

VEHICLE FACTORS GROUP CHAIRMAN'S FACTUAL REPORT ATTACHMENT

2017 Freightliner Warranty Claim History

Bryce Canyon City, Utah

HWY19MH012

(48 pages)

	EClaim 22 Sep	2019 15:56 - Cl	aim EHXDZ00	00049T	
	C	laim EHXDZ000	0049T		
Submitting Location Product S/N Elite Support Claim Number Make Distance Model Year Repair Date Repair Order DSM Name WSC Ticket # Incomplete:	n : EHXD TRUCK CENTERS, : 3ALACWDT7HDJD9595 : N : Z0000049T : FTL : 175 Units : MILES : 2017 : 01/16/2017 : R220001472P :	Proc Stat In S Build Cust Mon Failu Clair Acce	n Type luct Type us ervice Date d Date omer Name ths In Service ire Date n Date: pt Date ted By:	: POLICY : CHASSIS : PAID_IN_FI : : 12/07/2016 : SVO GROUN : 0 : 01/11/2017 : 03/12/2017 : 03/12/2017 : D70MAWIT	5 2 7
		Claim Summa	ary		
Request Type Based On Authorization # Budget Code Responsibility Code Top Fleets	: PAYMENT : : : M - Vendor/Supplier e : 15 - Field Service, Goodwill : 00 - Non top 25 fleet	Supplie	r Authorizatio r Additional I		
		Claim Reason C	odes		
S171 Y S090 Y S003 Y	Duplicate product and distance claim history. Component on rolldown table Claim is potential duplicate; rev Claimed total for Claim Type re	view product histo	pry.	READY_TO_SUBM READY_TO_SUBM READY_TO_SUBM	MIT 03/12/2017 D70MAWI MIT 03/12/2017 D70MAWI MIT 03/12/2017 D70MAWI
00012 N	Claim paid in full. Thank you.	Failura		ACCEPTED	03/13/2017 APLANT
Failure Date Repair Date Damage Code	: 01/11/2017 : 01/16/2017 :	Failure			
		Failed Part Sec	tion		
Primary Failed Part Supplier Component Position Cause Corrective Action Responsible Supplie Parts Disposition Comments	: HA63 : 018-003-037 (WHE : 54-01 - Left&Right : 36 - SCORED,SCRA : 24 - REPAIR r : FLLC : SCRAP ****POLICY PER A	Front 1st/Single TCHED,SCUFFED NDREW PLANT**	TEER AXLE) ** STEER WHE	ELS SCRATCHED	NOTED ON DEL S & POLISH RIMS PUT
		Parts			
Part # Part Type C	Qty Claimed Processed U/M Par	t Description S	Part Price /stem Price Total 0.0		Paid Total Return Cor 0.00 0.00
		Labor			
Labor SRT Type	SRI Description	dd SRT _{Cla} ps Hours ^{Cla}	Hours imed Process	Labor Rat ed System Proce	e Labor essed Claimed Processe

GENERIC 018- 3003A	WHEEL AS WHEE	SEMBLY L) - REP	•	Ν	0.0	1.5	1.5	110.00	110.00	165.00	165.00
Service Model: F0		·			Total	1.5	1.5			165.00	165.00
					Other Cha	arges					
						С	harges				
Expense Type D	escription	Invo	oice #	Invoice	e Date	Claime	d Process	sed Su	upporting	Documen	tation
					Total	0.0	0 0	0.00			
				Dealer	Part Retu	urn Locat	ion				
Company Name		: TRUC	K CENTE	RS, INC	. TRUCK C	ENTERS,	INC.				
Street Address		: 2000	CASSOP	OLIS ST	REET						
City		: ELKH	ART ELK	HART							
State/Province		: IN IN									
Zip/Postal Code		: 4651	4 46514								
Country		: UNIT	ED STATE	ES UNIT	ED STATES	5					
Phone #		: (574)	262-344	1 (574)2	262-3441						
If part found Non-v	varrantable	e: retur	n								
Select Carrier		: UPSE									
Carrier Account Nu	mber	: 438-	165								
				Fir	nancial Su	immary					
	Parts Ha	ndling	Labor	Other	Flat Amount	Total			nformatior	۱	
Claimed	0.00	0.00	165.00	0.00		165.00	Accept Da		/12/2017		
Processed	0.00	0.00	165.00	0.00		165.00	Process Da		/13/2017		
Paid	0.00	0.00	165.00	0.00		165.00	Process #		8497A		
Charge Back	0.00	0.00	0.00	0.00	0.00	0.00	CR Memo I				
Net Paid	0.00	0.00	165.00	0.00	0.00	165.00	CR Memo		07813		
Paid Tax	0.00	0.00	0.00	0.00		0.00	Tax Rates		t Applicable	;	
Charged Back Tax	0.00	0.00	0.00	0.00		0.00	Tax Area I	D : 150	0390430		
				Ch	arge Bacl	k History	,				

Process Date Charge Back Type Dealer Info Reference Parts Handling Labor Other Total Taxes Paid Credit Memo #

Attachments (2)

Description

2

1

Attachments	
045.JPG	
042.JPG	

Comments

Internal Comments

Labor

Туре

GENERIC

SRT

018-3003A

	EClaim 22 Sep 2019	15:56 - Claim EHXD201	7B950T	
	Claim I	EHXD2017B950T		
Product S/N::Elite Support:Claim Number:Make:Distance:Model Year:Repair Date:	EHXD TRUCK CENTERS, INC. 3ALACWDT7HDJD9595 N 2017B950T FTL 175 Units : MILES 2017 01/17/2017 R220001472	Claim Type Product Type Status In Service Date Build Date Customer Name Months In Service Failure Date Claim Date: Accept Date Created By:	: TRANSPORTI : CHASSIS : PAID_IN_FU : : 12/07/2016 : SVO GROUP e : 0 : 01/11/2017 : 01/17/2017 : 01/18/2017 : D70DAKOH	
	Cla	im Summary		
Request Type: PABased On:Authorization #:	YMENT	Supplier Authorization Supplier Additional I		
	Claim	Reason Codes		
	on ate product and distance from j history.	previous claim(s). Check	Status READY_TO_SUBM	Date User IT 01/18/2017 D70KAWIT
S228 Y Open of Composition S171 Y Composition S003 Y Claime 00012 N Claime 00197 N Process	claims exist for this product. Chonent on rolldown table ed total for Claim Type requires paid in full. Thank you. soor checking specifications paid in full. Thank you.	2	READY_TO_SUBM	IT 01/18/2017 D70KAWIT IT 01/18/2017 D70KAWIT IT 01/18/2017 D70KAWIT 02/07/2017 MIBARKE 02/07/2017 MIBARKE 02/07/2017 MIBARKE
	·	Failure		
	01/11/2017 01/17/2017			
	Faile	d Part Section		
Primary Failed Part (PFP) Supplier Component Position Cause Corrective Action Responsible Supplier Parts Disposition Comments	: ALU 883672 WHEEL PO : HA63 : 018-003-038 (WHEEL AS : A9-01 - Left&Right Rear ^ : 36 - SCORED,SCRATCHER : 24 - REPAIR : ALUA : SCRAP DRIVE WHEELS SCRATCH OUT SCRATCH & POLISH	1st/Single D,SCUFFED HED NOTED ON DEL RECE	IPT.PULLED REAR D	DRIVE WHEELS &SANDED
		Parts		
Part # Part Type Claime	Qty ed Processed U/M Part Desc	Part Price System Claime Price Total 0.0 Labor		aid Total Return Core

SRT

0.0

Hours

Add

Ops

Ν

SRT Description

WHEEL ASSEMBLY (RIM & WHEEL) - REPAIR

Hours

1.5

Labor Rate

Claimed Processed System Processed Claimed Processed

1.5 110.00

Labor

165.00

110.00 165.00

Service Model: F	07 F07 FTL M	2 106			Total	1.5	1.5	165.00 165.0
					Other Cha	arges		
						С	harges	
Expense Type	Description	Invo	oice #	Invoice	e Date	Claime	d Processed	Supporting Documentation
					Total	0.0	0.00	
				Dealer	Part Retu	urn Locat	tion	
Company Name		: TRUC	K CENTE	RS, INC	. TRUCK C	ENTERS,	INC.	
Street Address: 2000 CASSOPCity: ELKHART ELKState/Province: IN IN					REET			
City		: ELKH	ART ELK	HART				
State/Province		: IN IN						
Zip/Postal Code		: 4651	4 46514					
Country		: UNIT	ED STATE	ES UNIT	ED STATES	5		
Phone #		: (574))262-344	1 (574):	262-3441			
If part found Non-	warrantable							
Select Carrier		: UPSE						
Carrier Account N	umber	: 438-	165					
				Fir	nancial Su	immary		
	Parts Ha	ndling	Labor	Other	Flat Amount	Total		Information
Claimed	0.00	0.00	165.00	0.00	Amount	165.00	Accept Date	: 01/18/2017
Processed	0.00		165.00	0.00		165.00	Process Date	: 02/07/2017
Paid	0.00		165.00	0.00		165.00	Process #	: 017824A
			0.00		0.00	0.00	CR Memo Date	e: 02/11/2017
Charge Back Net Paid	0.00	0.00		0.00	0.00	165.00	CR Memo #	: A599156
Net Paid Paid Tax		0.00	165.00		0.00	0.00	Tax Rates	: Not Applicable
	0.00	0.00	0.00	0.00			Tax Area ID	: 150390430
Charged Back Tax	• 0.00	0.00	0.00	0.00		0.00		
				Ch	arge Bacl	k History	/	

Process Date Charge Back Type Dealer Info Reference Parts Handling Labor Other Total Taxes Paid Credit Memo #

	Attachments (2)
Attachments	Description
034.JPG	2
030.JPG	1

Comments

Internal Comments

[Feb 7, 2017 12:06:51 PM:MIBARKE] Responsible Party manually changed by Processor.

Product S/N:3ALACWDT7HDJD9595Product S/NElite Support:NStateClaim Number:2017B944TInMake:FTLBuDistance:175 Units : MILESCuModel Year:2017ModeRepair Date:01/16/2017FaitRepair Order:R220001472Clait	17B944T aim Type oduct Type atus Service Date uild Date ustomer Name onths In Service ilure Date aim Date:	: TRANSPORT : CHASSIS : DENIED : : 12/07/2016 : SVO GROUP : 0			
Product S/N:3ALACWDT7HDJD9595Product S/NElite Support:NStateClaim Number:2017B944TInMake:FTLBuDistance:175 Units : MILESCuModel Year:2017ModeRepair Date:01/16/2017FaitRepair Order:R220001472Clait	oduct Type atus Service Date iild Date istomer Name onths In Service ilure Date	: CHASSIS : DENIED : : 12/07/2016 : SVO GROUP			
Claim Number : 2017B944T In Make : FTL Bu Distance : 175 Units : MILES Cu Model Year : 2017 Mo Repair Date : 01/16/2017 Fail Repair Order : R220001472 Claim	Service Date uild Date ustomer Name onths In Service ilure Date	: : 12/07/2016 : SVO GROUP			
Distance : 175 Units MILES Cu Model Year : 2017 Mo Repair Date : 01/16/2017 Fai Repair Order : R220001472 Clar	istomer Name onths In Service ilure Date	: SVO GROUP			
Model Year : 2017 Model Repair Date : 01/16/2017 Fail Repair Order : R220001472 Classifier	onths In Service ilure Date)		
Repair Date : 01/16/2017 Fai Repair Order : R220001472 Classifier	ilure Date	: 0			
Repair Order : R220001472 Cla		: 01/11/2017			
•		: 01/16/2017			
DSM Name : Ac	cept Date	: 01/17/2017			
WSC Ticket # : Cre	eated By:	: D70DAKOH			
Claim Sumr	mary				
Request Type : PAYMENT Suppli	ier Authorizatior	ו # :			
Based On : Suppli Authorization # :	ier Additional In	fo :			
Claim Reason	Codes				
Code Standard Reason		Status	Date	Use	
S227 Y Duplicate product and distance from previous of claim history.					
S228 Y Open claims exist for this product. Check claim		READY_TO_SUBN			
S171 Y Component on rolldown table S003 Y Claimed total for Claim Type requires manual r		READY_TO_SUBN READY_TO_SUBN			
DO144NNo warrantable work performed		ACCEPTED		/2017 D/(/2017 MIE	
Failure	}				
Failure Date : 01/11/2017 Repair Date : 01/16/2017 Damage Code :					
Failed Part Se	ection				
Primary Failed Part (PFP): ALU 883671WHEEL POLISH ODSupplier: HA63	/ AS MACHINED I	D			
Component : 018-003-037 (WHEEL ASSEMBLY -	- STEER AXLE)				
Position : 54-01 - Left&Right Front 1st/Single	e				
Cause : 36 - SCORED, SCRATCHED, SCUFFE	ED				
Corrective Action : 24 - REPAIR					
Responsible Supplier : E773					
Parts Disposition : SCRAP STEER WHEELS SCRATCHED NOTE	ED ON DEL RECEIF	T.PULLED FRONT	STEER V	VHEELS &	1
SANDED OUT SCRATCHES & POLIS	SH RIMS PUT BACI	K UN 1/13/17			
Qty	Part Price	Handling			
-	System Price	-	Paid To	tal Retu	rn Cor
· · · · · · · · · · · · · · · · · · ·	Total 0.00			0.00	
Labor					
	Hours	Labor Rate	e	Labor	-
туре орз пош з	laimed Processe	d System Proce	ssed Cla	imed Pro	cesse
GENERIC 018- WHEEL ASSEMBLY (RIM & N 0.0 3003A WHEEL) - REPAIR N 0.0	1.5 0.	0 110.00	0.00 10	65.00	0.0
Service Model: F07 F07 FTL M2 106 Total	1.5 0.	0	10	65.00	0.0
Other Char	rges				

				Cha	rges							
Expense Type	Description	Invoice #	Invoice Date	Claimed	Processed	Supporting Documentation						
			Total	0.00	0.00							
			Dealer Part Retu	Irn Locatior	า							
Company Name : TRUCK CENTERS, INC. TRUCK CENTERS, INC.												
Street Address		: 2000 CASSO	POLIS STREET									
City		: ELKHART EL	KHART									
State/Province		: IN IN										
Zip/Postal Code		: 46514 46514	ļ.									
Country		: UNITED STA	TES UNITED STATES	5								
Phone #		: (574)262-34	41 (574)262-3441									
If part found Non-	warrantable	: return										
Select Carrier		: UPSE										
Carrier Account Nu	umber	: 438-165										
			Financial Su	mmary								

	Parts Handling		Parts Handling Labor Other		Flat Amount	Total	Information		
Claimed	0.00	0.00	165.00	0.00	, anount	165.00	Accept Date : 01/17/2017		
Processed	0.00	0.00	0.00	0.00	0.00	0.00	Process Date : 02/07/2017		
Paid	0.00	0.00	0.00	0.00		0.00	Process # : 016939A		
Charge Back	0.00	0.00	0.00	0.00	0.00	0.00	CR Memo Date : 02/11/2017		
Net Paid	0.00	0.00	0.00	0.00	0.00	0.00	CR Memo # : A599156		
Paid Tax	0.00	0.00	0.00	0.00		0.00	Tax Rates : Not Applicable		
Charged Back Tax	0.00	0.00	0.00	0.00		0.00	Tax Area ID :		

