

D39-1
MAY

Cust #	Year Make	Model	Serial #
51105	2022 PETERBILT	389	1XPXD49X3ND774719

RO Number	Status	Date	Mileage
75 SR186959	Closed	01-09-26	101318K

Hour Meters: ENGINE 8033.0 METER2 0.0 METER3 0.0

Condition 1: Peterbilt Platinum Courtesy Inspection

Remedy Codes - PPCI

Comment 1: Peterbilt Platinum Courtesy Inspection

Condition 2: LOYALTY DISCOUNT IF APPLICABLE Default Variation LOYALTY DISCOUNT IF APPLICABLE

Remedy Codes - LOYALTY

Comment 2: LOYALTY DISCOUNT IF APPLICABLE Default Variation

Condition 3: NOT DELETED - ENGINE IS NOT DELETED AND PROGRAMMING HAS NOT BEEN ALTERED FROM FACTORY SPECIFICATIONS

Remedy Codes - ASKDEL

Comment 3: NOT DELETED - ENGINE IS NOT DELETED AND PROGRAMMING HAS NOT BEEN ALTERED FROM FACTORY SPECIFICATIONS

Condition 4: QC Post Repair Foreman Checkover Foreman to complete QC post repair checkover.

Remedy Codes - QCPRFC

Comment 4: QC Post Repair Foreman Checkover Foreman to complete QC post repair checkover.

Condition 5: CAB FUSE PANEL CORRODED, BATTERY DRAW AND DASH FLICKER - SEE HISTORY PR69759

Comment 5: Checked battery voltages - 12.2v. Checked voltages at alternator, diagnostic plug, inverter, and mega fuses - appears to have around 0.1 to 0.2v drop. With engine running, the alternator shows 14.2v, but the batteries only shows 13.4v, suspected resistances or poor contact. With cab door closed and everything shut off, the cab maintains a 0.8amp draw consistently and one of the spare fuse add on (orange) wires at the battery 3 before the disconnect has a 3.8amp - 4.0amp draw. With the disconnect shut off, the cab draw drops to 0amp, but the spare add on with the orange wire continues to draw 3.8amp. Traced orange wire into sleeper where it is tied into the sleeper fuse panel - suspected to keep certain things on inside the sleeper. With fridge off, the amperage for the spare fuse drops to 0.3amp - confirmed that the spare wire/fuse powers the fridge regardless of disconnect. Also noted that with the disconnect off, there is voltage at the diagnostic plug, which means that the spare fuse back feeds and powers up some of the modules inside the cab. There are 2 issues at hand: 1) the spare fuse is back feeding back into the cab causing a parasitic draw even with the disconnect off. 2) Voltage drop from the Alternator to the batteries prevent proper charging to the batteries. Noted that there are drips at the engine oil filter - filter was loose,

Condition 2: CHECK AND ADVISE FOR WIPERS NOT SHUTTING OFF

Comment 2: Inspect and found corrosion in the Cab Load Centre. Re-assembled kick paneling. Verified 0 ohms across both mega fuses and the night switch. Replaced fuses as required. Cab load centre requires replacement - Customer taking unit to Edmonton to complete repairs.

Condition 3: CHECK AND ADVISE FOR TRAILER LIGHTS NOT SHUTTING OFF

Comment 3: Plugged in trailer circuit tester and function tested all lights after repair to PDC. Trailer lighting is operating as it should. 7th (center pin) wire is the only powered circuit with key ON.

Condition 4: CHECK AND ADVISE FOR LOW BATTERY ALARM COMES ON AFTER RUNNING BUNK HEATER FOR 3HRS

Comment 4: Removed battery box lid and inspected. No loose cables. Found corrosion on the Power wire to the engine PDC from the battery box mounted mega-fuse. 0.7 Ohms of resistance along cable. Pack tested (x3) as it kept turning off. Instructed to test each battery individually. Removed battery cables. All battery cable ends have clear silicon on the ends. Tested each battery. Battery 1 fails and the remaining 3 say to re-charge and re-test. Cleaned up battery cable ends and re-assembled. Placed battery charger on batteries while continuing other repairs. Had the battery charger on during repairs. Batteries drop below 12V immediately with all accessories on and the battery charger removed. Removed the old batteries. Cleaned out all the mud in the battery box. Installed the new batteries. Found the battery cable to the inverter was 70 percent rotted out. Pulled the cable out and inspected, the inverter end was fine, the quick disconnect on the inverter side was also in good shape. Cut the corroded end off and spliced a new end on with solder. Installed the battery hold down cage and battery connections. Secured cables. Tested to make sure all the lights and gauges work, as well as made sure the truck started good - Functions as expected.

Condition 5: CLEAN CORROSION FROM CAB LOAD CENTRE

Comment 5: Unbolted Cab Load Center and sprayed contact cleaner in the PDC. Blew out with shop air. Installed new fuses and function tested. All lights are now working on the exterior, all dash switches now work, gauges work and engine hours are now displayed. Re-installed Load Center.

SR184617 Closed 07-07-25 598302K

Hour Meters: ENGINE 6917.0 METER2 0.0 METER3 0.0

Condition 1: Peterbilt Platinum Courtesy Inspection

Remedy Codes - PPCI

Comment 1: Performed courtesy inspection.

Condition 2: LOYALTY DISCOUNT IF APPLICABLE Default Variation LOYALTY DISCOUNT IF APPLICABLE

Remedy Codes - LOYALTY

Comment 2: Loyalty.

Condition 3: NOT DELETED - ENGINE IS NOT DELETED AND PROGRAMMING HAS NOT BEEN ALTERED FROM FACTORY SPECIFICATIONS

Remedy Codes - ASKDEL

Comment 7: Checked fog light connections and found corroded terminals on male and at connectors P242/J242 on hood harness P92-8482-12101600. Tested voltage and ground at connector and confirmed proper power. Cut out connectors, gathered new Deutsch connectors and re-spliced wiring with new terminals. Tested functions, lighting now works accordingly. CU-3819173

Condition 8: LEAKING WATER PUMP

Comment 8: Pressure tested cooling system. Confirmed leaking from weep hole on water pump. Gathered new water pump, drained system coolant, removed engine belts, unbolted the water pump, unbolted and moved the alternator for more room. Removed the water pump from the engine. Cleaned mating surfaces, installed new o ring on the new pump, installed and torqued to Cummins spec. Installed belts, vacuum filled the cooling system and pressure tested the system to check for leaks. None found, washed off all leaked coolant. C76820

Condition 9: LEAKING CCV FILTER TO ENGINE BLOCK DRAIN

Comment 9: Removed the old CCV drain line tube. Installed a new line and reinstalled all associated brackets and hoses.

