with filename '290194 Killpack Window' has been added.
10/22/2009 10:55:25	GREGORY SMITH	Follow Up	From: Blaine Killpack [mailto:blaine@killpack.com] Sent: Wednesday, October 14, 2009 6:14 PM To: 'Ron Carter' Cc: Smith Gregory; Dick Fazzio Subject: Sleeper Window Ron, I lke to make you aware of a possible problem I'm starting to see. Of the 19 new trucks I have received I have already lost 3 upper bunk windows. Two from the left side and one from the right side part number (20[REDACTED] LH, 20[REDACTED] RH) the last truck unit 960 vin # 4V4NC9EHZAN[REDACTED] mileage at 54,138.
10/22/2009 10:54:57	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'Killpack Window 290194' has been added.
10/22/2009 10:54:57	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'Killpacl 290194 Window' has been added.
10/22/2009 10:54:57	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'Killpack window suction cups' has been added.
10/22/2009 10:53:56	SIEBEL ADMINISTRATOR	Notes	An attachment with filename 'Killpack 290194 Window 1' has been added.