Process Date Charge Back Type Dealer Info Reference Parts Handling Labor Other Total Taxes Paid Credit Memo #

Attachments (2)

Attachments	Description
042.JPG	1
045.JPG	2

Comments

[Feb 7, 2017 11:49:29 AM:MIBARKE] Damages claimed are not visible in photos

Internal Comments

			EClain	n 22 Se	ep 2019	9 15:56 -	Claim El	HXD201	7B943T			
					Claim	EHXD20	017B943	Т				
Submittin Product S Elite Supp Claim Nur Make Distance Model Yea Repair Da Repair Or DSM Nam WSC Ticke Incomple	ar ar der ae et #	: 3A : N : 20 : FTL : 17! : 20 : 01,	5 Units :	DJD959!	RS, INC.	C P S I I B C M F i C A	laim Typ roduct T tatus n Service uild Date ustomer lonths Ir ailure Da laim Dat ccept Da reated B	e ype 2 Date 2 Name 1 Service ite e: te	: CHAS : PAID_ : : 12/07 : SVO (_IN_FULL //2016 GROUP /2017 //2017 //2017		
					CI	aim Sum	mary					
Request T Based On Authoriza		: PAYM : :	IENT			Supp	olier Auth olier Add					
					Clai	m Reaso	n Codes					
Code S227 S228 S003 00248	Standar Y Y Y N	claim his Open cla Claimed		r this pr im Type	oduct. (e require	Check clai es manual	m history		READY_TO	_SUBMIT 01 _SUBMIT 01 _SUBMIT 01	nte U /17/2017 D /17/2017 D /17/2017 D /07/2017 M	70KAWIT 70KAWIT
						Failur	e					
Failure Da Repair Da Damage C	te		1/11/2017 1/16/2017		Fail	ed Part S	Section					
Primary Fa Supplier Componen Position Cause Corrective Responsib Parts Disp Comments	Action le Suppl osition			-001 (P Center DRED,SC PLACE W JRROUN	ANEL - I CRATCHI /ITH NEV ID SCRA	ED,SCUFF W	ED OTED ON			ge out das	SH SURROU	ND
						Parts	;					
Part # Pa A22- 51681- ST/ 002			Processed	EACH	art Deso PANEL / TRI LATE,DA	cription S ASSY- M	Part P	laimed 1 72.61	Handlir Processed 72.61	% Paid	I Total Reto	urn Core No
							Total	72.61	72.61	23.90	6 96.57	
Labor Type	SRT	SRT	Descriptio	on	Add Ops	Laboi SRT Hours	Нс	ours Process		or Rate Processed	Labo Claimed Pr	

STANDARD	939- 6030A		TAL PHO		Ν	0.2	0.2	0.2	110.00	110.00	22.00	22.00
ADMIN	939- 6010A	Ac	dmin SR	Т	Ν	0.3	0.3	0.3	110.00	110.00	33.00	33.00
Service Mo	odel: FO	7 FO7 FTL M	2 106			Total	0.9	0.9			99.00	99.00
						Other Cha	arges					
							С	harges				
Expense T	ype D	Description	Invo	ice #	Invoice	e Date	Claime	d Process	sed S	Supporting [Document	ation
						Total	0.0	0 0	.00			
					Dealer	Part Retu	urn Locat	ion				
Company N	lame		: TRUC	K CENTE	RS, INC	. TRUCK C	ENTERS.	INC.				
Street Add				CASSOP			- ,					
City			: ELKH/	ART ELK	HART							
State/Prov	ince		: IN IN									
Zip/Postal	Code		: 46514	46514								
Country			: UNITE	D STATE	ES UNIT	ED STATES	S					
Phone #			: (574)	262-344	1 (574)2	262-3441						
If part four	nd Non-\	warrantable	e: returr	ı								
Select Carr	ier		: UPSE									
Carrier Acc	ount Nu	mber	: 438-1	65								
					Fir	nancial Su	ummary					
		Parts Ha	ndlina	Labor	Other	Flat	Total			Information	1	
			U			Amount		Accept Dat	te : 0	1/17/2017		
Claimed			23.96	99.00	0.00		195.57	Process Da		2/07/2017		
Processed			23.96	99.00	0.00		195.57	Process #		16629A		
Paid		72.61	23.96	99.00	0.00		195.57	CR Memo I				
Charge Ba	ck	0.00	0.00	0.00	0.00	0.00	0.00	CR Memo		599156		
Net Paid		72.61	23.96	99.00	0.00	0.00	195.57			lot Applicable		

0.00

0.00

Tax Rates

Tax Area ID

: Not Applicable

: 150390430

Process Date Charge Back Type Dealer Info Reference Parts Handling Labor Other Total Taxes Paid Credit Memo #

Attachments (2)

Attachments	Description
021.JPG	2
020.JPG	1

0.00

0.00

0.00

0.00

0.00

0.00

0.00

0.00

Comments

Paid Tax

Charged Back Tax

Internal Comments

[Jan 17, 2017 10:31:34 AM:D70KAWIT] Please attach photo showing damage to interior component or frame rail paint per IWI 16-024

[Feb 7, 2017 11:18:43 AM:MIBARKE] Responsible Party manually changed by Processor.

	EClaim 22 Sep 2019 1	5:56 - Claim EHXD20	17B942T		
	Claim E	HXD2017B942T			
Product S/N: 3AIElite Support: NClaim Number: 207Make: FTLDistance: 175Model Year: 207Repair Date: 01/2	5 Units : MILES	Claim Type Product Type Status In Service Date Build Date Customer Name Months In Servic Failure Date Claim Date: Accept Date Created By:	: TRANSPORTER : CHASSIS : PAID_IN_FULI : : 12/07/2016 : SVO GROUP : 01/11/2017 : 01/16/2017 : 01/17/2017 : D70DAKOH		
	Clai	m Summary			
Request Type: PAYMBased On:Authorization #:	ENT	Supplier Authorizati Supplier Additional			
	Claim	Reason Codes			
S227YDuplicate claim hisS228YOpen claim	ter damage/shortage was not product and distance from p tory. ms exist for this product. Che total for Claim Type requires	revious claim(s). Check eck claim history.	READY_TO_SUBMIT	Date User 01/31/2017 BARNE 01/31/2017 DMAYN 01/31/2017 DMAYN 01/31/2017 DMAYN	NAR
		Failure			
	/11/2017 /16/2017				
	Failed	Part Section			
Primary Failed Part (PFP) Supplier Component Position Cause Corrective Action Responsible Supplier Parts Disposition Comments	: A18-44694-000 DOOR L : CM 5 : 002-048-040 (GRAB HANE : D1-00 - Right : 36 - SCORED,SCRATCHED : 03 - REPLACE WITH NEW : CM 5 : SCRAP RIGHT DOOR GRAB BAR S GRAB BAR SCRATCH RIGH	SCUFFED	DEL RECEIPT.CHANGE	e out right door	
		Parts			
Qi Part # Part Type Claimed P	-	Part Price	Handling I Processed % I	Paid Total Return (Core
A18- 44694- STANDARD 1 000	1 EACH DOOR UP PULL HAN	PER 23.85 23.85	5 23.85 33	7.87 31.72 No M	No
		Labor			
706-	Description Add Ops H GRAB, DOOR, R/R N	1001 3	Labor Rate sed System Process 0.2 110.00 110		ssed 2.00

	39- 30A		TAL PHO		Ν	0.2	0.2	0.2	110.00	110.00	22.00	22.00
	39- 10A	Ac	lmin SR	т	Ν	0.3	0.3	0.3	110.00	110.00	33.00	33.0
Service Model		7 F07 FTL M	2 106			Total	0.7	0.7			77.00	77.0
						Other Ch	arges					
Expense Type	ſ	Description	Invo	ice #	Invoice	e Date Total	Claime		ed \$.00	Supporting	Document	ation
					Dealer	Part Retu	urn Loca	tion				
Company Nam Street Address City	5		: 2000 : ELKH	CASSOF ART ELF	POLIS ST	. TRUCK C REET	ENTERS,	INC.				
State/Province Zip/Postal Coc Country Phone #			: UNITI	4 46514 ED STAT		ED STATE: 262-3441	S					
lf part found N Select Carrier Carrier Accour			e : returr : UPSE : 438-1									
			. 430		Fir	nancial Su	ummary					
		Parts Ha	ndling	Labor	Other	Flat Amount	Total			Informatior	ı	
Claimed		23.85	7.87	77.00	0.00		108.72	Accept Dat Process Da		1/17/2017 1/31/2017		
Processed		23.85	7.87	77.00	0.00		108.72	Process #		71782A		
Paid		23.85	7.87	77.00	0.00		108.72	CR Memo I				
Charge Back		0.00	0.00	0.00	0.00	0.00	0.00	CR Memo		597756		
Net Paid		23.85	7.87	77.00	0.00	0.00	108.72	Tax Rates		lot Applicable	2	
Paid Tax Charged Back	Тах	0.00 0.00	0.00 0.00	0.00 0.00	0.00 0.00		0.00 0.00	Tax Area I		50390430		
_					Ch	arge Bac	k History	/				
Process Date	Chai	rge Back Ty	pe Dea	ler Info					her Tot	al Taxes Pa	id Credit I	Memo #
					А	ttachmer	nts (2)					
Attac 022.JF 023.JF	PG	nts		D 1 2	escripti	on						
Comments [Jan 31, 2017 3	:24:0	03 PM:] re	submitte	ed. no co	rrections r	needed pe	er				
Internal Comn [Jan 17, 2017 1 16-024 [Jan 31, 2017 3 024	0:30	:11 AM:						e to interior o to interior cor				

	EClaim 22 Sep 201	9 15:56 - Claim EHXD20	17B936T	
	Claim	n EHXD2017B936T		
Submitting Loca Product S/N Elite Support Claim Number Make Distance Model Year Repair Date Repair Order DSM Name WSC Ticket # Incomplete:	tion : EHXD TRUCK CENTERS, INC : 3ALACWDT7HDJD9595 : N : 2017B936T : FTL : 175 Units : MILES : 2017 : 01/13/2017 : R220001472 : :	Claim Type Product Type Status In Service Date Build Date Customer Name Months In Servic Failure Date Claim Date: Accept Date Created By:	: TRANSPORT : CHASSIS : PAID_IN_FU : : 12/07/2016 : SVO GROUF e : 0 : 01/11/2017 : 01/13/2017 : 01/17/2017 : D70DAKOH	JLL > >
	С	laim Summary		
Request Type Based On Authorization #	: PAYMENT : :	Supplier Authorizati Supplier Additional		
	Clai	im Reason Codes		
Code Standa S227 Y	ard Reason Duplicate product and distance fror claim history.		Status READY_TO_SUBN	Date User //IT 01/17/2017 D70KAWIT
S228 Y S003 Y 00012 N 00197 N 00012 N	Open claims exist for this product. Claimed total for Claim Type requir Claim paid in full. Thank you. Processor checking specifications Claim paid in full. Thank you.			AIT 01/17/2017 D70KAWIT AIT 01/17/2017 D70KAWIT 02/07/2017 MIBARKE 02/07/2017 MIBARKE 02/07/2017 MIBARKE
Failure Date Repair Date Damage Code	: 01/11/2017 : 01/13/2017 :			
	Fai	iled Part Section		
Primary Failed Pa Supplier Component Position Cause Corrective Action Responsible Supp Parts Disposition Comments	: GO39 : 002-001-003 (PANEL - : 00-00 - NA-NA : 36 - SCORED,SCRATCH : 03 - REPLACE WITH NE blier : KF34 : SCRAP	IED, SCUFFED		RILL SCRATCH 2 1/2 IN.
		Parts		
	Qty	Part Price	Handling	
Part # Part Type 17- 14787- STANDARE 001	e Claimed Processed U/M Part Desc PANEL-G D 1 1 EACH CHR FTL B2 MT45	Price GRILLE M2 S2 187.47 MT55 Total 187.47	187.47 33 0	Paid Total Return Core 61.87 249.34 No No 61.87 249.34 No No
		Labor		
Labor SRT Type	SRT Description Add Ops	Hours SRT Claimed Process Hours	Labor Rat sed System Proce	e Labor essed Claimed Processed

6012A ADMIN 939- 6010A Admin SRT N 0.3 0.3 0.3 110.00 110.00 33.00 33. Service Model: F07 F07 FTL M2 106 Total 0.6 0.6 66.00 0.00 0.00 0.00 0.00 United states in the interval of the interva													
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GUIDA Service Model: F07 F07 FTL M2 106 Total 0.6 66.00 Charges Charges Supporting Documentation Company Name : TRUCK CENTERS, INC. TRUCK CENTERS, INC. State/Province : IN IN Zip/Postal Code : 46514 46514 Country : UNITED STATES Financial Summary Imancial Summary Carr					-					110.00	110.00		
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Tax Rates · Not Applicable	0								CR Memo	# : A	599156		
	Paid Tax		0.00	0.00	0.00	0.00	0.00	0.00	Tax Rates	: N	ot Applicable		

0.00

0.00

Tax Area ID

: 150390430

Process Date Charge Back Type Dealer Info Reference Parts Handling Labor Other Total Taxes Paid Credit Memo #

Attachments (2)

Attachments	Description
025.JPG	2
024.JPG	1

0.00

0.00

0.00

0.00

0.00

0.00

0.00

0.00

Comments

Paid Tax

Charged Back Tax

Internal Comments [Feb 7, 2017 11:15:07 AM:

] Responsible Party manually changed by Processor.