Condition 10: BROKEN EXHAUST FLEX PIPE UNDER CAB

Comment 10: Inspected exhaust and found flex pipe split in accordion section. Clamps seized and had to be cut to remove. Removed flex pipe and installed new pipe with new clamps/gaskets. Pressured up exhaust, no more leaks. CU-3819174

Condition 11: POWER STEERING LEAK AT PUMP

Comment 11: Washed off leaked power steering fluid and ran truck, worked steering to confirm where leak is coming from. Confirmed coming from reservoir to pump. Attempted to tighten clamps, no change. Drained power steering fluid, removed and replaced hose and clamps. Refilled power steering fluid. Washed off oil and ran. No more leaks. CU-3819175

Condition 12: ACCESSORY DRIVE BELT REPLACEMENT - MISSING RIB

Comment 12: Replaced both belts as requested and inspected both tensioners no issues found. Placed the old main engine belt in the sleeper as a spare.

Condition 13: CHECK AND ADVISE - RUBBED WIRING HARNESS BY DEF TANK

Comment 13: Looked up DEF tank wiring harness M96-6186 (M92-6117). Connector J454 wire YEL3235 for DEF tank line heater #3 PWR- Suction was rubbed, also off connector J970 DEF pump wires YEL3232-1 DEF pump supply, YEL3230-1 DEF. pump speed signal, BLK3228-1 DEF pump ground wires were damaged. Uploaded pictures of the damaged wiring. Cut zipties and pulled out harness. Opened the harness and repaired wiring, Retaped the harness with coroplast tape and properly secured to prevent any future failures. Tested power, ground and continuity across harness following repair. No issues. CU-3819176

Condition 14: WIPER SWITCH DOESNT WORK ON LEVEL 1,2 INTERMITTANTLY

Comment 14: Tested all functions and found the wiper switch would intermittently not work on different wiper speeds. Gathered a new wiper stalk, removed all paneling to access stalk, removed and installed new stalk, tested all functions now all systems work accordingly. Reinstalled all removed panels, CU-3819177

Condition 15: LEAKING DEF DOSING INJECTOR

headlights and noted that they're aftermarket - no replaceable bulbs, only as an assembly. Connected to ESA and found that there were high counts of front signal (both LHS/RHS) and high beam faults. Checked and confirmed that the parameters were set to PB replaceable and not LED/Xenon. Changed parameter to LED/Xenon. Changed parameter to LED front signal lights to enabled. Will need road test or customer to verify repair as the issue appears intermittent, unable to replicate in shop. There were also no specs in the OEM CECU or aftermarket headlight manual to verify faults.

Condition 6: CHECK AND ADVISE FOR COOLANT TEMP HIGH- WILL RUN FROM 150-250 DEG F INSTANTLY

Comment 6: Brought the unit in and pulled codes to check for coolant temp. Codes 2646 and 2963 logged for coolant temp high with 1 count each inactive almost 87 engine hours ago. Checked the rad and CAC, found not plugged and checked air flow through them and as good. Connected to Insite - FCs for coolant were over 25hrs and only 1 count inactive. Cannot pursue under warranty unless able to replicate symptom on road test.

Condition 7: CHECK AND ADVISE FOR UNIT VIBRATES WHEN JAKING ONLY IN 18TH GEAR

Comment 7: Performed initial inspection of truck, confirmed that oil level is at full and the driveline has no excessive play. Connected to Insite, found no fault codes related to engine brakes stored. Pulled truck outside and performed road test to confirm complaint. Road tested and confirmed engine brakes are weak. Returned to shop and started taking the valve cover off to inspect the top-side of the engine. Removed the crossover tube and taped inlet holes. Loosened valve cover bolts, removed crankcase breather and removed the valve cover. Inspected the top end, found the valve seals are failing and require replacement. Opened Guidanz case # 01338675 for engine brake weak complaint. Found the engine brake solenoids are out of spec for resistance when hot. Replaced solenoids. Valve cover seal was damaged by corrosion from the rear cover bolts without isolators, which allowed for water intrusion. Replaced valve cover seal and 2 cover bolts. Checked valve adjustment during engine brake solenoid replacement: Cyl 1: Int: 0.008, Exh: 0.021. Cyl 2: Int: 0.013, Ext: 0.026. Cyl 3: Int: 0.008, Ext: 0.022. Cyl 4: Int: 0.002, Ext: 0.022. Cyl 5: Int: 0.002, Ext: 0.021. Cyl 6: Int: 0.008, Ext: 0.026. Spec is Int: 0.009 0.019, Ext: 0.022 0.032. Performed overhead set as needed. Installed valve cover and EGR crossover tube. Sent unit on road test. Returned with jakes improved but oil pressure was lower than normal, around 32psi at 1500RPM (normally at 38-42psi). Reset Guidanz for oil pressure low. Removed the oil pump, inspected and found the internal regulator binding in the bore of the housing. Removed and replaced the oil pump. Installed suction tube and oil pan. Road tested unit again, confirmed oil pressure now reading in spec at 42psi at 1500RPM and engine brakes operating as designed. Repair complete. 17169364 C59291

Condition 8: AIR LEAK BY BATTERY BOX

Comment 8: While unit was aired up, could hear an audible air leak. Inspected around the battery box and found the 3/4 air line coming out from the tank was making contact with the battery cables and caused chaffing damage/ hole to the air line, resulting in the leak. Drained the air out of the system. Tried pulling the line out of the fitting, but it was seized. Cut the air line further up from the damaged section. Was able to remove the fitting from the air line once the line was cut/ removed. Installed a 3/4 union onto the factory line, then added a section of new air line to the union then reattached to the fitting on the tank. Aired up the system and checked for leaks. The new union/ repair was no longer leaking, but found the factory fitting on the tank was leaking. Pulled the air line out from the fitting and recut the line then reinstalled back into the fitting. Aired up and tested the system again, still leaking. Tried to pull the fitting from the tank, but found there was not enough room to

complete. 17137890 C52612

Condition 5: REPLACE BOTH ENGINE BELTS

Comment 5: Replaced both main and accessory drive belts.