	EClaim 22 Sep 2019 1	5:56 - Claim EHXD201	17B935T		
	Claim E	HXD2017B935T			
Submitting Loca Product S/N Elite Support Claim Number Make Distance Model Year Repair Date Repair Order DSM Name WSC Ticket # Incomplete:	tion : EHXD TRUCK CENTERS, INC. : 3ALACWDT7HDJD9595 : N : 2017B935T : FTL : 175 Units : MILES : 2017 : 01/13/2017 : R220001472 : :	Claim Type Product Type Status In Service Date Build Date Customer Name Months In Servic Failure Date Claim Date: Accept Date Created By:	: TRANSPOR : CHASSIS : DENIED : : 12/07/201 : SVO GROU : 01/11/201 : 01/13/201 : 01/17/201 : D70DAKO	6 JP 7 7 7	
	Clai	m Summary			
Request Type Based On Authorization #	: PAYMENT :	Supplier Authorizati Supplier Additional I			
	Claim	Reason Codes			
Code Standa \$227 Y \$228 Y \$003 Y 00181 N	rd Reason Duplicate product and distance from p claim history. Open claims exist for this product. Ch Claimed total for Claim Type requires Shortages or damages were not noted Delivery Receipt.	eck claim history. manual review.	READY_TO_SUE		D70KAWIT D70KAWIT
		Failure			
Failure Date Repair Date Damage Code	: 01/11/2017 : 01/13/2017 :				
	Failed	d Part Section			
Primary Failed Pa Supplier Component Position Cause Corrective Action Responsible Supp Parts Disposition Comments	: CM 5 : 015-002-006 (COVER - ST : 00-00 - NA-NA : 12 - BROKEN : 03 - REPLACE WITH NEW	NG COLUMN COVER SCR	ATCHED NOTED C	DN DEL RECEIPT.O	CHANGE /13/17
		Parts]
Part # Part Type	Qty Claimed Processed U/M Part Desc	Part Price System Claim Price	Handling	% Paid Total Re	turn Core
22- 54858- STANDARD 000	COVER-STE 1 0 EACH COLUMN,ADJ PRND	,CNTR,NO 16.71 16 JL	0.71 0.00 0.71 0.00	33 0.00 0.00 No	o No
		Labor		0.00]
Labor	Add	Hours	Labor Ra		bor
LaborSRTType532- 60504	COVER, STEERING COLUMN, N	Hours	sed System Proc	cessed Claimed F 0.00 33.00	Processed 0.00

STANDARD ADMIN	939- 6030A 939- 6010A	ADMI	TAL PHO NISTRA dmin SR	ΓΙΟΝ	N N	0.2 0.3	0.2 0.3		110.00 110.00		22.00 33.00	0.00
Service Mo		07 F07 FTL M	2 106			Total	0.8	0.0			88.00	0.00
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Expense Ty	Ine	Description	Invo	ice #	Invoice	Dato	Claime	0	sod 9	Supporting [Jocument	ation
Expense is	ype	Description	mvo		mvoice	Total	0.0).00	Supporting L	Jocument	
					Dealer							
						Part Retu						
Company N						. TRUCK C	ENTERS,	INC.				
Street Addr	ess				OLIS ST	REET						
City				ART ELK	CHART							
State/Prov			: IN IN									
Zip/Postal	Code		: 46514	4 46514								
Country			: UNITE	ED STAT	ES UNIT	ED STATES	5					
Phone #			: (574)	262-344	1 (574)2	262-3441						
If part four	nd Non-	warrantable	e : returr	า								
Select Carri	ier		: UPSE									
Carrier Acc	ount N	umber	: 438-1	65								
					Fir	nancial Su	immary					
						Flat				Information		
		Parts Ha	ndling	Labor	Other	Amount	Total					
Claimed		16.71	5.51	88.00	0.00		110.22	Accept Da		1/17/2017		
Processed		0.00	0.00	0.00	0.00	0.00	0.00	Process D		2/07/2017		
Paid		0.00	0.00	0.00	0.00		0.00	Process #		16523A		
Charge Bad	ck	0.00	0.00	0.00	0.00	0.00	0.00	CR Memo	Date: 0	2/11/2017		
Net Paid		0.00	0.00	0.00	0.00	0.00	0.00	CR Memo	# : A	599156		
Paid Tax		0.00	0.00	0.00	0.00	0.00	0.00	Tax Rates	: N	lot Applicable		
		0.00	0.00	0.00	0.00		0.00	Tax Aroa	· ח			

0.00

Tax Area ID

:

Process Date Charge Back Type Dealer Info Reference Parts Handling Labor Other Total Taxes Paid Credit Memo #

Comments

[Feb 7, 2017 11:11:30 AM:

] Damages are not visible in photo

0.00

Internal Comments

Charged Back Tax

0.00

0.00

0.00

[Jan 17, 2017 10:21:53 AM:] Please attach photo showing damage to interior component or frame rail paint per IWI 16-024

S227YDuplicate product and distance from previous claim(s). Check claim history.READY_TO_SUBMIT 01/17/2017 ES228YOpen claims exist for this product. Check claim history.READY_TO_SUBMIT 01/17/2017 E00181NShortages or damages were not noted on a Transporter Delivery Receipt.ACCEPTED02/07/2017 NS177YClaim is based on previous denied claimREADY_TO_SUBMIT 02/17/2017 ES091YClaim has been resubmitted for additional payment.READY_TO_SUBMIT 02/17/2017 ES003YClaimed total for Claim Type requires manual review.READY_TO_SUBMIT 02/17/2017 E)70KAWIT IIBARKE)70MAWIT)70MAWIT									
Product S/N :: 3ALACWDT7HDJD9595 Product Type :: CHASSIS Elite Support :: N Status :: PAID_IN_FULL Claim Number :: 2017B935A In Service Date :: Make :: FTL Build Date :: 12/07/2016 Distance :: 75 Units :: SVO GROUP Months in Service :: 0 Model Year :: 2017 Months in Service :: 0 0/11/2017 Repair Order :: 20171/2017 Failure Date :: 0/11/2017 Repair Order :: ?: 20/17/2017 O/17/2017 0/17/2017 DSM Name :: Created By: :: D/0/17/2017 Muscattry :: Created By: :: D/0/17/2017 Muscattry :: Supplier Authorization # :: Supplier Authorization # : Based On :: Claim EHXD20178935T Supplier Authorization # : Status Date U S227 Y Duplicate product and distance from previous claim(s). C	070KAWIT 070KAWIT 11BARKE 070MAWIT 070MAWIT									
Request Type : PAYMENT Supplier Authorization # : Based On : Claim EHXD2017B935T Supplier Additional Info : Authorization # : Claim Reason Codes Code Standard Reason Status Date U S227 Y Duplicate product and distance from previous claim(s). Check claim history. READY_TO_SUBMIT 01/17/2017 E U S228 Y Open claims exist for this product. Check claim history. READY_TO_SUBMIT 01/17/2017 E U S0181 N Shortages or damages were not noted on a Transporter Delivery Receipt. ACCEPTED 02/07/2017 D S0181 N Shortages or damages were not noted on a Transporter Delivery Receipt. READY_TO_SUBMIT 02/17/2017 D S031 Y Claim has been resubmitted for additional payment. READY_TO_SUBMIT 02/17/2017 D S003 Y Claim paid in full. Thank you. ACCEPTED 03/08/2017 M Method E : 01/11/2017 Repair Date : 01/13/2017 Damage Code : : Ealed Part Section Supplier Primary Failed Part (PFP) : : Steree in Stere in St	070KAWIT 070KAWIT 11BARKE 070MAWIT 070MAWIT									
Based On :: Claim EHXD2017B935T Supplier Additional Info :: Authorization # : Claim Reason Codes Code Standard Reason Status Date U S227 Y Duplicate product and distance from previous claim(s). Check claim history. READY_TO_SUBMIT 01/17/2017 E Claim Reason READY_TO_SUBMIT 01/17/2017 E S228 Y Open claims exist for this product. Check claim history. READY_TO_SUBMIT 01/17/2017 E O2/07/2017 N S177 Y Claim is based on previous denied claim READY_TO_SUBMIT 02/17/2017 E O2/07/2017 N S001 Y Claim has been resubmitted for additional payment. READY_TO_SUBMIT 02/17/2017 E S003 Y Claim paid in full. Thank you. ACCEPTED 03/08/2017 N O0012 N Claim paid in full. Thank you. ACCEPTED 03/08/2017 N Failure Date : 01/11/2017 Failed Part Section Primary Failed Part (PFP) : 22-54858-000 COVER-STEERING COLUMN, ADJ, CNTR, NO PRNDL Supplier : : Supplier : : : : : : : :	070KAWIT 070KAWIT 11BARKE 070MAWIT 070MAWIT									
Code Standard Reason Status Date U S227 Y Duplicate product and distance from previous claim(s). Check claim history. READY_TO_SUBMIT 01/17/2017 D S228 Y Open claims exist for this product. Check claim history. READY_TO_SUBMIT 01/17/2017 D 00181 N Shortages or damages were not noted on a Transporter Delivery Receipt. ACCEPTED 02/07/2017 N S177 Y Claim has been resubmitted for additional payment. READY_TO_SUBMIT 02/17/2017 D S003 S091 Y Claim has been resubmitted for additional payment. READY_TO_SUBMIT 02/17/2017 D S003 S003 Y Claim paid in full. Thank you. ACCEPTED 03/08/2017 N 00012 N Claim paid in full. Thank you. ACCEPTED 03/08/2017 N Failed Part Section Failed Part Section Failed Part Section Primary Failed Part (PFP) : 22-54858-000 COVER-STEERING COLUMN, ADJ, CNTR, NO PRNDL Supplier : CM 5 Component : 01/11/2017 Buggier : CM 5 Component : 015-002-006 (COVER - STEERING COLUMN) Source in the state in	070KAWIT 070KAWIT 11BARKE 070MAWIT 070MAWIT									
S227 Y Duplicate product and distance from previous claim(s). Check claim history. READY_TO_SUBMIT 01/17/2017 Claim history. S228 Y Open claims exist for this product. Check claim history. READY_TO_SUBMIT 01/17/2017 Claim 02/07/2017 Note: No	070KAWIT 070KAWIT 11BARKE 070MAWIT 070MAWIT									
00181NShortages or damages were not noted on a Transporter Delivery Receipt.ACCEPTED02/07/2017 MS177YClaim is based on previous denied claimREADY_TO_SUBMIT 02/17/2017 DS091YClaim has been resubmitted for additional payment.READY_TO_SUBMIT 02/17/2017 DS003YClaimed total for Claim Type requires manual review.READY_TO_SUBMIT 02/17/2017 D00012NClaim paid in full. Thank you.ACCEPTED03/08/2017 MFailure Date:: 01/11/2017Failed Part : 01/13/2017Damage Code::Primary Failed Part (PFP):: 22-54858-000COVER-STEERING COLUMN,ADJ,CNTR,NO PRNDLSupplier:: 015-002-006 (COVER - STEERING COLUMN)Position:: 015-002-006 (COVER - STEERING COLUMN)Position: 00-00 - NA-NACause:: 12 - BROKEN	11BARKE 970MAWIT 970MAWIT									
\$177YClaim is based on previous denied claimREADY_TO_SUBMIT 02/17/2017 IC\$091YClaim has been resubmitted for additional payment.READY_TO_SUBMIT 02/17/2017 IC\$003YClaimed total for Claim Type requires manual review.READY_TO_SUBMIT 02/17/2017 IC\$00012NClaim paid in full. Thank you.ACCEPTEDFailure Date: 01/11/2017Repair Date: 01/13/2017Damage Code: 22-54858-000COVER-STEERING COLUMN, ADJ, CNTR, NO PRNDLSupplier: 22-54858-000COVER - STEERING COLUMN, ADJ, CNTR, NO PRNDLSupplier: 015-002-006 (COVER - STEERING COLUMN)Position: 00-00 - NA-NACause: 12 - BROKEN	70MAWIT									
00012 N Claim paid in full. Thank you. ACCEPTED 03/08/2017 N Failure Failure Date : 01/11/2017 Repair Date : 01/13/2017 Damage Code : 01/13/2017 Pailed Part Section Primary Failed Part (PFP) : 22-54858-000 COVER-STEERING COLUMN, ADJ, CNTR, NO PRNDL Supplier : CM 5 Component : 015-002-006 (COVER - STEERING COLUMN) Position : 00-00 - NA-NA Couse : 12 - BROKEN	70IVIAVVI i									
Failure Date : 01/11/2017 Repair Date : 01/13/2017 Damage Code : Failed Part Section Primary Failed Part (PFP) : 22-54858-000 COVER-STEERING COLUMN, ADJ, CNTR, NO PRNDL Supplier : : 015-002-006 (COVER - STEERING COLUMN) Position : 015-002-006 (COVER - STEERING COLUMN) Position : 00-00 - NA-NA Cause : 12 - BROKEN	00012 N Claim paid in full. Thank you. ACCEPTED 03/08/2017 MIBARKE									
Repair Date : 01/13/2017 Damage Code : Frimary Failed Part (PFP) : 22-54858-000 COVER-STEERING COLUMN, ADJ, CNTR, NO PRNDL Supplier : 22-54858-000 COVER-STEERING COLUMN, ADJ, CNTR, NO PRNDL Supplier : 015-002-006 (COVER - STEERING COLUMN) Position : 015-002-006 (COVER - STEERING COLUMN) Position : 00-00 - NA-NA Cause : 12 - BROKEN										
Primary Failed Part (PFP) : 22-54858-000 COVER-STEERING COLUMN, ADJ, CNTR, NO PRNDL Supplier : CM 5 Component : 015-002-006 (COVER - STEERING COLUMN) Position : 00-00 - NA-NA Cause : 12 - BROKEN										
Supplier : CM 5 Component : 015-002-006 (COVER - STEERING COLUMN) Position : 00-00 - NA-NA Cause : 12 - BROKEN										
Position : 00-00 - NA-NA Cause : 12 - BROKEN										
Responsible Supplier : CM 5										
Parts Disposition : SCRAP Comments : MIDDLE BOTTOM STEERING COLUMN COVER SCRATCHED NOTED ON DEL RECEIPT.CL OUT MIDDLE BOTTOM STEERING COLUMN COVER SCRATCH 1 IN. MIDDLE CENTER 1/2	HANGE									
	13/17									
Parts										
Qty Part Price Handling Part # Part Type Claimed Processed U/M Part Description System Price Pri	turn Core									
22- COVER-STEERING 54858- STANDARD 1 1 EACH COLUMN, ADJ, CNTR, NO 16.71 16.71 33 5.51 22.22 No 000 PRNDL PRN										
Total 16.71 16.71 5.51 22.22	No									
Labor	No									
Hours Labor Rate Lab	No									

EClaim 22 Sep 2019 15:56 - Claim EHXD2017B935A

Carrier Account Number

: 438-165

Labor Type	SRT	SRT Description	Add Ops	SRT Hours	Claimed Pro	ocessed System Pr	rocessed C	laimed Pr	ocessed	
STANDARD	532- 6050A	COVER, STEERING COLUMN, R/R	Ν	0.3	0.3	0.3 110.00	110.00	33.00	33.00	
STANDARD	939- 6030A	DIGITAL PHOTO ADMINISTRATION	Ν	0.2	0.2	0.2 110.00	110.00	22.00	22.00	
ADMIN	939- 6010A	Admin SRT	Ν	0.3	0.3	0.3 110.00	110.00	33.00	33.00	
Service Mo	del: FO	7 F07 FTL M2 106		Total	0.8	0.8		88.00	88.00	
	Other Charges									
Other Charges										

				Cha	rges				
Expense Type	Description	Invoice #	Invoice Date	Claimed	Processed	Supporting Documentation			
			Total	0.00	0.00				
			Dealer Part Retu	rn Locatior	ı				
Company Name		: TRUCK CENT	ERS, INC. TRUCK CE	NTERS, INC					
Street Address		: 2000 CASSO	POLIS STREET						
City : ELKHART ELKHART									
State/Province		: IN IN							
Zip/Postal Code		: 46514 46514	ļ						
Country	: UNITED STATES UNITED STATES								
Phone #	e # : (574)262-3441 (574)262-3441								
If part found Nor	n-warrantable	: return							
Select Carrier		: UPSE							

Financial Summary								
	Parts H	andling	Labor	Other	Flat	Total	Information	
Claimed Processed Paid Charge Back Net Paid Paid Tax	16.71 16.71 16.71 0.00 16.71 0.00	5.51 5.51 5.51 0.00 5.51 0.00	88.00 88.00 88.00 0.00 88.00 0.00	0.00 0.00 0.00 0.00 0.00 0.00	Amount 0.00 0.00	110.22 110.22 110.22 0.00 110.22 0.00	Accept Date : 02/17/2017 Process Date : 03/08/2017 Process # : 005769A CR Memo Date : 03/11/2017 CR Memo # : A605866 Tax Rates : Not Applicable	
Charged Back Tax	0.00	0.00	0.00	0.00		0.00	Tax Area ID : 150390430	

Charge Back History

Process Date Charge Back Type Dealer Info Reference Parts Handling Labor Other Total Taxes Paid Credit Memo #

	Attachments (2)
Attachments	Description
steering column cover 2 (002) R220001472.jpg	2
steering column cover 1 (002) R220001472.jpg	1
Comments	
	mages are not visible in photo Resubmit with pictures showing damage
Internal Comments	
[Jan 17, 2017 10:21:53 AM:	Please attach photo showing damage to interior component or frame rail paint per IWI 16-
[Feb 17, 2017 12:26:39 PM:	Please attach photo showing damage to interior component or frame rail paint per IWI 16-
[Mar 8, 2017 9:19:22 AM:	ponsible Party manually changed by Processor.

	EClaim 22 Sep 2019 1	5:56 - Claim EHXD201	I7B934T	
	Claim E	HXD2017B934T		
Product S/N: 3AElite Support: NClaim Number: 20Make: FTDistance: 17Model Year: 20Repair Date: 01	5 Units : MILES 117 /13/2017 220001472	Claim Type Product Type Status In Service Date Build Date Customer Name Months In Servic Failure Date Claim Date: Accept Date Created By:	: TRANSPORTER : CHASSIS : PAID_IN_FULL : : 12/07/2016 : SVO GROUP e : 0 : 01/11/2017 : 01/13/2017 : 01/17/2017 : D70DAKOH	
	Clai	m Summary		
Request Type: PAYNBased On:Authorization #:	<i>I</i> IENT	Supplier Authorization Supplier Additional I		
	Claim	Reason Codes		
claim his	e product and distance from pr story.	revious claim(s). Check		Date User 01/17/2017 D70KAWIT
S003 Y Claimed	nims exist for this product. Che total for Claim Type requires r rter damage/shortage was not	manual review.	READY_TO_SUBMIT (01/17/2017 D70KAWIT 01/17/2017 D70KAWIT 02/06/2017 BARNECH
		Failure		
	1/11/2017 1/13/2017			
	Failed	Part Section		
Primary Failed Part (PFP) Supplier Component Position Cause Corrective Action Responsible Supplier Parts Disposition Comments	: A22-54059-006 PANEL-I : T155 : 002-008-001 (PANEL - DA : D1-00 - Right : 36 - SCORED,SCRATCHED : 03 - REPLACE WITH NEW : T155 : SCRAP RIGHT SIDE DASH SCRAT(SCRATCH 1 1/2 IN. LEFT S	,SCUFFED CHED NOTED ON DEL RE	CEIPT.CHANGE OUT R	IGHT SIDE DASH
		Parts		
Qt Part # Part Type Claimed P	-	Part Price System Claime Price	Handling ed Processed % Pair	d Total Return Core
A22- 71573- STANDARD 1 001	1 EACH PANEL DASH,RH,MD,S	- SERVICE ^{159.70} 159. ⁷ Total 159. ⁷		70 212.40 No No
		Labor		
Labar		Hours	Labor Rate	Labor
680-		iours		d Claimed Processed
STANDARD 6120A PANEL	_, DASH, RH, R/R N	0.4 0.4	0.4 110.00 110.0	00 44.00 44.00

STANDARD 939- 6030A		AL PHOTO STRATION	Ν	0.2	0.2	0.2	110.00	110.00	22.00	22.00
ADMIN 939- 6010A	Adm	nin SRT	Ν	0.3	0.3	0.3	110.00	110.00	33.00	33.00
Service Model: FO	07 F07 FTL M2 1	106		Total	0.9	0.9			99.00	99.00
	Other Charges									
	Charges									
Expense Type	Description	Invoice #	Invoice		Claime			upporting [Document	ation
				Total	0.0	0 0	.00			
			Dealer	Part Retu	ırn Locat	ion				
Company Name: TRUCK CENTERS, INC. TRUCK CENTERS, INC.Street Address: 2000 CASSOPOLIS STREETCity: ELKHART ELKHARTState/Province: IN INZip/Postal Code: 46514 46514Country: UNITED STATES UNITED STATESPhone #: (574)262-3441 (574)262-3441If part found Non-warrantable : returnSelect Carrier: UPSECarrier Account Number: 438-165										
			FIr	nancial Su	Immary					
	Parts Hand	lling Labor	Other	Flat Amount	Total		I	nformation		
Claimed Processed	159.70 52	2.7099.002.7099.00	0.00 0.00	Amount	311.40 311.40	Accept Da Process Da Process #	ate : 02	/17/2017 2/06/2017 2868A		
Paid Charge Back		2.7099.000.000.00	0.00 0.00	0.00	311.40 0.00	CR Memo	Date : 02	/11/2017		
Net Paid Paid Tax Charged Back Tax	0.00 0	2.7099.000.000.000.000.00	0.00 0.00 0.00	0.00	311.40 0.00 0.00	CR Memo Tax Rates Tax Area I	: No	99156 ot Applicable 0390430		
			Ch	arge Bacl	k History					

Process Date Charge Back Type Dealer Info Reference Parts Handling Labor Other Total Taxes Paid Credit Memo #

Attachments (2)

Attachments	Description
021.JPG	2
020.JPG	1

Comments

Internal Comments

] Please attach photo showing damage to interior component or frame rail paint per IWI 16-[Jan 17, 2017 10:19:35 AM: 024

[Feb 6, 2017 8:05:51 PM: Responsible Party manually changed by Processor.

		19 15:56 - Claim EHXD20		
	Clai	im EHXD2017B933T		
Submitting Location Product S/N Elite Support Claim Number Make Distance Model Year Repair Date Repair Order DSM Name WSC Ticket # Incomplete:	Dn : EHXD TRUCK CENTERS, IN : 3ALACWDT7HDJD9595 : N : 2017B933T : FTL : 175 Units : MILES : 2017 : 01/13/2017 : R220001472 : :	Product Type Status In Service Date Build Date Customer Name Months In Servic Failure Date Claim Date: Accept Date Created By:	: TRANSPORTER : CHASSIS : PAID_IN_FULL : : 12/07/2016 : SVO GROUP e : 0 : 01/11/2017 : 01/13/2017 : 01/17/2017 : D70DAKOH	
		Claim Summary		
Request Type Based On Authorization #	: PAYMENT : :	Supplier Authorizati Supplier Additional		
	C	laim Reason Codes		
Code Standard S227 Y S228 Y	d Reason Duplicate product and distance fro claim history. Open claims exist for this product		READY_TO_SUBMIT	Date User 01/17/2017 D70KAWIT 01/17/2017 D70KAWIT
S003 Y 00248	Claimed total for Claim Type requ Transporter damage/shortage wa			01/17/2017 D70KAWIT 02/06/2017 BARNECH
		Failure		
Failure Date Repair Date Damage Code	: 01/11/2017 : 01/13/2017 :			
	F	ailed Part Section		
Primary Failed Part Supplier Component Position Cause Corrective Action Responsible Suppli Parts Disposition Comments	: T155 : 002-008-001 (PANEL : G5-00 - Center : 36 - SCORED,SCRATO : 03 - REPLACE WITH N er : T155 : SCRAP	CHED,SCUFFED NEW RATCHED NOTED ON DEL REG	CEIPT.CHANGE OUT TO	OP DASH PANEL
		Parts		
	Qty	Part Price	Handling	
Part # Part Type (Claimed Processed U/M Part De	scription System Price	Processed % Pai	d Total Return Core
A22- 51677- STANDARD 000	1 1 EACH PANEL-E		125.55 33 41.4	43 166.98 No No 43 166.98
		Labor		·
L			Labor Rate	Labor
Labor Type SRT	SRT Description Ad Op	Ulaimed Proces		Labor ed Claimed Processed
STANDARD 680- 6125A	PANEL, TOP COVER, DASH, N R/R	0.4 0.4	0.4 110.00 110.0	00 44.00 44.00

EClaim 22 Sep 2019 15:56 - Claim EHXD2017B933T

	939- 030A		ITAL PHO		Ν	0.2	0.2	0.2	110.00	110.00	22.00	22.00
	939- 010A	A	dmin SR	т	Ν	0.3	0.3	0.3	110.00	110.00	33.00	33.00
Service Mode	Service Model: F07 F07 FTL M2 106					Total	0.9	0.9			99.00	99.00
	Other Charges											
	Charges											
Expense Type	e D	escription	Invo	ice #	Invoice	e Date	Claime	d Proces	sed S	Supporting [Document	ation
						Total	0.0	0 (0.00			
	Dealer Part Return Location											
Company Name: TRUCK CENTERS, INC. TRUCK CENTERS, INC.Street Address: 2000 CASSOPOLIS STREETCity: ELKHART ELKHARTState/Province: IN INZip/Postal Code: 46514 46514Country: UNITED STATES UNITED STATESPhone #: (574)262-3441 (574)262-3441If part found Non-warrantable: returnSelect Carrier: UPSECarrier Account Number: 438-165												
					Fir	nancial Su	ummary					
		Parts Ha	andling	Labor	Other	Flat Amount	Total			Information	1	
Claimed		125.55	41.43	99.00	0.00		265.98	Accept Da		1/17/2017		
Processed		125.55	41.43	99.00	0.00		265.98	Process D		2/06/2017		
Paid		125.55	41.43	99.00	0.00		265.98	Process #		12816A		
Charge Back		0.00	0.00	0.00	0.00	0.00	0.00	CR Memo CR Memo		2/11/2017 599156		
Net Paid		125.55	41.43	99.00	0.00	0.00	265.98	Tax Rates		ot Applicable		
Paid Tax		0.00	0.00	0.00	0.00		0.00	Tax Area		50390430		
Charged Back	к Тах	0.00	0.00	0.00	0.00		0.00		<u> </u>			
	Charge Back History											

Process Date Charge Back Type Dealer Info Reference Parts Handling Labor Other Total Taxes Paid Credit Memo #

Attachments (2)

Attachments	Description
017.JPG	2
015.JPG	1

Comments

Internal Comments

[Jan 17, 2017 10: 17: 22 AM: Please attach photo showing damage to interior component or frame rail paint per IWI 16-024

[Feb 6, 2017 7:59:33 PM: Responsible Party manually changed by Processor.

	EClaim 22 Sep 2019 15:56	- Claim EHXD201	17B932T
	Claim EHXD	2017B932T	
Submitting Loca Product S/N Elite Support Claim Number Make Distance Model Year Repair Date Repair Order DSM Name WSC Ticket # Incomplete:	ation : EHXD TRUCK CENTERS, INC. : 3ALACWDT7HDJD9595 : N : 2017B932T : FTL : 175 Units : MILES : 2017 : 01/13/2017 : R220001472 : :	Claim Type Product Type Status In Service Date Build Date Customer Name Months In Servic Failure Date Claim Date: Accept Date Created By:	 TRANSPORTER CHASSIS PAID_IN_FULL 12/07/2016 SVO GROUP 01/11/2017 01/13/2017 01/17/2017 D70DAKOH
	Claim Su	ımmary	
Request Type Based On Authorization #	: Su	pplier Authorizatio pplier Additional I	
	Claim Reas	son Codes	
Code Stand 00248 Y \$227 Y \$228 Y \$003 Y	lard Reason Transporter damage/shortage was noted Duplicate product and distance from previor claim history. Open claims exist for this product. Check cl Claimed total for Claim Type requires manu	StatusDateUserRESPONSE_SENT01/31/2017BARNECHREADY_TO_SUBMIT01/31/2017DMAYNARREADY_TO_SUBMIT01/31/2017DMAYNARREADY_TO_SUBMIT01/31/2017DMAYNAR	
	Fail	ure	
Failure Date Repair Date Damage Code Primary Failed P Supplier Component	: 01/11/2017 : 01/13/2017 : Part (PFP) : A18-44694-000 DOOR UPPEF : CM 5 : 002-048-040 (GRAB HANDLE - : B1-00 - Left	R PULL HANDLE	
Position Cause Corrective Action Responsible Sup Parts Disposition Comments	: 36 - SCORED,SCRATCHED,SCUn: 03 - REPLACE WITH NEWoplier: CM 5n: SCRAP	HED NOTED ON DE	L RECEIPT.CHANGE OUT LEFT DOOR GRAB
	Par	ts	
Part # Part Typ	Oty be Claimed Processed U/M Part Descriptio	Part Price n System Price	Handling I Processed % Paid Total Return Core
A18- 44694- STANDAF 000	RD 1 1 EACH DOOR UPPER PULL HANDLE	23.85 23.85 Total 23.85	
	Lab	or	
Labor SRT Type SRT	Add SP	Hours	Labor Rate Labor sed System Processed Claimed Processed
STANDARD 706 6045		2 0.2	0.2 110.00 110.00 22.00 22.00

	DIC			N	0.0	0.0	0.0.1	110.00	110.00	22.00	22.0
STANDARD 939- 6030A		ITAL PHO		N	0.2	0.2	0.2	110.00	110.00	22.00	22.0
ADMIN 939- 6010A	A	dmin SR	Т	Ν	0.3	0.3	0.3	110.00	110.00	33.00	33.0
Service Model: FO	07 F07 FTL M	2 106			Total	0.7	0.7			77.00	77.0
					Other Cha	arges					
						С	Charges				
Expense Type	Description	Invo	ice #	Invoice	e Date Total	Claime 0.0			upporting [Document	ation
				Dealer	Part Retu	urn Locat	tion				
Company Name		: TRUCI	K CENTE	RS, INC	. TRUCK CI	ENTERS,	INC.				
Street Address		: 2000	CASSOP	OLIS ST	REET						
City		: ELKHA	ART ELK	HART							
State/Province		: IN IN									
Zip/Postal Code		: 46514	4 46514								
Country		: UNITE	ED STATE	ES UNIT	ED STATES	5					
Phone #		: (574)	262-344	1 (574)2	262-3441						
f part found Non-	warrantable	e: returr	า								
Select Carrier		: UPSE									
Carrier Account Nu	umber	: 438-1	65								
				Fii	nancial Su	ummary					
	Parts Ha	ndlina	Labor	Other	Flat Amount	Total		I	nformation	1	
<u>.</u>		0			Amount		Accept Date	e : 01	/17/2017		
Claimed	23.85	7.87	77.00	0.00		108.72	Process Dat	te : 01	/31/2017		
Processed	23.85	7.87	77.00	0.00		108.72	Process #	: 07	1780A		
Paid	23.85	7.87	77.00	0.00		108.72	CR Memo D	ate : 02	/04/2017		
Charge Back	0.00	0.00	0.00	0.00	0.00	0.00	CR Memo #		597756		
Net Paid	23.85	7.87	77.00	0.00	0.00	108.72	Tax Rates		ot Applicable		
Paid Tax	0.00	0.00	0.00	0.00		0.00	Tax Area ID		0390430		
Charged Back Tax	0.00	0.00	0.00	0.00		0.00			0370430		
				Ch	arge Bacl	k History	/				
Process Date Cha	rge Back Ty	pe Dea	ler Info	Refere	ence Parts	s Handlir	ng Labor Oth	er Tota	al Taxes Pa	id Credit I	Memo #
				A	ttachmer	nts (2)					
Attachme	ents		De	escripti	on						
007.JPG			2								
006.JPG			1								
Comments [Jan 31, 2017 3:25:	12 PM:	l res	submitte	d. no co	rrections n	eeded pe	r CBarnes				
		1.00									
Internal Comment	s										
[Jan 17, 2017 10:15	5:47 AM:] [Please at	tach pho	oto showin	g damage	e to interior co	mponer	nt or frame ra	ail paint pe	er IWI 1
024											
[Jan 31, 2017 3:25:	12 PM:] Ple	ease atta	ch photo	showing o	damage t	o interior com	onent o	or frame rail	paint per	IWI 16-
024] . ic	and and							1 P 01	