Condition 6: ELECTRIC HORN NOT WORKING

Comment 6: Inspected and confirmed electric horn not working. Checked for power and ground at horn, ok. Determined horn is faulty and requires replacement. Removed and replaced horn. Tested operation, working properly. Repair complete. CU-3416676

Condition 7: R/S REAR DRIVE AXLE BRAKE POT HAS BROKEN PARK SPRING

Comment 7: Inspected and found right rear drive axle brake pot park spring broken. Removed and replaced brake chamber. Repair complete. CU-3416677

Condition 8: L/S REAR DRIVE AXLE BRAKE POT HAS BROKEN PARK SPRING

Comment 8: Inspected and found left rear drive axle brake pot park spring broken. Removed and replaced brake chamber. Adjusted both drive axles brakes. Repair complete. CU-3416678

SR182886	Closed	02-25-25	517735K		
Hour Meters:	ENGINE	6139.0	METER2	0.0	METER3 0.0

Condition 1: Recall Campaign: [24PBL] 24PBL - Bendix EC80 ABS ECU Incorrect Signal Processing (OPEN) Proactive 24PBL

Comment 1: Performed 24PBL Bendix EC80 ABS ECU Campaign as required. Connected to truck and completed EC80 ABS ECU software update as required. Connected to Davie and Bendix afterwards and cleared codes. Repair complete. CU-3224632

Condition 2: Peterbilt Platinum Courtesy Inspection

Remedy Codes - PPCI

Comment 2:

Condition 3: LOYALTY DISCOUNT IF APPLICABLE Default Variation LOYALTY DISCOUNT IF APPLICABLE

Remedy Codes - LOYALTY

Comment 3:

Condition 4: NOT DELETED - ENGINE IS NOT DELETED AND PROGRAMMING HAS NOT BEEN ALTERED FROM FACTORY SPECIFICATIONS

Remedy Codes - ASKDEL

Comment 4:

Condition 5: CHECK AND ADVISE FOR CEL IS ON

Comment 5: Performed download and found fault code 1879 logged inactive for multiple times within 25 hours for DPF differential pressure sensor voltage high. Opened a new Guidanz case 01236568. Checked related codes. Removed the connector for the sensor and checked the supply voltage, was good.

Condition 1: Peterbilt Platinum Courtesy Inspection

Remedy Codes - PPCI

Comment 1: Performed courtesy inspection.

Condition 2: LOYALTY DISCOUNT IF APPLICABLE Default Variation LOYALTY DISCOUNT IF APPLICABLE

Remedy Codes - LOYALTY

Comment 2: Loyalty.

Condition 3: NOT DELETED - ENGINE IS NOT DELETED AND PROGRAMMING HAS NOT BEEN ALTERED FROM FACTORY SPECIFICATIONS

Remedy Codes - ASKDEL

Comment 3: Engine is not deleted.

Condition 4: CHECK AND ADVISE - NO GAUGES ON DASH SHOWING (CRUISE, SIGNAL LIGHTS, ODOMETER, RPM) NOT WORKING - SEE SR181866 CUSTOMER ALSO MENTIONED THAT THE RADIO TURNS ON BUT NOTHING SHOWING UP ON DISPLAY.

Comment 4: Brought unit into shop, confirmed no lights on dash and no gauges working. Connected computer to truck and checked for codes for dash gauges, none. Checked fuses and found the fuse for CECU IGN had no continuity. Inspected the fuse and found white corrosion under the fuse on the terminals. Checked all cab fuses panel bottom row fuses and they all had corrosion all had corrosion on the terminals. Replaced with new fuse and the dash started working along with the signal lights but the rooftop markers stayed on. Removed the dash cluster to check for moisture or water leak into cab, none found. Connected laptop back to truck and found codes for marker light output circuit in ESA. Inspected all fuses and connections at the firewall PDC, found the only way to disable the dash alarm and the roof marker lights was to pull the fuses for each component in the cab PDC. Connected battery charger and inspected battery connections, ok. Connected ESA and found no faults active. Flashed both the CECU and chassis node but no change in operation/ Removed dash panels for access to CECU. Installed a test CECU and found all issues resolved. Installed new CECU and programmed to VIN. Installed ECAT parameters and adjusted per customer settings. Tested, working properly. Reinstalled all dash components removed for access. Repair complete. CU-3223121

Condition 5: CHECK AND ADVISE - BUNK HEATER IS NOT POWERING UP

Comment 5: Inspected fuses in the bunk PDC - OK. Tested relay - OK. Tested auxiliary bunk heater control - OK. Ran bunk heater without and issues. The issue described by the customer could have been related to the failed CECU in condition 4 - No failure found. Condition completed.

Condition 6: EXHAUST LEAK AT EGR BELLOW GASKET

Comment 6: Inspected and found exhaust leak at EGR bellows connection on cooler side. Disassembled and cleaned mating surfaces, reinstalled bellows with new gasket seals and clamps. Tested, no longer leaking. Repair complete. 16868685 C25327

Condition 7: STEERING FLUID LEAK AT BOX AND RESERVOIR

Comment 7: Inspected and found power steering leaks at reservoir inlet and

Hour Meters: ENGINE 5276.0 METER2 METER3

Condition 1: Peterbilt Platinum Courtesy Inspection

Comment 1: Performed complimentary inspection

Condition 2: LOYALTY DISCOUNT IF APPLICABLE Default Variation LOYALTY DISCOUNT IF APPLICABLE

Comment 2: Loyalty Coupon if applicable

Condition 3: NOT DELETED - ENGINE IS NOT DELETED AND PROGRAMMING HAS NOT BEEN ALTERED FROM FACTORY SPECIFICATIONS

Comment 3: Unit is not deleted

Condition 4: CHECK AND ADVISE - NO GAUGES ON DASH SHOWING (CRUISE, SIGNAL LIGHTS, ODOMETER, RPM)