	Claim	EHXD2017B930T			
Submitting Locati Product S/N Elite Support Claim Number Make Distance Model Year Repair Date Repair Order DSM Name WSC Ticket # Incomplete:	on : EHXD TRUCK CENTERS, INC. : 3ALACWDT7HDJD9595 : N : 2017B930T : FTL : 175 Units : MILES : 2017 : 01/13/2017 : R220001472 : :	Claim Type Product Type Status In Service Date Build Date Customer Name Months In Servic Failure Date Claim Date: Accept Date Created By:	: TRANSPORT : CHASSIS : PAID_IN_FU : : 12/07/2016 : SVO GROUP e : 0 : 01/11/2017 : 01/13/2017 : 01/17/2017 : D70DAKOH	LL	
	C	aim Summary			
Request Type Based On Authorization #	: PAYMENT : :	Supplier Authorizational I Supplier Additional I			
	Clai	m Reason Codes			
Code Standar S227 Y S228 Y	d Reason Duplicate product and distance from claim history. Open claims exist for this product. (Status READY_TO_SUBM READY_TO_SUBM	IT 01/17/2017 D	
S003 Y 00248 Y	Claimed total for Claim Type require Transporter damage/shortage was r		READY_TO_SUBM ACCEPTED	IT 01/17/2017 D 02/03/2017 B	
		Failure			
Failure Date Repair Date Damage Code	: 01/11/2017 : 01/13/2017 :				
	Fai	led Part Section			
Primary Failed Par Supplier Component Position Cause Corrective Action Responsible Suppl Parts Disposition Comments	: T155 : 002-048-150 (CUP/THE : 00-00 - NA-NA : 12 - BROKEN : 03 - REPLACE WITH NE ier : T155 : SCRAP	-CUPHOLDER,DASH, RMOS HOLDER ASSEMBLY) W D NOTED ON DEL RECEIPT		HOLDER SCRATC	CH 1 1/2
		Parts			
Part # Part Type	Qty Claimed Processed U/M Part Desc	Part Price System Price Claimed	Handling Processed %	Paid Total Re	turn Core
A22- 57394- STANDARD 001	1 1 EACH ASS CUPHOLDE	V	67.76 33	22.36 90.12 No 22.36 90.12	No
		Labor			
Labor SRT Type	SRT Description Add Ops	Hours SRT Hours	Labor Rate		
STANDARD 680- 6015P	CUP HOLDER, DASH, R/R N	0.4 0.4	0.4 110.00 11	0.00 44.00	44.00

EClaim 22 Sep 2019 15:56 - Claim EHXD2017B930T

STANDARD 939- 6030A	DIGITAL PH ADMINISTRA		Ν	0.2	0.2	0.2 1	10.00	110.00	22.00	22.00
ADMIN 939- 6010A	Admin S	RT	Ν	0.3	0.3	0.3 1	10.00	110.00	33.00	33.00
Service Model: F07	F07 FTL M2 106			Total	0.9	0.9			99.00	99.00
	Other Charges									
	Charges									
Expense Type D	escription Inv	oice #	Invoice		Claime			pporting [Document	ation
				Total	0.0	0 0.0	00			
	Dealer Part Return Location									
Company Name: TRUCK CENTERS, INC. TRUCK CENTERS, INC.Street Address: 2000 CASSOPOLIS STREETCity: ELKHART ELKHARTState/Province: IN INZip/Postal Code: 46514 46514Country: UNITED STATES UNITED STATESPhone #: (574)262-3441 (574)262-3441If part found Non-warrantable : returnSelect Carrier: UPSECarrier Account Number: 438-165										
			Fir	nancial Su	immary					
	Parts Handling	Labor	Other	Flat Amount	Total			formation		
Claimed	67.76 22.36	99.00	0.00		189.12	Accept Date		17/2017		
Processed	67.76 22.36	99.00	0.00		189.12	Process Date Process #		03/2017 795A		
Paid	67.76 22.36	99.00	0.00		189.12	CR Memo Da				
Charge Back	0.00 0.00	0.00	0.00	0.00	0.00	CR Memo #		7756		
Net Paid	67.76 22.36	99.00	0.00	0.00	189.12	Tax Rates		Applicable		
Paid Tax Charged Back Tax	0.00 0.00 0.00 0.00	0.00 0.00	0.00 0.00		0.00 0.00	Tax Area ID		390430		
			Ch	arge Bacl	 History 					

Process Date Charge Back Type Dealer Info Reference Parts Handling Labor Other Total Taxes Paid Credit Memo #

Attachments	(2)
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Attachments	Description
019.JPG	2
018.JPG	1

Comments

Internal Comments

[Jan 17, 2017 10:14:08 AM: Development of frame rail paint per IWI 16-024

	Eciaim 22 Sep 2019	15:56 - Claim EHXD201	789291		
	Claim I	EHXD2017B929T			
Product S/NElite SupportClaim NumberMakeDistanceModel YearRepair Date	EHXD TRUCK CENTERS, INC. 3ALACWDT7HDJD9595 N 2017B929T FTL 175 Units : MILES 2017 01/13/2017 R220001472	Claim Type Product Type Status In Service Date Build Date Customer Name Months In Service Failure Date Claim Date: Accept Date Created By:	: TRANSPORTI : CHASSIS : PAID_IN_FU : : 12/07/2016 : SVO GROUP e : 0 : 01/11/2017 : 01/13/2017 : 01/17/2017 : D70DAKOH		
	Clai	im Summary			
Request Type:P/Based On:Authorization #:	AYMENT	Supplier Authorization Supplier Additional I Reason Codes			
			a	~	
claim	on cate product and distance from p history. claims exist for this product. Ch		Status READY_TO_SUBM READY_TO_SUBM	IT 01/17/2017 D7	
S003 Y Claim	ed total for Claim Type requires porter damage/shortage was no	manual review.	READY_TO_SUBM ACCEPTED		70KAWIT
		Failure			
Repair Date Damage Code		d Part Section			
Primary Failed Part (PFP) Supplier Component Position Cause Corrective Action Responsible Supplier Parts Disposition Comments) : A18-68536-014 PANEL- : CM 5 : 002-017-029 (PANEL - TR : B1-00 - Left : 36 - SCORED,SCRATCHEE : 03 - REPLACE WITH NEW : KF34 : SCRAP LEFT DOOR PANEL SCRAT SCRATCH RIGHT CENTER	D,SCUFFED		Γ LEFT DOOR PAN	JEL
		Parts			
Part # Part Type Claime	Qty d Processed U/M Part Descrij PANEL-	Price	Handling Processed % F	Paid Total Retu	Jrn Core
68536- STANDARD 014	1 1 EACH DOOR,LH,PC MIRROR			2.15 210.19 No 2.15 210.19	No
		Labor			
STANDARD 706- PANE	L, TRIM, DOOR, MAIN, N	HOUIS	Labor Rate sed System Proces		
6005C	R/R	0.0 0.0			55.00

EClaim 22 Sep 2019 15:56 - Claim EHXD2017B929T

	939- 5030A		ITAL PHO		Ν	0.2	0.2	0.2	110.00	110.00	22.00	22.00
	939- 5010A	A	dmin SR	т	Ν	0.3	0.3	0.3	110.00	110.00	33.00	33.00
Service Mod	el : F07	F07 FTL M	2 106			Total	0.8	0.8			88.00	88.00
						Other Cha	arges					
							С	harges				
Expense Typ	e De	escription	Invo	ice #	Invoice	e Date Total	Claime 0.0		sed S	upporting [Document	ation
					Dealer	Part Retu	urn Locat	ion				
Company Nar	me		: TRUC	K CENTF								
Street Addres				CASSOP								
City			: ELKH/	ART ELK	HART							
State/Provin	ce		: IN IN									
Zip/Postal Co	ode		: 46514	4 46514								
Country			: UNITE	ED STATE	ES UNITE	ED STATES	5					
Phone #			: (574)	262-344	1 (574)2	262-3441						
If part found		arrantable		ו								
Select Carrier			: UPSE									
Carrier Accou	int Nun	nber	: 438-1	65								
					Fir	nancial Su	ummary					
		Parts Ha	ndling	Labor	Other	Flat Amount	Total		I	nformation	l	
Claimed		158.04	52.15	88.00	0.00		298.19	Accept Da		/17/2017		
Processed		158.04	52.15	88.00	0.00		298.19	Process D		2/06/2017		
Paid		158.04	52.15	88.00	0.00		298.19	Process #		2812A		
Charge Back		0.00	0.00	0.00	0.00	0.00	0.00	CR Memo				
Net Paid		158.04	52.15	88.00	0.00	0.00	298.19	CR Memo		599156		
Paid Tax		0.00	0.00	0.00	0.00		0.00	Tax Rates		ot Applicable		
Charged Bac	k Tax	0.00	0.00	0.00	0.00		0.00	Tax Area I	D : 15	50390430		
					Ch	arge Bacl	k History	,				
Process Date	Charc	o Back Ty		lor Info	Pofora	nco Parte	a Handlir	a Labor O	bor Tot	al Taxos Da	id Crodit !	Momo #

Process Date Charge Back Type Dealer Info Reference Parts Handling Labor Other Total Taxes Paid Credit Memo #

Attachments (2)

Attachments	Description
008.JPG	2
006.JPG	1

Comments

Internal Comments

[Jan 17, 2017 10: 13: 05 AM: Please attach photo showing damage to interior component or frame rail paint per IWI 16-024

[Feb 6, 2017 7:57:14 PM: Responsible Party manually changed by Processor.

	EClaim 22 Se	p 2019 15:56	- Claim EHXD20	017B926T		
		Claim EHXD2	017B926T			
Submitting Locati Product S/N Elite Support Claim Number Make Distance Model Year Repair Date Repair Order DSM Name WSC Ticket # Incomplete:	ion : EHXD TRUCK CENTER : 3ALACWDT7HDJD9595 : N : 2017B926T : FTL : 175 Units : MILES : 2017 : 01/12/2017 : R220001472 : :	F S C C M F C C C C C C C C C C C C C C C C	Claim Type Product Type Status n Service Date Build Date Customer Name Aonths In Serv Failure Date Claim Date: Accept Date Created By:	: 12/07/20 e : SVO GRO	; _FULL 016 0UP 017 017 017	
-		Claim Sur	nmary			
Request Type Based On Authorization #	: PAYMENT : :		plier Authoriza plier Additiona			
		Claim Reaso	on Codes			
Code Standar S227 Y S003 Y 00248 N	d Reason Duplicate product and distan claim history. Claimed total for Claim Type Transporter damage/shortag	requires manua			Date JBMIT 01/12/2017 JBMIT 01/12/2017 02/03/2017	D70KAWIT
00248 N		Failu		ACCEPTED	02/03/2017	ASILLETS
Repair Date Damage Code	: 01/12/2017 :	Failed Part	Section			
Primary Failed Par Supplier Component Position Cause Corrective Action Responsible Suppl Parts Disposition Comments	: T155 : 002-008-030 (SI : 00-00 - NA-NA : 12 - BROKEN : 03 - REPLACE W ier : T155 : SCRAP	JPPORT - INSTR ITH NEW PORT SCRATCHE	ed noted on di	EL RECEIPT.CHAN IN. 1/12/17	ge out main da	SH
		Part	S			
Part # Part Type	Qty Claimed Processed U/M Par	t Description	Part Price System Price	Handling d Processed %	Paid Total R	eturn Core
A22- 71574- STANDARD 000	1 1 EACH FI DAS	RAME-UPPER SH,MD,SERVICE	130.61 130.6	1 130.61 3	33 43.10 173.71 N	
			Total 130.6	1 130.61	43.10 173.71	
[Labo	r			
Labor		TAS PP7	Hours	Labor F		abor
Labor SRT Type ⁰⁰²⁻	SRT Description SUPPORT - INSTRUMENT	Add SRT Ops Hours		Labor F essed System Pro		

ADMIN 939- 6010A	Ac	dmin SF	RT.	Ν	0.3	0.3	0.3	110.00	110.00	33.00	33.00
Service Model: F0	7 F07 FTL M	2 106			Total	1.3	1.3			143.00	143.00
					Other Cha	arges					
						С	harges				
Expense Type D	Description	Invo	oice #	Invoice	Date	Claime	d Process	ed S	upporting I	Documen	tation
					Total	0.0	0 0.	00			
				Dealer	Part Retu	urn Locat	ion				
Company Name		: TRUC	K CENTE	RS, INC.	TRUCK CI	ENTERS, I	NC.				
Street Address		: 2000	CASSOP	OLIS STR	REET						
City		: ELKH	ART ELK	HART							
State/Province		: IN IN									
Zip/Postal Code			4 46514								
Country		: UNIT	ED STATE	S UNITE	ED STATES	5					
Phone #		• •	262-344	1 (574)2	62-3441						
If part found Non-v	varrantable										
Select Carrier		: UPSE									
Carrier Account Nu	mber	: 438-	165								
				Fir	nancial Su	immary					
	Parts Ha	ndling	Labor	Other	Flat Amount	Total		I	nformation	l	
Claimed	130.61	43.10	143.00	0.00		316.71	Accept Dat	e : 01	/12/2017		
Processed		43.10	143.00	0.00		316.71	Process Da		2/03/2017		
Paid		43.10	143.00	0.00		316.71	Process #		0699A		
Charge Back	0.00	0.00	0.00	0.00	0.00	0.00	CR Memo D	Date : 02	2/04/2017		
Net Paid		43.10	143.00	0.00	0.00	316.71	CR Memo #	∉ :A5	97756		
Paid Tax	0.00	0.00	0.00	0.00	0.00	0.00	Tax Rates	: Nc	ot Applicable		
Charged Back Tax	0.00	0.00	0.00	0.00		0.00	Tax Area II	D : 15	0390430		
				Ch	arge Bacl	k History					

Process Date Charge Back Type Dealer Info Reference Parts Handling Labor Other Total Taxes Paid Credit Memo # Attachments (2)

Attachments	Description
012.JPG	2
011.JPG	1

Comments

Internal Comments
[Jan 12, 2017 4:15:36 PM: Descent T] Please attach photo showing damage to interior component or frame rail paint per IWI 16024
[Feb 3, 2017 3:43:37 PM: A state T] Responsible Party manually changed by Processor.