Comment 4: Confirmed complaint and checked fuses - found 2 blown 5 amp fuses for CECU ignition and door lamps. Upon inspection and found lots of corrosion at lower fuse panel. Removed upper dash panels and look for leak origin. Checked front of cab and found the water is coming in around the wiper motor mounting plate. Replaced wiper motor assembly to get new seal as it is not sold seperate. Remove door plate, lower kick panel and removed column. Released pedal and fuse panel mount. Removed all fuses and lock plate. Removed and replaced pins for 3 circuit. Corrected pin D7 red0710, pin L5 red 0790 and the 3rd replaced pin was a bus bar pin. Replaced only the fuses that had the most corrosion, cleaned all the remaining fuses, cleaned fuse panel connectors and performed pin drag on all. Leak checked after repair - no leaks found. Reassemble dash panels, left kick panel and left door sill plate. Tested all power to confirm repair. CU-2980140

Condition 5: RELOCATE NON FACTORY POWER WIRING IN FUSE BOX

Comment 5: Ran both wires behind dash speedo panel, add circuit for switch power and connected to white wire. Change color to yellow to reflect keyed power. Connect red to battery power circuit #9 fuse behind cluster. Remove dash cluster, add plug to the accessory power panel behind the cluster. Go in behind the lower kick panel and connect battery and ignition wires to new harness. Ensure as to what the module is. Just relocated the battery and ignition wires. Reinstall panels

Condition 6: RIDE HEIGHT VALVE HITTING AIR BAG ON REAR SUSPENSION

Comment 6: Inspected and found the ride height valve is hitting the air bag causing it to leak. Replace ride height rod with one 1 inch longer as per Paccar. Remove ride height valve arm and flip over as per instructions. Remove and replaced air bag. CU-2980141

Condition 7: ENGINE FAN MISSING PIECES ON SEVERAL BLADES

Comment 7: Remove intake piping, washer tank, upper rad hose brace and engine shroud. Move cooling module forward and remove the fan blade. Install new fan blade and torque to spec. Reassemble and test fan operation - all ok

SR180373 Closed 09-19-24 264974K

Hour Meters: ENGINE 4203.0 METER2 METER3

Condition 1: Peterbilt Platinum Courtesy Inspection

Comment 1: Performed complimentary inspection.

Condition 9: WIF FAULT ACTIVE

Comment 9: Connected the truck to Cummins insite and uploaded an image to the . work order, FC 1845 active, removed the harness from the sensor and jumped the harness- FC goes inactive, measured resistance at the . sensor and sensor reads open deeming the sensor to be failed. Replaced WIF sensor in filter base, code Inactive, cleared codes. CU-2762066

SR179519 Closed 06-27-24 429469K

Hour Meters: ENGINE 3774.0 METER2 METER3

Condition 1: Peterbilt Platinum Courtesy Inspection

Remedy Codes - PPCI

Comment 1:

Condition 2: LOYALTY DISCOUNT IF APPLICABLE Default Variation LOYALTY DISCOUNT IF APPLICABLE

Remedy Codes - LOYALTY

Comment 2:

Condition 3: NOT DELETED - ENGINE IS NOT DELETED AND PROGRAMMING HAS NOT BEEN ALTERED FROM FACTORY SPECIFICATIONS

Remedy Codes - ASKDEL

Comment 3:

Condition 4: CHECK AND ADVISE UNIT PERFORMING FREQUENT REGEN

Comment 4: Connected to INSITE. Printed ECM image. EDS DSCDJ1998. Performed data extraction, sent to cummins, manual upload didn't work. Removed air piping, EGR crossover and valve cover. Inspected components; ran engine and jake operation, good. Replaced all 6 injectors. Reconnected electrical. Additional time take remove 2 broken bolts with additional heat. Repaired threads in head for valve cover. Cleaned surfaces. Reinstalled removed items. Performed injector reset. Bled fuel system. Performed regen with data log and sent to cummins. Tested and no leaks. Road tested. Confirmed repairs. 16601741 C78653

Condition 5: CHECK AND ADVISE ABS MIL ON

Comment 5: Download Bendix report, start t/shoot Active fault for Pressure sensor circuit faults. Monitored pressure sensors, neither sensor operated evenly among readings nor did not return to zero pressure. Need to replace both sensors due to inaccurate variations when swapped positions. Removed kick panel, checked wiring and connectors-OK. Replaced both sensors, code went Inactive, perform sensor calibration procedure, other Active code for PS calibration went Inactive, cleared codes, install kick panels. CU-2542974

Condition 6: CUSTOMER STATED - UNIT HAS VIBRATION AND IT IS WORSE WHEN JAKES ARE ON

Comment 6: Checked ride height-OK, inspected d/line-OK, found mud packed inside rims of rear wheels. Went over unit and then parked it. Customer needs to clean wheels and recheck for vibration.

ON

Remedy Codes - RAPCHECK

Comment 3: Brought unit into shop then connected to Insite. Retrieved fault codes. Found 3135 - DPF outlet pressure data erratic to be inactive with 1 count, while 1117 - power supply lost with ignition on to be inactive with 4 counts. While performing complimentary inspection, found batteries were dirty. Advised a battery service, and also needed to advise customer to leave battery-disconnect switch on for five minutes after shutting ignition off. Which would allow the ECM to de-energize all emission system components completely, or else fault code 1117 would set again.

Condition 4: PERFORM BATTERY SERVICE

Comment 4: Removed cover, connections then cleaned corrosion from components. Two positive jumper cables were too corroded for reuse. Washed batteries. Replaced corroded jumpers. Reinstalled connections then tied up cables. Applied oil to connections to prevent corrosion.

Condition 5: DRIVER SIDE STACK BUSHING WORN

Comment 5: Removed shield and confirmed drivers side stack bushings are loose due to being pounded out. Removed and replaced failed bushings with new ring and pins. Reinstalled shield CU-1737142

Condition 6: PASSENGER SIDE STACK BUSHING WORN

Comment 6: Removed shield and confirmed passenger side stack bushings are loose due to being pounded out. Removed and replaced failed bushings with new ring and pins. Reinstalled shield CU-1737143

Condition 7: DRIVER SIDE REAR DRIVE AXLE BRAKE CHAMBER HAS A BROKEN SPRING

Comment 7: Inspected and confirmed spring is broken in brake chamber on drivers side rear axle. Removed and replaced brake chamber. CU-1737146

Condition 8: AUDIBLE AIR LEAK FROM UNDER THE CAB

Comment 8: No air leak found. Synchro valve was resting on airlines when the bracket was broken but was not anymore. No issue found.

Condition 9: BRACKET FOR SYNCHRO VALVE BROKEN

Comment 9: Inspected and confirme the synchro bracket is broken. Removed and replaced bracket. CU-1737147

Condition 10: CHECK AND ADVISE -DEF TANK SEEMS TO SUCK IN/NOT VENTING PROPERLY

Comment 10: Inspected DEF tank filter and vent line and both full of crystallized DEF not allowing tank to vent due to a leaking vent line. Replaced DEF tank vent line and filter. CU-1737148

SR174968 Closed 06-21-23 125851K

Hour Meters: ENGINE 985.0 METER2 METER3

Condition 1: LOYALTY DISCOUNT IF APPLICABLE Default Variation LOYALTY DISCOUNT IF APPLICABLE

Remedy Codes - LOYALTY

Comment 2:

Condition 3: CHECK AND ADVISE FOR CEL - DERATE

Comment 3: Confirmed customer complaint of CEL on. Brought truck into shop. Connected to Insite - found active fault codes for outside air temp (OAT) and DEF temp (erratic) sensors. Performed inspection of wiring and sensor, no damage found. Found sensor failed, reading out of spec. OAT sensor requires replacement. Removed and replaced sensor. Found fault code went inactive after replacement. Cleared codes. Repair complete. CU-1249562

Condition 4: CHECK AND ADVISE FOR LOW POWER - SINCE ECM REPLACEMENT UNIT HAS CONSIDERABLY LESS POWER

Comment 4: Hooked up to unit and performed download, no faults found. Compared ECM calibration to original and it was same. Checked air filters and aired up charge cooler to check for leak and no leaks found.

Condition 5: DPF CLEANING & EMISSION SYSTEM SERVICE REMOVAL & CLEANING SPECIAL INCLUDES LABOR ONLY GASKETS, CLAMPS & OTHER PARTS REQUIRED COST EXTRA NOT APPLICABLE TO MOBILE SERVICE DPF CLEANING - DPFCL

Comment 5: Removed DPF cover and disconnected temperature sensors. Removed DOC and DPF put it in air blaster to be cleaned. Reinstalled DPF and DOC back onto truck with new clamps and gaskets and reconnected all sensors. Reset DPF and DOC maintenance in INSITE and performed regen, no codes returned.

Condition 6: PARTS FOR DPF CLEAN

Comment 6:

SR173390 Closed 02-09-23 84446K

Hour Meters: ENGINE 5124.0 METER2 METER3

Condition 1: LOYALTY DISCOUNT IF APPLICABLE Default Variation LOYALTY DISCOUNT IF APPLICABLE

Remedy Codes - LOYALTY

Comment 1:

Condition 2: NOT DELETED - ENGINE IS NOT DELETED AND PROGRAMMING HAS NOT BEEN ALTERED FROM FACTORY SPECIFICATIONS

Remedy Codes - ASKDEL

Comment 2:

Condition 3: RAPID CHECK RAPCHECK ***** RAPID CHECK ***** COMPLAINT: DIAGNOSE AND REPORT TO CUSTOMER OPEN AT:TECH STARTED ON THE REPAIR AT: REPORT TO CUSTOMER AT: RPM GOES UP AT IDLING - AS PER DRIVER

Remedy Codes - RAPCHECK

Comment 3: Confirmed complaint of CEL on. Brought unit into the shop. Connected to Insite and pulled fault code 3422. Created EDS session # DSCBW2842 and began troubleshooting for FC 3422. Checked for primary fault

Comment 1:

Condition 2: NOT DELETED - ENGINE IS NOT DELETED AND PROGRAMMING HAS NOT BEEN ALTERED FROM FACTORY SPECIFICATIONS

Remedy Codes - ASKDEL

Comment 2:

Condition 3: CHECK AND ADVISE - FAN HUB IS MAKING NOISE WHEN ITS ON

Comment 3: Cycled fan switch. No unusual noises found, performed further trouble shooting. Ran unit to temperature, tested fan, no leaks found. Hub works as it should. Belt and tensioner is in good condition. No issues found.

Condition 4: CHECK AND ADVISE - EXHAUST SMELL IN CAB INTERMITTENTLY

Comment 4: Inspected exhaust system. Found the flex pipe off the turbo was leaking. Removed exhaust clamps/ pipe. Cleaned gasket material/ sealing surfaces. Installed new flex pipe with new clamps and gaskets. Ran unit and rechecked for leaks, none found. Repair complete. CU-1161533

SR172694 Closed 12-23-22 65941M

Hour Meters: ENGINE 4729.0 METER2 METER3

Condition 1: LOYALTY DISCOUNT IF APPLICABLE Default Variation LOYALTY DISCOUNT IF APPLICABLE

Remedy Codes - LOYALTY

Comment 1:

Condition 2: NOT DELETED - ENGINE IS NOT DELETED AND PROGRAMMING HAS NOT BEEN ALTERED FROM FACTORY SPECIFICATIONS

Remedy Codes - ASKDEL

Comment 2:

Condition 3: CHECK AND ADVISE - DRIVER SIDE WINDOW WILL NOT GO UP

Comment 3: Tested window, would go down but not up. Switch the switch with the passenger side window, the window went down and up. Replaced switch and windows work. CU-1079905

SR171668 Closed 12-29-22 51570K

Hour Meters: ENGINE 4402.0 METER2 METER3

Condition 1: STEERING BOX GREASE FITTING CONTINUES TO LEAK GREASE - INSPECT

Comment 1: Inspected for steering box fitting leaking grease. Found steering box grease fitting is missing ball. Grease fitting is a non-serviceable item. Completed TRW worksheet for steering gear replacement. Removed and replaced steering gear assembly. Lifted steer axle and bled steering system. Checked for any reoccurring leaks, none found. CU-1092389

battery box and installed inline (30A) fuse. Tested operation.