	EClaim 22 Se							
		Claim EHXD2	2017B925T					
Submitting Location	: EHXD TRUCK CENTERS	S, INC.	Claim Type	:	PDI			
Product S/N	: 3ALACWDT7HDJD9595		Product Type	:	CHASSI	S		
Elite Support	: N		Status	:	PAID_IN	I_FULL		
Claim Number	: 2017B925T		In Service Dat	te :				
Make	: FTL		Build Date	:	12/07/2	016		
Distance	: 175 Units : MILES		Customer Nan	ne :	SVO GR	OUP		
Model Year	: 2017		Months In Ser		0			
Repair Date	: 01/12/2017		Failure Date		01/11/2			
Repair Order	: R220001472		Claim Date:		01/12/2			
DSM Name	:		Accept Date		01/12/2			
WSC Ticket #	:		Created By:	:	D70DAK	.OH		
Incomplete:	:							
		Claim Su						
1 51	: PAYMENT	•	pplier Authoriz		:			
Based On		Sup	oplier Addition	al Info	:			
Authorization #	:							
		Claim Reas	on Codes					
Code Standard R				Stat		Da		Jser
S152 Y C	laim paid in full.			REA	DY_TO_S	UBMIT 01,	/12/2017 [70KAWI
		Failu	ire					
Failure Date	: 01/11/2017							
Repair Date	: 01/12/2017							
Damage Code	:							
		Failed Part	t Section					
		r and r ar						
Primary Failed Part (F								
Supplier	: UNKNW							
Component	: F99-999-091 (PE	RFORMED PDI))					
Position	: 00-00 - NA-NA							
Cause	: 00 - NO FAILURE							
Corrective Action	: 06 - INSPECT							
Responsible Supplier	: FLLC							
Parts Disposition	: SCRAP							
Comments	: PERFORM PREDE	LIVERY INSPEC	CITONDID P.D.I	. ON NEW	/ TRUCK 1	/12/17		
		Par	ts					
	Qty		Part Pric		landling			
Part # Part Type Cla	aimed Processed U/M Pa	art Descriptio	n System Clai	imed Pro	cessed %	6 Paid	Total Re	turn Cor
51								
			Total	0.00	0.00	0.00	0.00	
		Lab				_		
Labor			Hours		Labor		Lab	
Labor SRT Type	SRT Description	Add SR Ops Hours		cessed S	ystem Pr	ocessed	Claimed P	rocesse
958-	RE-DELIVERY, INSPECTION	N 2.5		2.5	110.00	110.00	275.00	275.0
958-	CNG Cabinet Torque	N 0.3	3 0.0	0.0	0.00	0.00	0.00	0.0
7001A		Tota		2.5			275.00	275.0
Service Model: F07 F0				2.0				2.0.0
Service Model: F07 F0		()Thor / P						
Service Model: F07 F0		Other Ch	•					
	cription Invoice # In	voice Date	Charg	ges Processo	od Cr	oporting	Documen	tation

	Dealer Part Return Location
Company Name	: TRUCK CENTERS, INC. TRUCK CENTERS, INC.
Street Address	: 2000 CASSOPOLIS STREET
City	: ELKHART ELKHART
State/Province	: IN IN
Zip/Postal Code	: 46514 46514
Country	: UNITED STATES UNITED STATES
Phone #	: (574)262-3441 (574)262-3441
If part found Non-warranta	able : scrap
Select Carrier	
Carrier Account Number	:
	Financial Summary
Parts	Handling Labor Other Flat Total Information

	Parts Ha	andling	Labor	Other	Amount	Total	Information
Claimed	0.00	0.00	275.00	0.00	Amount	275.00	Accept Date : 01/12/2017
Processed	0.00	0.00	275.00	0.00		275.00	Process Date : 01/12/2017
Paid	0.00	0.00	275.00	0.00		275.00	Process # : 044111A
Charge Back	0.00	0.00	0.00	0.00	0.00	0.00	CR Memo Date : 01/14/2017
Net Paid	0.00	0.00	275.00	0.00	0.00	275.00	CR Memo # : A592133
Paid Tax	0.00	0.00	0.00	0.00		0.00	Tax Rates : Not Applicable
Charged Back Tax	0.00	0.00	0.00	0.00		0.00	Tax Area ID : 150390430

Process Date Charge Back Type Dealer Info Reference Parts Handling Labor Other Total Taxes Paid Credit Memo # Comments

Internal Comments

				Product							
Submitting Location Product S/N Make In Service Distance In Service Date Cab Start Date Build Date Refurbished PDI Date	3ALACWDT7HDJD9 FTL 1900 MILES 04/26/2017 12/06/2016 12/07/2016 No 01/12/2017	9595		Unit # Base Mo Model Order Da Offline E Custome Special	ate Date	M2106 MM106 06/30/2 12/06/2 EHXD	016				
Failure Date Distance PFP	09/22/2019 MILES			Coverage Determi Com Caus	oonent						
n Campaign D	escription	Active	Inactivate Date	Product Campa Reactivate Date	igns End Date	Replaced With	Partne Apprv	er T d?	уре		S/N Status
n Campaign D	escription	Active			End Date	Replaced With	Partne Apprv	r T d?	уре		S/N Status
n Campaign D	escription	Active Period		Reactivate Date	End Date	Replaced With	Apprv	er T d? Rate Handling	ype Other	Expense	S/N Status e Type Deducti
			Chass	Reactivate Date is Coverages - 3ALAC Chassis - Warranty	End Date WDT7HDJD9595 Coverage	With	Apprv Pay	d? Rate			
Coverages	Time	Period	Chass End Date	Reactivate Date is Coverages - 3ALAC Chassis - Warranty Distance	End Date WDT7HDJD9595 Coverage Unit #	With Parts	Apprv Pay Labor	d? Rate Handling	Other	All	e Type Deducti
Coverages BASIC VEHICLE	Time P24	Period MONTHS	Chass End Date	Reactivate Date	End Date	With Parts 100.00%	Apprv Pay Labor 100.00%	d? Rate Handling 100.00%	Other 100.00%	AII AII	e Type Deducti 0.0
Coverages BASIC VEHICLE	Time P24 P22	Period MONTHS MONTHS	Chass End Date (26/2019 (26/2018	Reactivate Date	End Date	With Parts 100.00% 100.00%	Apprv Pay Labor 100.00%	d? Rate Handling 100.00%	Other 100.00% 100.00%	AII AII AII	e Type Deducti 0.0 0.0

Туре	S/N Status	Claim Number

			Coverage Info	ormation	22 Sep 2019 15:	:57					
	P6	MONTHS	R 0/26/2017	Unlimited		100.00% 10	00.00% 100	.00% 100).00%	All	0.0
	P	MONTHS	R 0/26/2017	Unlimited		100.00% 10	00.00% 100	.00% 100	0.00%	All	0.0
FRAME RAILS AND CROSSMEMBERS	60	MONTHS	4/26/2022	Unlimited	MILES	100.00% 10	00.00% 100	.00% 100	0.00%	All	0.0
GHG14 TIRE (FILE DIRECT)	P 24	MONTHS	4/26/2019	24000		0.00% (0.00% 0.0	0% 0.0	00%	All	0.0
GHG14 WITHOUT A/C	60	MONTHS	4/26/2022	100000	MILES	100.00% 10	00.00% 100	.00% 100	0.00%	All	0.0
GO SEE DETROIT FRONT AXLE	P	DAYS	R 4/27/2017	-0		C	0.00%				0.0
SO SEE DETROIT REAR AXLE	Ρ	DAYS	4/27/2017	-0		C	0.00%				0.0
	P ₂	MONTHS	4/26/2018	100000		100.00% 10	00.00% 100	.00% 100	0.00%	All	0.0
TRANSFER CASE	P ₄	MONTHS	R 4/26/2019	Unlimited		100.00% 10	00.00% 100	.00% 100	0.00%	All	0.0
TRANSMISSION	24	MONTHS	R /26/2019	Unlimited		100.00% 10	00.00% 100	.00% 100).00%	All	0.0
				Chassis - Extended	Coverage						
Coverages	Time	Period	End Date	Distance	Unit #	Parts L	Pay Rate Labor Han	dling O	other	Expense Type	e Deductible
EXT TOWING/ROADSIDE SERVICE	24	MONTHS	R 4/26/2019	Unlimited		100.00% 10	00.00% 100	.00% 55	50.0	Road_Call	0.0
EX	Ρ	I.	R	E	D			55	50.0	Towing	0.0

Axle Coverages

Coverage Information

22 Sep 2019 15:57

		War	ranty Coverage - FRO	ONT AXLE FORWA	RD OR SINGLE - 73	39912-A755566	5				
Coverages	Time	Period	End Date	Distance	Unit #	Parts	Pay Labor	Rate Handling	Other	Expense Type	Deductible
	P 24	MONTHS	4/26/2019	Unlimited		100.00%	100.00%	100.00%	100.00%	All	0.0
EX	Ρ	1	R	E	D				Unlimited	Towing	0.0
EX	Ρ	1	R	E	D				Unlimited	Road_Call	0.0
TIE ROD ASSEMBLY	P ₂	MONTHS	4/26/2018	Unlimited		100.00%	100.00%	100.00%	100.00%	All	0.0
	P ₂	MONTHS	4/26/2018	Unlimited		100.00%	100.00%	100.00%	100.00%	All	0.0
		War	rranty Coverage - RE	AR AXLE FORWAR	RD OR SINGLE - 74	2820-A221864	_	_			
Coverages	Time	Period	End Date	Distance	Unit #	Parts	Pay Labor	Rate Handling	Other	Expense Type	Deductible
	P 24	MONTHS	4/26/2019	Unlimited		100.00%	100.00%	100.00%	100.00%	All	0.0
EX	Ρ	1	R	E	D				Unlimited	Towing	0.0
EX	Ρ	1	R	E	D				Unlimited	Road_Call	0.0
SEALS AND GASKETS	P ₄	MONTHS	4/26/2019	300000		100.00%	100.00%	100.00%	100.00%	All	0.0
YOKES ATTACHING HARDWARE	P	MONTHS	3/8/2018	-0		0.00%	0.00%	0.00%	0.00%	All	0.0
Covoragos	Timo	Poriod	Ragin Data	Detroit Connect Co		44 ناما ا					
Coverages	Time	Period	Begin Date	End Date	Distance	Unit #					
											Р

Coverage Information

Major Components									
Component	MFG	Model	FTL Part #	Component S/N	Syn Lube	МСР Туре	In Serv Date		
ENGINE	CUM	ISB16	C01-00241-044	74061508		Original	4/26/2017		
ATD			CUMA047R300	56328165017		Original	4/26/2017		
MAIN TRANSMISSION	ALI	2200 PTS	C07-00028-206	6311499303	Y	Original	4/26/2017		
FRONT AXLE FORWARD OR SINGLE	MBA	F100-3N	C10-00002-268	739912-A755566		Original	4/26/2017		
REAR AXLE FORWARD OR SINGLE	MBA	R175-2N	C11-00002-030	742820-A221864	Υ	Original	4/26/2017		
STEERING GEAR				T9995S		Original	4/26/2017		
ABS / WABCO				082044		Original	4/26/2017		
CARB08 EMISSION CERTIFICATION				30702655		Original	4/26/2017		
VEHICLE IGNITION KEY CODE				FT1413		Original	4/26/2017		

BASIC VEHICLE

COVERAGE INCLUDES ALL FACTORY-INSTALLED COMPONENTS OF THE CHASSIS/VEHICLE THAT ARE NOT EXCLUDED ELSEWHERE IN THE NEW PRODUCT LIMITED WARRANTY (WARRANTY), OR DESCRIBED AS HAVING A DIFFERENT TIME, OR DISTANCE, OR HOURS, OR LISTED SEPARATELY ON EACH NEW VEHICLE COVERAGE TABLE. SEE THE WARRANTY MANUAL FOR A COMPLETE LIST OF EXCEPTIONS AND EXCLUSIONS. ALSO EXCLUDED ARE COMPONENTS WARRANTED DIRECTLY BY COMPONENT MANUFACTURER.

FRAME RAILS AND CROSSMEMBERS

INCLUDES: FACTORY INSTALLED FRAME RAILS, FRAME RAIL LINERS, FRAME RAIL EXTENSIONS, ANY ITEM(S) FACTORY WELDED TO FRAME RAILS, CROSSMEMBERS, GUSSETS, AND HUCK-MOUNTING BOLTS THAT ATTACH GUSSETS TO CROSSMEMBERS AND GUSSETS/CROSSMEMBERS TO FRAME RAILS. EXCLUDES: ALL BOLT-ON ITEMS ATTACHED WITH EITHER CONVENTIONAL OR HUCK BOLTS.

CAB STRUCTURE

COVERAGE INCLUDES CAB AND INTEGRAL SLEEPER STRUCTURAL COMPONENTS, STRUCTURAL COMPONENTS OF FACTORY INSTALLED SLEEPER BOXES, SHEET METAL PANELS, DOORS, AND HOODS. EXCLUDES ALL BOLT-ON COMPONENTS INCLUDING DOOR AND HOOD HINGES, LATCHES, GUIDES, AND OTHER MOUNTING HARDWARE.

TRANSFER CASE

COVERAGE INCLUDES HOUSING AND ALL INTERNALLY LUBRICATED PARTS. EXCLUDES BROKEN SYNCHRONIZER PINS, PTOS, AIRLINES, GAUGE, CLUTCH ASSEMBLIES, DRIVELINE(S), AND U-JOINTS.

(NAMCO CLAIMS ARE FILE DIRECT)

BATTERIES

STANDARD BATTERY COVERAGE INCLUDES ALLIANCE AND NORTHSTAR BRAND BATTERIES ONLY; CLAIMS FOR ALL OTHER BRANDS MUST BE SUBMITTED DIRECTLY TO THE SUPPLIER. INCLUDES STARTING BATTERY ASSEMBLIES AND FACTORY INSTALLED AUXILIARY POWER UNIT (APU) BATTERY ASSEMBLIES. EXCLUDES NON-ALLIANCE AND NON-NORTHSTAR BATTERIES, BATTERY CABLES, BATTERY MOUNTING BOX, AND HARDWARE.

CRANKING BATTERY ONLY COVERAGES INCLUDES ALLIANCE OR NORTHSTAR BRAND BATTERIES ONLY; CLAIMS FOR ALL OTHER BRANDS MUST BE SUBMITTED DIRECTLY TO THE SUPPLIER. CRANKING BATTERY WARRANTY INCLUDES FACTORY INSTALLED CRANKING (STARTER) BATTERY ASSEMBLIES ONLY. EXCLUDES APU BATTERY ASSEMBLIES, NON-ALLIANCE AND NON-NORTHSTAR BRAND BATTERIES, BATTERY CABLES, BATTERY MOUNTING BOX, AND HARDWARE.

AUXILIARY BATTERY ONLY COVERAGE INCLUDES ALLIANCE** OR NORTHSTAR BRANK BATTERIES ONLY; CLAIMS FOR ALL OTHER BRANDS MUST BE SUBMITTED DIRECTLY TO THE SUPPLIER. AUXILIARY BATTERY WARRANTY INCLUDES FACTORY INSTALLED APU BATTERY ASSEMBLIES ONLY. EXCLUDES CRANKING (STARTER) BATTERY ASSEMBLIES, NON-ALLIANCE AND NON-NORTHSTAR BRAND BATTERIES, BATTERY CABLES, BATTERY MOUNTING BOX, AND HARDWARED. **DETROIT BRAND BATTERIES OF THE SAME GROUP AND AMPERAGE ARE INTERCHANGEABLE WITH ALLIANCE BRAND BATTERIES AND CARRY THE SAME COVERAGE PERIOD.

TRANSMISSION

COVERAGE DOES NOT INCLUDE ALLISON TRANSMISSIONS OR EATON HYBRID TRANSMISSIONS (FILE DIRECT). COVERAGE INCLUDES HOUSING AND ALL INTERNALLY LUBRICATED PARTS, ELECTRIC/AIR SHIFT/CONTROL UNITS, VALVES, GASKETS, AND SEALS. EXCLUDES BROKEN SYNCHRONIZER PINS, PTOS, AIRLINES, GAUGE, CLUTCH ASSEMBLIES, DRIVELINE(S), AND U-JOINTS.

CAB CORROSION

COVERAGE IS LIMITED TO RUST-THROUGH OR PERFORATION OF THE CAB AND INTEGRAL SLEEPER STRUCTURE AND SLEEPER BOX DUE TO CORROSION FROM WITHIN. EXCLUDES ALL CONDITIONS OF RUST OR CORROSION THAT HAVE NOT RESULTED IN RUST-THROUGH OR PERFORATION AS WELL AS SURFACE RUST OR CORROSION CAUSED BY NON-ADHESION AND ANY DAMAGE TO PAINT SUCH AS CHIPS OR SCRATCHES.

CORROSION

INCLUDES: WARRANTY AGAINST CORROSION TO ANY METAL OR METAL ALLOY COVERAGE INCLUDES WARRANTY AGAINST CORROSION TO ANY METAL OR METAL ALLOY PART OF THE VEHICLE.

EXCLUDES:

• CORROSION CAUSED BY GENERAL RUST (E.G., RUST ON THE UNFINISHED BACKSIDE OF A BUMPER)

• SURFACE RUST CAUSED BY CHIPS OR SCRATCHES IN THE PAINT OR CHROME SURFACES

• CORROSION CAUSED BY SEVERE WASH SOLUTIONS, CLEANING SOLVENTS, DETERGENTS, COMPOUNDS

• CORROSION CAUSED BY SALINITY IN THE ENVIRONMENT OR CORROSIVE SALTS AND/OR CHEMICALS USED ON THE ROAD SURFACE

• CORROSION DUE TO IMPROPER USE, MISUSE, OR ABUSE, NEGLIGENCE, INCLUDING IMPROPER OR INSUFFICIENT MAINTENANCE

CORROSION DUE TO OCEAN SPRAY

• CORROSION DUE TO ENVIRONMENTAL DAMAGE, INCLUDING AIRBORNE FALLOUT (INCLUDES CHEMICALS, TREE SAP, ETC.), OR OTHER ATMOSPHERIC CONDITIONS, OR OTHER ACTS OF NATURE

- CORROSION DUE TO DAMAGE CAUSED BY HIGH-PRESSURE WASHING
- CORROSION CAUSED BY ACID RAIN OR OTHER INDUSTRIAL FALLOUT
- CORROSION DUE TO IMPROPER PREVENTION MEASURES DURING STORAGE OR USE
- CORROSION OR RUST ON TONE RINGS, ROTORS, OR DRUMS

CHASSIS PAINT

COVERAGE INCLUDES ALL FACTORY-PAINTED SURFACES ON FRAME RAILS, CROSSMEMBERS/GUSSETS, FRONT AND REAR BUMPERS, SUSPENSION COMPONENTS, POWERTRAIN COMPONENTS, DRIVELINES, FUEL TANKS, AIR TANKS, WHEEL END EQUIPMENT, TOOL BOXES, BATTERY BOXES, ACCESS STEPS, ATTACHING BRACKETS AND HARDWARE, AND DEFECTS SUCH AS PEELING OR NON-ADHESION. EXCLUDES U-JOINTS AND ANY DAMAGES TO PAINT OR PAINTED SURFACE SUCH AS CHIPS AND SCRATCHES.

BRIGHTWORK

COVERAGE INCLUDES ALL FACTORY INSTALLED COMPONENTS WITH CHROME, POLISHED ALUMINUM, OR POLISHED STAINLESS STEEL SURFACES. EXCLUDES ANY DAMAGE TO BACKSIDE OF BUMPERS, AND CONCEALED OR INNER SURFACES.

PAINT

INCLUDES: ALL FACTORY-PAINTED EXTERIOR SURFACES (EXCEPT THOSE INCLUDED IN CHASSIS PAINT COVERAGE) AGAINST ORANGE PEEL, PEELING OR DELAMINATING, CRACKING OR CHECKING OR LOSS OF GLOSS DUE TO CRACKING. CHECKING OR HAZING. EXCLUDES: LACK-OF-GLOSS ISSUES ON VEHICLES PAINTED WITH LOW GLOSS COLORS; THE UNDERSIDES OF HOODS AND ROOF AND SIDE MOUNTED AIR FAIRINGS; AND ANY DAMAGES TO THE PAINT OR PAINTED SURFACE SUCH AS CHIPS AND SCRATCHES.

GHG14 TIRE (FILE DIRECT)

Daimler Trucks North America LLC (DTNA) warrants that its vehicles are (1) designed, built and equipped with tires that conform, at the time of sale, with requirements of vehicle manufacturers whose vehicles are designed to meet applicable 2014 and later U.S. Environmental Protection Ágency and National Highway Traffic and Safety Administration greenhouse gas and fuel efficiency standards, and (2) those tires are free from defects in material and workmanship which cause the vehicle to fail to conform with the vehicle manufacturer's requirements for a period of 2 years or 24,000 miles, whichever occurs first. Claims for failures under this coverage are filed directly to the tire manufacturer.

GHG14 WITHOUT A/C

Daimler Trucks North America LLC (DTNA) warrants that its vehicles are (1) designed, built and equipped so as to conform, at the time of sale, with requirements of vehicle manufacturers whose vehicles are designed to meet applicable 2014 and later U.S. Environmental Protection Agency and National Highway Traffic and Safety Administration Standards greenhouse gas and fuel efficiency standards, and (2) free from defects in material and workmanship which cause the vehicle to fail to conform with the vehicle manufacturer's requirements for all vehicle emission control items listed.

SPECIFIC COMPONENT DETAILS CAN BE FOUND IN WARRANTY COVERAGE DESCRIPTIONS SECTION OF THE WARRANTY MANUAL. DIESEL EMISSION 2010 COMPONENTS ARE INCLUDED IN THIS GHG14 COVERAGE.

THIS COVERAGE DOES NOT APPLY TO ENGINES OR EMISSIONS COMPONENTS SUPPLIED & WARRANTED DIRECTLY BY THE ENGINE MANUFACTURER.

BASIC AXLE

A REAR AXLE COULD BE A DRIVE, NON-DRIVE, OR TANDEM AXLE. COVERAGE INCLUDES ALL AXLE COMPONENTS SUPPLIED/MANUFACTURED BY DETROIT. WARRANTABLE COMPONENTS COULD INCLUDE, BUT NOT BE LIMITED TO, AXLE HOUSING, CARRIER ASSEMBLY, DIFFERENTIAL ASSEMBLY, POWER DIVIDER, AXLE SHAFTS, AND GASKETS AND SEALS. EXCLUDED COMPONENTS COULD INCLUDE, BUT NOT BE LIMITED TO, SUSPENSION AND TORQUE ROD BRACKETS, TIE ROD ENDS, WHEEL END EQUIPMENT, WIRING, YOKES, AND ATTACHING HARDWARE. A FRONT/STEER AXLE CAN BE A FRONT POWERED OR NON-POWERED AXLE. COVERAGE INCLUDES ALL AXLE COMPONENTS SUPPLIED/MANUFACTURED BY DETROIT. WARRANTABLE COMPONENTS COULD INCLUDE, BUT NOT LIMITED TO I-BEAM, STEERING KNUCKLES, DIFFERENTIAL ON DRIVE STEER AXLES, SPINDLES, TIE ROD ENDS, KINGPINS, KINGPIN BEARINGS, AND STEERING ARMS. EXCLUDED COMPONENTS COULD INCLUDE, BUT NOT BE LIMITED TO, WHEEL END EQUIPMENT, AND STEERING LINKAGE COMPONENTS.

SEALS AND GASKETS

INCLUDES: INPUT/OUPUT SEALS AND GEAR HOUSING GASKETS ONLY

TIE ROD ASSEMBLY

INCLUDES: TIE ROD ASSEMBLY ONLY

TIE ROD BOOTS

INCLUDES: TIE ROD BOOTS ONLY

YOKES ATTACHING HARDWARE

INCLUDES: YOKE ATTACHING HARWARE ONLY

GO SEE DETROIT FRONT AXLE COVERAGE

GO SEE DETROIT FRONT AXLE PRODUCT AND VIEW ASSOCIATED COVERAGE.

GO SEE DETROIT REAR AXLE COVERAGE

GO SEE DETROIT REAR AXLE PRODUCT AND VIEW ASSOCIATED COVERAGE

EXT TOWING/ROADSIDE SERVICE

INCLUDES: MAX PAYMENT AS DISPLAYED, PER OCCURRENCE, FOR TOWING &/OR ROADSIDE ASSISTANCE FOR A DEFECT IN MATERIAL & WORKMANSHIP OF A COMPONENT THAT PREVENTS THE SAFE & LAWFUL OPERATION OF THE VEHICLE. MAX PAYMENT AS DISPLAYED NO MATTER THE CURRENCY. IF TOWING IS ASSOCIATED W/DTNA WARRANTABLE FAILURE, TOWING CHARGES MUST BE ON THE SAME CLAIM. IF THE TOW COMPANY REMOVED BUT DID NOT REINSTALL THE DRIVELINE OR AXLE SHAFTS, 0.5 HOUR (SRT 939-6020A) TO REINSTALL DRIVELINES OR AXLES SHAFTS WILL BE REIMBURSED. YOU MUST ENTER THE PFP WHEN AVAILABLE, OTHERWISE LEAVE THE PFP FIELD BLANK AND ENTER FAILED COMPONENT CODE F99-999-054. EXCLUDES: DAMAGE TO THE VEHICLE FROM IMPROPER TOWING.

Claim #	Provider Id #	Submitting Dealer Name	Product Type	Product S/N	Component CodeDescrip tion	Primary Failed Part	PFP Description	Claim Type	Claim Status	Campaign#	FS Code	Repair Date	Distance	Units	Repair Order
EHXDZ0000 049T	1	TRUCK CENTERS, INC.	CHASSIS	3ALACWDT 7HDJD9595	WHEEL ASSEMBLY - STEER AXLE	ALU 883671	WHEEL POLISH OD / AS MACHINED ID	POLICY	PAID_IN_FU LL		EB	1/16/2017	175	MILES	R220001472 P
EHXD2017B 935A	1	TRUCK CENTERS, INC.	CHASSIS	3ALACWDT 7HDJD9595	COVER - STEERING COLUMN	22-54858- 000	COVER- STEERING COLUMN,A DJ,CNTR,N O PRNDL	TRANSPOR TER	PAID_IN_FU LL			1/13/2017	175	MILES	R220001472
EHXD2017B 950T	1	TRUCK CENTERS, INC.	CHASSIS	3ALACWDT 7HDJD9595	WHEEL ASSEMBLY - DRIVE AXLE	ALU 883672	WHEEL POLISH ID / AS MACHINED OD	TRANSPOR TER	PAID_IN_FU LL			1/17/2017	175	MILES	R220001472
EHXD2017B 944T	1	TRUCK CENTERS, INC.	CHASSIS	3ALACWDT 7HDJD9595	WHEEL ASSEMBLY - STEER AXLE	ALU 883671	WHEEL POLISH OD / AS MACHINED ID	TRANSPOR TER	DENIED			1/16/2017	175	MILES	R220001472
EHXD2017B 943T	1	TRUCK CENTERS, INC.	CHASSIS	3ALACWDT 7HDJD9595	PANEL - DASH	A22-51681- 002	PANEL ASSY-TRIM PLATE,DAS H,MD	TRANSPOR TER	PAID_IN_FU LL			1/16/2017	175	MILES	R220001472
EHXD2017B 942T	1	TRUCK CENTERS, INC.	CHASSIS	3ALACWDT 7HDJD9595	GRAB HANDLE - DOOR, INNER	A18-44694- 000	DOOR UPPER PULL HANDLE	TRANSPOR TER	PAID_IN_FU LL			1/16/2017	175	MILES	R220001472
EHXD2017B 936T	1	TRUCK CENTERS, INC.	CHASSIS	3ALACWDT 7HDJD9595	PANEL - GRILLE	17-14787- 001	PANEL- GRILLE CHR FTL M2 S2 B2 MT45 MT55	TRANSPOR TER	PAID_IN_FU LL			1/13/2017	175	MILES	R220001472
EHXD2017B 935T	1	TRUCK CENTERS, INC.	CHASSIS	3ALACWDT 7HDJD9595	COVER - STEERING COLUMN	22-54858- 000	COVER- STEERING COLUMN,A DJ,CNTR,N O PRNDL	TRANSPOR TER	DENIED			1/13/2017	175	MILES	R220001472
EHXD2017B 934T	1	TRUCK CENTERS, INC.	CHASSIS	3ALACWDT 7HDJD9595	PANEL - DASH	A22-54059- 006	PANEL- DASH,RH,M D,LEVEL 2/3	TRANSPOR TER	PAID_IN_FU LL			1/13/2017	175	MILES	R220001472
EHXD2017B 933T	1	TRUCK CENTERS, INC.	CHASSIS	3ALACWDT 7HDJD9595	PANEL - DASH	A22-51677- 000	PANEL- DASH,TOP COVER	TRANSPOR TER	PAID_IN_FU LL			1/13/2017	175	MILES	R220001472
EHXD2017B 932T	1	TRUCK CENTERS, INC.	CHASSIS	3ALACWDT 7HDJD9595	GRAB HANDLE - DOOR, INNER	A18-44694- 000	DOOR UPPER PULL HANDLE	TRANSPOR TER	PAID_IN_FU LL			1/13/2017	175	MILES	R220001472
EHXD2017B 930T	1	TRUCK CENTERS, INC.	CHASSIS	3ALACWDT 7HDJD9595	CUP/THER MOS HOLDER ASSEMBLY	A22-57394- 001	ASSY- CUPHOLDE R,DASH,	TRANSPOR TER	PAID_IN_FU LL			1/13/2017	175	MILES	R220001472