SR171034 Closed 09-15-22 21840K

Hour Meters: ENGINE 3939.0 METER2 METER3

Condition 1: LOYALTY DISCOUNT IF APPLICABLE Default Variation LOYALTY
DISCOUNT IF APPLICABLE

Remedy Codes - LOYALTY

Comment 1: Done

Condition 2: NOT DELETED - ENGINE IS NOT DELETED AND PROGRAMMING HAS NOT
BEEN ALTERED FROM FACTORY SPECIFICATIONS

Remedy Codes - ASKDEL

Comment 2: Done

Condition 3: CHECK AND ADVISE REAR OUTPUT SEAL ON FRONT REAR END LEAKING

Comment 3: Troubleshoot to confirm front drive axle output seal leaking.
Wheels chocked and rear axle raised and supported for access. Brakes
released, driveshaft, yoke, and leaking seal removed. Housing buffed clean.
New seal installed. Yoke installed with new nut. Reassembled driveshaft
with new strap kit. Differential oil level inspected and topped up as
necessary. Oil residue washed from housing. Inspected and no further leaks.
CU-857396

Condition 4: BLANK

Comment 4: Blank

Condition 5: CHECK AND ADVISE REGEN ISSUES - CUSTOMER SUSPECTS THAT IT MAY
BE AN ECM ISSUE - WHILE IT IS DOING REGEN WHEN TRUCK IS RUNNING IT BECOMES
HARD TO MAINTAIN THROTTLE

Comment 5: Connected to INSITE and printed codes, no codes in ECM.
Performed regen, all worked as it should in stationary mode. Checked for
ECM calibration revisions, found update available for shifting complaint.
Updated ECM calibration from KW10091.09 to KW10091.10. Cleared codes and
ran unit. 15651245 C11445

Condition 6: CHECK AND ADVISE DRIVING LIGHTS NEED TO BE ON WITH HIGH BEAMS
AND LOW BEAMS - WAS SET BEFORE

Comment 6: Hold

Condition 7: UNIT NEEDS TO GO TO PDI FOR SID

Comment 7: PDI

Condition 8: UNIT HAS GROWL ISSUE - INSPECT AND REPORT

Comment 8: Checked over driveline, found ride height slightly high,
adjusted to 8 3/4. Road tested and confirmed adjustment.

Condition 9: TRANS SYNCHRO VALVE BRACKET BROKEN

Comment 9: Inspected and confirmed broken bracket. Removed and replaced
bracket. CU-857399

cable for disconnect supply from batteries. Zip tied cables in the battery box.

SR170059 Closed 07-22-22 114339K

Hour Meters: ENGINE 3651.0 METER2 METER3

Condition 1: COVID Default Variation SA ADVISED _____ TOUCH POINTS
HAVE BEEN DISINFECTEDTECH # _____

Comment 1:

Condition 2: LOYALTY DISCOUNT IF APPLICABLE Default Variation LOYALTY
DISCOUNT IF APPLICABLE

Remedy Codes - LOYALTY

Comment 2:

Condition 3: CUSTOMER BELIEVES UNIT WAS HIT BY LIGHTNING - PERFORM
INSPECTION AND REPORT - POSSIBLE INSURANCE

Comment 3: Repairs completed as per insurance appraisals. Attempt to start and inspect truck outside. Unable to locate any potential lighting strike spot - customer reported that it hit the trailer. When ignition is on, there was no cluster activity except for the CEL, but ABS module is completing a self check. Checked all fuses outside and inside cab - no issues found. Removed cup holder to gain access to the CECU. Plugged in test CECU and cluster came alive. Reported to BJ/foreman/DTM and started a repair plan. Programmed test CECU outside and loaded parameters. Able to start engine, but the CECU would not power down - disconnected batteries. Obtained strap kit from parts, reinstalled drive shaft. Move truck to outside of bay for further inspection. Truck was moved into bay. All gauges controlled by the CECU were tested - okay. Performed cluster test - okay. Found beacon switch and door mirror switch backlight not working. Noted that the cluster/cecu seems to have issue powering down - suspect LVD is damaged. Quoted parts for replacement. Reported to DTM - waiting for call from insurance adjuster. Running a recorded regen outside bay - reviewed sensor readings to confirm that the sensors are working properly. Confirmed parts ordered - foreman would like to wait for all the parts to show up before proceeding. Took and uploaded pics as requested by insurance adjuster. Able to obtain the requested license plate, vin, chassis node, and 4 corners of the truck. The LVD and CECU are both inside the dash and not easily accessible. Unable to obtain pics of those 2 modules without removal. Due to the issue with damaged CECU, unable to obtain mileage and hours directly from cluster (using test CECU will not have accurate mileage of the truck). Using test CECU, connected to Insite and printed trip report which has mileage and hours (took pics). Reported to DTM. Obtained pics as requested. Removed dash panels to gain access to the CECU. Removed old CECU and plugged in new. Connected batteries to charger. Connected to ESA and flashed new CECU to P30-1031-123 (latest). Set VIN and parameters on the new CECU. CECU would not shut down after initial flash, Disconnected batteries. Tested CECU again - able to shut down and all parameters were matching WebECat. Removed old and installed new chassis node. Ziptied harnesses where necessary to secure. Returned test chassis node to DTM and put old chassis node back in box for insurance adjuster. Removed ignition panel, door sill and d/s kick panel to gain access to the LVD. Removed old LVD and installed new. Reinstalled panels and door sill. Started chasing the active 3422 FC on Insite. Printed t/s info and checked fuses and relays - no issues found. 1) checked for primary FCs - none. 2) Inspected relay and swapped with another heater line, FC remained active after running DEF heater line test. 3.1) Tested ground on Return pin at the line connector - within specs. 4) Resistance reading within specs for the signal and supply. 5) Tested signal pin and return pin - within specs. 6) Resistance reading

Comment 11: GST on RO _____\$1,480.82 Customer total on
RO _____\$1,480.82 Scandia ventures portion of ins repair. Insurance
portion of RO ___\$30,188.42 Northbidge portion of ins repair.

SR169717 Closed 05-30-22 172558

Hour Meters: ENGINE 3391.0 METER2 METER3

Condition 1: COVID Default Variation SA ADVISED _____TOUCH POINTS
HAVE BEEN DISINFECTEDTECH # _____

Remedy Codes - COVID

Comment 1:

Condition 2: LOYALTY DISCOUNT IF APPLICABLE Default Variation LOYALTY
DISCOUNT IF APPLICABLE

Remedy Codes - LOYALTY

Comment 2:

Condition 3: CHECK AND ADVISE FOR RUNS UP TO 205 FAN KICKS IN DROPS TO 200
AND THEN FAN KICKS OUT - POSSIBLE THERMOSTAT - WE HAVE REPLACED CHECK
HISTORY - WORSE WHEN PULLING TRAILER

Comment 3: Run unit out side and found temp on gauge would jump up to 200
degrees then back down to 130 then back up to 200 and fan would cut in and
out. Drained coolant and found that thermostat would stick erratically
causing coolant temps to spike. Replaced thermostat. Found wire in
coolant temp connector was partially pulled out and would not lock back
into connector. Replaced terminals and connector. Run unit up outside.
15527197 C52426

Condition 4: SPLIT AND WASH RADS

Comment 4: Split rad, cac and condenser and washed all three out, rad was
packed with fine particles in core. Road test unit after washing. Unit
complete.

DR24533 Closed 04-22-22 151880K

Hour Meters: ENGINE 3049.0 METER2 METER3

Condition 1: TRAILER CORD BACK FEEDING

Comment 1: Removed wiring off of the Trailer switch to straight ignition at
the firewall connector. Tested operation. Good.

Condition 2: FAN STAYS ON FOR LONG PERIODS OF TIME, FRIDAY IT WOULDN'T SHUT
OFF AT ALL no issue at this time.

Comment 2:

Condition 3: ____PHOTO OF COMPLETE TRUCK ____PHOTO OF MILEAGE ____PHOTO OF
VIN PHOTOS FOR WARRANTY

Comment 3:

Condition 4: DRIVER SIDE WINDOW SWITCH NOT WORKING

Comment 4: Inspected and tested operation, found that window goes down, had

Installed driveshaft and filled with original oil. Ran unit and road tested. CU-431873

Condition 4: SOFTWARE UPDATES NEEDED - EGR - SEE NATHAN

Comment 4: Referenced CCR# 1-109800282846. Hooked up and saved image to network and Blaze, Updated ECM calibration from KW10091.05 to KW10091.09. C51364 15410503

Condition 5: CHECK RIDE HEIGHT - SEE CURTIS

Comment 5: Released brakes and relaxed suspension. Checked ride height and it was set to 8 1/2 inch and is low. Set ride height to spec of 8 3/4inch.

Condition 6: TECH DAMAGED GASKET ON INSTALL

Comment 6:

Condition 7: PARTS NOT COVERED UNDER WARRANTY

Comment 7:

DR22764 Closed 11-23-21 99173K

Hour Meters: ENGINE 1848.0 METER2 METER3

Condition 1: ADJUST HOOD - TAKE PICUTRES FOR WARRANTY

Comment 1: Squeezed together upper hood guides and lubricated to stop side to side movement of hood. Loosened ps side hood hinge and moved hood backwards to shorten gap between hood and cab until it met ds side measurements. Adjusted ps hood stop lower to adjust for hood height. Adjusted upper hood guide on ds side to stop side to side movement, and lubricated. Closed and opened hood several times to check measurements and latching. All good. CU-265210

Condition 2: AIR LEAK ON PS DOOR - TAKE PICTURES FOR WARRANTY

Comment 2: Replaced door trim seal bulb type (R60-6003-0Y4065) due to how flat the seal was on the truck. Marked ps door hinge, loosened hinge bolts, moved forward as far as possible to adjust gap, loosened striker and adjusted, tested and readjusted until door latched correctly. Twisted door upper back corner inwards to adjust for lower gap until proper seal was made inside. CU-265211

Condition 3: TAKE TO MAIN WHEN DONE.

Comment 3:

SR167151 Closed 01-21-22 109860K

Hour Meters: ENGINE 2078.0 METER2 METER3

Condition 1: COVID Default Variation SA ADVISED _____ TOUCH POINTS HAVE BEEN DISINFECTED TECH # _____

Remedy Codes - COVID

Comment 1:

Condition 2: LOYALTY DISCOUNT IF APPLICABLE Default Variation LOYALTY DISCOUNT IF APPLICABLE

Remedy Codes - LOYALTY

Removed splitter cap and found oil in splitter. Drained oil. Removed, cleaned, and resealed splitter. Filled oil and ran unit, ok. CU-367013

SR166117 Closed 09-09-21 65949

Hour Meters: ENGINE 1000.0 METER2 METER3

Condition 1: COVID Default Variation SA ADVISED _____ TOUCH POINTS
HAVE BEEN DISINFECTEDTECH # _____

Remedy Codes - COVID

Comment 1: Done

Condition 2: LOYALTY DISCOUNT IF APPLICABLE Default Variation LOYALTY
DISCOUNT IF APPLICABLE

Remedy Codes - LOYALTY

Comment 2: Done

Condition 3: PERFORM WHEEL ALIGNMENT - RH REAR HAD 2 DEGREE SHIM INSTALL AT
ANOTHER SHOP

Comment 3: Connected machine and started adjusting rear axle. Adjust P/S
and D/S caster. Center steering wheel. Torque U-bolts to 350 ft/lbs.
Completed road test - no issues found.

SR165155 Closed 07-08-21 44740K

Hour Meters: ENGINE 844.0 METER2 METER3

Condition 1: COVID Default Variation SA ADVISED _____ TOUCH POINTS
HAVE BEEN DISINFECTEDTECH # _____

Remedy Codes - COVID

Comment 1:

Condition 2: LOYALTY DISCOUNT IF APPLICABLE Default Variation LOYALTY
DISCOUNT IF APPLICABLE

Remedy Codes - LOYALTY

Comment 2:

Condition 3: CUSTOMER CONFIRMED ENGINE IS NOT DELETED AND PROGRAMMING HAS
NOT BEEN ALTERED FROM FACTORY SPECIFICATIONS Default Variation

Remedy Codes - ASKDEL

Comment 3:

Condition 4: CLUTCH ADJUST NEEDED

Comment 4: Auto adjusting clutch, clutch brake seems to be working ok.
Pulled floor cover, adjusted linkage and removed freeplay, started and
pushed in pedal for clutch to adjust, then adjusted freeplay back to
1-1/2". installed floor cover.

line angles. Angles were out of spec. Performed another shimming on RDA. Replaced 1.0 degree shims with 1.5 degrees shims fat side on rear. Performed all steps of shimming and measured all drive line angles. Measurements were with in marginal range. Torque all the U-Bolts.

DR20736 Closed 05-11-21 17866

Hour Meters: ENGINE 3222.0 METER2 METER3

Condition 1: CHECK RIDE HEIGHT, -GRINDING NOISE (SEE HISTORY)

Comment 1: Confirmed angle measurements low on the forward drive axle. Installed shims to correct height. Remeasured angles, ok. 5745

Condition 2: TAKING A LONG TIME TO WARM UP -no fault found

Comment 2: Ran truck and in 20 min got to 160 at 1000 rpm. Then ran truck up too 200 and checked that thermostat was opening properly. Checked with Cummins and all are with in spec. Tests ok

Condition 3: POWER STEERING PUMP SQUEALING AND TIGHT TO TURN RIGHT

Comment 3: Checked power steering pump pressures and are with in spec. Bled air out of box and tests ok

Condition 4: CEL FLASHING ON AND OFF, SEE SID

Comment 4: Hooked up computer too Cummins and ESA. NO inactive CEL that would cause any thing to flash. Talked with foreman and informed him that the CEL with flash for the idle shut down at 5 min if not idled up. No fault found

Condition 5: PERFORM COMPLIMENTARY INSPECTION

Comment 5:

DR20517 Closed 04-26-21 10557

Hour Meters: ENGINE 1814.0 METER2 METER3

Condition 1: REMOVE MAGNETS FROM 2 STAGE FAN HUB

Comment 1: Unbolted air intake pipes and rad bolts to tilt forward. Removed fan and fan shroud. Removed magnets from fan and tests ok. Reassembled and refilled wiper fluid.

Condition 2: SET ANGLES AND AIR RIDE SUSPENSION, HAS VIBRATION WHEN ACCELERATING

Comment 2: Brought unit in checked ride height and found it at 9 1/8 spec is 8 3/4 re set ride height to spec and grabbed all angles/ drive line measurements. Entered all into road ranger and printed/attached tests ok 5683

Condition 3: WHEN SPLITTING GEARS FROM INTERMEDIATE TO OVERDRIVE THE SHUTTLE SLAMS INTO OVERDRIVE, EVEN WHEN FEATHERING THROTTLE

Comment 3: Checked air supply and tests ok. Took unit for road test and could not duplicate complaint. Tried with and without jake brake high and low rpms and up/down shifting. Parked unit inside washbay for body shop

Condition 4: HOOD HARD TO CLOSE AND HITTING ON DRIVER SIDE

Comment 4: Used go/no go guage. Adjusted hood. 5684

Comment 5: Installed cb antennas.

Condition 6: SUPPLY AND INSTALL FLOORMATS 19 SUPPLY AND INSTALL FLOORMATS

Remedy Codes - 19

Comment 6:

Condition 7: PERFORM QC-INSTALL STICKER, CHECK OVER UNIT REPORT ANY DEFICIENCIES AND SIGN OFF PERFORM QC

Remedy Codes - QC

Comment 7: Performed

Condition 8: PERFORM SOFTWARE UPDATES AND PARAMETERS Default Variation PERFORM ENGINE/CHASSIS SOFTWARE UPDATESSET BASIC PDI PARAMETERS*****DO NOT SET TRUCKS THAT HAVE BEEN RIGGED UP*****

Remedy Codes - A1

Comment 8: Set parameters and updated from kw10091.04 to kw10091.05

Condition 9: SUPPLY AND INSTALL HUB CAPS AND TOP HAT NUT COVERS

Comment 9: Installed hub and nut covers.

Condition 10: SUPPLY AND INSTALL STEERING WHEEL, STEALTH BLACK AND LEATHER, WITH CHROME ADAPTER HUB

Comment 10: On order.

DR20128 Closed 04-08-21 3293

Condition 1: ** *****SUPPLY AND INSTALL ENGINE ONLY WEBASTO HEATER*****
SERVICE SPECIAL ** *****SUPPLY AND INSTALL ENGINE ONLY WEBASTO HEATER*****
*****ENGINE HEATER S/N_2022386936__MODEL # THERMO TOP EVO_*****

Comment 1: Installed as requested.

Condition 2: ** POWERHALT SPECIAL SERVICE SPECIAL ** POWERHALT SPECIAL
KIT NUMBER_PH3-14776_____ POWERHALT SERIAL#___PH3-1014476_____
CONTROLLER SERIAL# PH3MK11-001664

Comment 2: Installed, Setup and tested.

Condition 3: S&I ROADWORKS 14\" BOWTIE VISOR SS CONF#169432 ESTIMATED ARRIVAL 3/30/21. IF VISOR DOESN'T ARRIVE ON TIME USE VISOR PART#35075 WHICH HAS BEEN SEGREGATED ON HOLD#886 -----INSTALLED UNTIE VISOR THAT WAS ON HOLD, RATHER THAN BOWTIE THAT WAS ON BACK ORDER.

Comment 3: Installed visor

Condition 4: ***SUPPLY ONLY*** 1X12\" AND 1X14\" CHECKERPLATE STEP BOXES & HD BRACKETS

Comment 4:

Condition 5: IDLE BY-PASS NO LONGER REQUIRED ON CUMMINS ENGINES AS WILL BYPASS IDLE WHEN IDLED UP