Claim #	Submitting Dealer Name	Product Type	Product S/N	Component CodeDescrip tion		PFP Description	Claim Type	Claim Status	Campaign#	FS Code	Repair Date	Distance	Units	Repair Order
EHXD2017B 929T	TRUCK CENTERS, INC.	CHASSIS			014	PANEL- DOOR,LH,P OWER MIRROR	TRANSPOR TER	PAID_IN_FU LL			1/13/2017	175	MILES	R220001472
EHXD2017B 926T	TRUCK CENTERS, INC.	CHASSIS	7HDJD9595	SUPPORT - INSTRUME NT PANEL	001	FRAME- UPPER DASH,M2 FLAT	TRANSPOR TER	PAID_IN_FU LL			1/12/2017	175	MILES	R220001472
EHXD2017B 925T	TRUCK CENTERS, INC.	CHASSIS	3ALACWDT 7HDJD9595	PERFORME D PDI			PDI	PAID_IN_FU LL			1/12/2017	175	MILES	R220001472

Product Maintainence Information 22 Sep 2019 15:57

				Pr	oduct				
Product S/N		3ALA	CWDT7HDJD9595		Make		FREIG	HTLINER	
Base Model		M210	6		Model			6042S	
				C	hassis				
In Service Date		04/26/2017		Suspension		FA218000	Rail Length	480.0	
Vocation		A85-036		Weight Ib.Front		10000.0	Wheelbase	280.0	
				Weight Ib.Rear		17500.0	Paint Details		
				GVW		26000.0	Air Managemen	t Unit	
BODY				Axle Ratio		5.13	ElectronicComp	onent	
				Major C	Components				
Component	MFG	Model	FTL Part #	Component S/N	Syn Lube		In Serv Date	In Serv Distance	Out of Sync
ENGINE	CUM	ISB16	C01-00241-044	74061508	-	Original	4/26/2017	0	-
ATD			CUMA047R300	56328165017		Original	4/26/2017	0	
MAIN TRANSMISSION	ALI	2200 PTS	C07-00028-206	6311499303	Y	Original	4/26/2017	0	
FRONT AXLE FORWARD OR	MBA	F100-3N	C10-00002-268	739912-A755566		Original	4/26/2017	1900	Ν
SINGLE									
REAR AXLE FORWARD OR SINGLE	MBA	R175-2N	C11-00002-030	742820-A221864	Y	Original	4/26/2017	1900	Ν
STEERING GEAR				T9995S		Original	4/26/2017	0	
ABS / WABCO				082044		Original	4/26/2017	0	
CARB08 EMISSION CERTIFICATION				30702655		Original	4/26/2017	0	
VEHICLE IGNITION KEY CODE				FT1413		Original	4/26/2017	0	

	Ca	ampaign Inform	ation	22 Sep 2019 1	5:58	
			Produc	t		
Product S/N Customer Account Customer Name	3ALACWDT7HDJD9595		Mak	ke Se Model		
		Dala	4-101	N		
Product S/N 739912-A755566 742820-A221864	Make MBA MBA	Kela	ited Serial Bas F3 RS2	e Model		
		Pro	oduct Cam			
Campaign Campaign Description			End Date	Replaced With	Partner Apprvd?	Ту

FTL M2106 MM106042S

Model D739912 D742820

Туре

S/N Status

Claim Number

Product Registration Information 22 Sep 2019 16:00

				Registra	ation Details		
				0	t Summary		
Chassis	Front Axle Forward or Single	Rear Ax Forward Single					
Product Seri	al Number:	3	3ALAC	WDT7HDJD9595	Unit No:		TBB Order: 0
Make:		F	FTL	Base Model/Series:	M2106	Model:	MM106042S
Ordered Coverage:			J88		Registere	d Coverage:	723
Ordered Vocation:			CHURCH/PRISON/ACTIVITY BUS,		Registere	d Vocation:	CHURCH/PRISON/ACTIVITY BUS,
Ordered Don	nicile Country	: U	UNITE	D STATES	Customer	Domicile Country:	UNITED STATES
In Service Da	ate/Distance:	(04/26/2017 / 1900 MILES		Order Date:		06/30/2016
Build Date:		1	12/07/2016		Dealer Received Date:		01/11/2017
Offline Date:		1	12/06/2016		Certificati	on Date:	
Cab Start Da	te:	1	12/06/2	2016	First Serv	ceDate:	
Demonstrato	or:				Auto Regi	stered:	
Special Cond	ditions:				Incomplet	e:	
Retail Sold:		١	Y		Glider:		
OMP Unit:					Maintenar	ce Contract Vehicle:	
Lead Vehicle							

Delivery									
Registration Type: NEW	Action:	Unit Number:							
In Service Date: 04/26/2017	In Service Distance: 1900	Units:	MILES						
Demonstrator:		Registered Vocation Same as Ordering:	Y						
Registered Vocation:	CHURCH/PRISON/ACTIVITY BUS,								
	Comments:								

		PDI	
PDI Date:	01/12/2017	PDI Responsibility:	Dealer: Y
PDI Location:	EHXD	PDI Credit Memo #:	A592133
PDI Repair Order #:	R220001472	PDI Credit Memo Date:	01/14/2017

		Customer	
		Register to Ordered Customer:	
Ordered Customer Account:	W96402	Registered Customer Account:	X39521
Ordered Customer Name:	SVO GROUP	Registered Customer Name:	TJ DESTINATION
Physical Address:	2503 ADA DR	Physical Address:	2644 SANTA ANITA AVE
City:	ELKHART	City:	EL MONTE
Country Code:	UNITED STATES	Country Code:	UNITED STATES
State/Province:	IN	State/Province:	CA
Zip/Postal Code:	46514	Zip/Postal Code:	91733
Phone:	(123)456-7890	Phone:	(888)123-4567
Email:		Email:	

		Dealer	
Ordering Location:	EIXD	Registering Location:	IVAR

	Product Registration	Information 22 Sep 2019 16	00
Ordering Dealer:	TRUCK CENTERS, INC.	Registering Dealer:	DAIMLER TRUCKS NORTH AMERICA WARRANTY OPERATIONS
Address 1:	1011 WEST SAMPLE STREET	Address 1:	6121 N. CUTTER CIRCLE
Address 2:		Address 2:	
City:	SOUTH BEND	City:	PORTLAND
State/Province:	IN	State/Province:	OR
Zip/Postal Code:	46619	Zip/Postal Code:	97217
Country Code:	UNITED STATES	Country Code:	UNITED STATES
Phone:	(574)289-4065	Phone:	(503)745-5998
Email:		Email:	

		Cover	age		
Coverage Name: M2 TRUCK G	HG14/17 - 723	(Customized Coverage:	N Product Type:	CHASSIS
System Group	Time	Period	End Date	Distance	Units
BASIC VEHICLE	24	MONTHS	04/26/2019	Unlimited	MILES
BATTERIES	12	MONTHS	04/26/2018	100000	MILES
BRIGHTWORK	6	MONTHS	10/26/2017	Unlimited	MILES
CAB CORROSION	60	MONTHS	04/26/2022	Unlimited	MILES
CAB STRUCTURE	60	MONTHS	04/26/2022	Unlimited	MILES
CHASSIS PAINT	6	MONTHS	10/26/2017	Unlimited	MILES
CORROSION	6	MONTHS	10/26/2017	Unlimited	MILES
FRAME RAILS AND CROSSMEMBERS	60	MONTHS	04/26/2022	Unlimited	MILES
GHG14 TIRE (FILE DIRECT)	24	MONTHS	04/26/2019	24000	MILES
GHG14 WITHOUT A/C	60	MONTHS	04/26/2022	100000	MILES
GO SEE DETROIT FRONT AXLE COVERAGE	1	DAYS	04/27/2017	0	MILES
GO SEE DETROIT REAR AXLE COVERAGE	1	DAYS	04/27/2017	0	MILES
PAINT	12	MONTHS	04/26/2018	100000	MILES
TRANSFER CASE	24	MONTHS	04/26/2019	Unlimited	MILES
TRANSMISSION	24	MONTHS	04/26/2019	Unlimited	MILES

	Attachments								
Attachments JD9595.pdf			Description WAR275						
Record Date:	03/08/2018	End Date:	12/31/2099	Is Active:	Y				

				Registra	tion Deta	ils			
				Produc	t Summar	·y			
i	Front Axle Forward or Single	Rear Axle Forward o Single							
Product Serial	Number:	73	9912-A7	55566	Alterna	ate Serial Numb	ber:		
Make:		ME	BA	Base Model/Series:	F3	Model:		D739912	
Ordered Cove	rage:	C1	12		Regist	ered Coverage:	:		
Application Co	ode:	31			Custo	ner Domicile C	ountry:	UNITED S	TATES
Replaced By S	S/N/Date:				Failed	S/N:			
n Service Date	e/Distance:	04	/26/2017	7/ 1900 MILES					
Build Date:		11	/29/2016	;					
Ship Date:		11	/30/2016	;					
Demonstrator:	:			Axle Ratio:			Sales Orde	er Line:	10
Axle Fin Part N	Num: C1	0-00002-26	8	Axle Wgt Rating:	F10-3N	I	Sales Orde	er Plant:	2200
Axle Ship To F	Plant: SA	AN		Axle Tandem Asm:			Sales Orde	er No:	30016852
Reman:	Ν			Axle Carrier Asm:			Sales Orde	er Sfx:	
Reman Part:				Axle Front Asm:			Ship To:		
				Axle Drop Date:	2016-1	1-29			

	Delivery							
Registration Type: NEW	Action:	Unit Number:						
In Service Date: 04/26/2017	In Service Distance: 1900	Units:	MILES					
Demonstrator:		Registered Vocation Same as Ordering:						
Registered Vocation:	CHURCH/PRISON/ACTIVITY BUS,							
	Comments:							

		Customer	
Ordered Customer Account:	21501	Registered Customer Account:	X39521
Ordered Customer Name:	UNDEFINED	Registered Customer Name:	TJ DESTINATION
Physical Address:		Physical Address:	2644 SANTA ANITA AVE
City:		City:	EL MONTE
Country Code:		Country Code:	UNITED STATES
State/Province:		State/Province:	CA
Zip/Postal Code:		Zip/Postal Code:	91733
Phone:		Phone:	(888)123-4567
Email:		Email:	

	Dealer	
Ordering Location:	Registering Location:	IVAR
Ordering Dealer:	Registering Dealer:	DAIMLER TRUCKS NORTH AMERICA WARRANTY OPERATIONS
Address 1:	Address 1:	6121 N. CUTTER CIRCLE
Address 2:	Address 2:	
City:	City:	PORTLAND
State/Province:	State/Province:	OR
Zip/Postal Code:	Zip/Postal Code:	97217
Country Code:	Country Code:	UNITED STATES
Phone:	Phone:	(503)745-5998

Product Registration Information	22 Sep 2019 16:01
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Email:

Email:

		(Coverage		
Coverage Name: MWF-00- 24/99999999 - 1303 - C12	4 MEDIUM GENEI	RAL SERVICE	Customized Coverage: N Product		pe: AXLE
System Group	Time	Period	End Date	Distance	Units
BASIC AXLE	24	MONTHS	04/26/2019	Unlimited	MILES
TIE ROD ASSEMBLY	12	MONTHS	04/26/2018	Unlimited	MILES
TIE ROD BOOTS	12	MONTHS	04/26/2018	Unlimited	MILES

			Attachments			
Attachments	Description					
Record Date:	03/08/2018	End Date:	12/31/2099	Is Active:	Y	

				Registra	tion Details	5			
				Produc	t Summary				
Chassis	Front Axle Forward o Single		rd or						
Product Seri	ial Number:	:	742820	-A221864	Alternat	e Serial Numl	ber:		
Make:			MBA	Base Model/Series:	RS2	Model:		D742820	
Ordered Cov	/erage:		C14		Registe	red Coverage	:		
Application	Code:		31		Customer Domicile Country: UNITED STATES				
Replaced By	S/N/Date:				Failed S	/N:			
In Service Da	ate/Distanc	e:	04/26/2	017 / 1900 MILES					
Build Date:			11/11/2	016					
Ship Date:			11/30/2	016					
Demonstrato	or:			Axle Ratio:	41-8-5.1	3	Sales Ord	er Line:	10
Axle Fin Par	t Num:	C11-00002-	030	Axle Wgt Rating:	R17.5-2	N	Sales Ord	er Plant:	2200
Axle Ship To	Plant:	SAN		Axle Tandem Asm:			Sales Ord	er No:	30012246
Reman:	1	N		Axle Carrier Asm:	CARRIE	R742820	Sales Ord	er Sfx:	
Reman Part:				Axle Front Asm:			Ship To:		
				Axle Drop Date:	2016-11	-11			

	Delivery							
Registration Type: NEW	Action:	Unit Number:						
In Service Date: 04/26/2017	In Service Distance: 1900	Units:	MILES					
Demonstrator:		Registered Vocation Same as Ordering:						
Registered Vocation:	CHURCH/PRISON/ACTIVITY BUS,							
	Comments:							

		Customer	
Ordered Customer Account:	21501	Registered Customer Account:	X39521
Ordered Customer Name:	UNDEFINED	Registered Customer Name:	TJ DESTINATION
Physical Address:		Physical Address:	2644 SANTA ANITA AVE
City:		City:	EL MONTE
Country Code:		Country Code:	UNITED STATES
State/Province:		State/Province:	CA
Zip/Postal Code:		Zip/Postal Code:	91733
Phone:		Phone:	(888)123-4567
Email:		Email:	

	Dealer	
Ordering Location:	Registering Location:	IVAR
Ordering Dealer:	Registering Dealer:	DAIMLER TRUCKS NORTH AMERICA WARRANTY OPERATIONS
Address 1:	Address 1:	6121 N. CUTTER CIRCLE
Address 2:	Address 2:	
City:	City:	PORTLAND
State/Province:	State/Province:	OR
Zip/Postal Code:	Zip/Postal Code:	97217
Country Code:	Country Code:	UNITED STATES
Phone:	Phone:	(503)745-5998

Email:

Email:

Coverage							
Coverage Name: MWD-004 MEDIUM SERVICE 24/9999999 - 1303 - Customized Coverage: N Product Type: AXLE C14							
System Group	Time	Period	End Date	Distance	Units		
BASIC AXLE	24	MONTHS	04/26/2019	Unlimited	MILES		
SEALS AND GASKETS	24	MONTHS	04/26/2019	300000	MILES		
YOKES ATTACHING HARDWARE	0	MONTHS	04/26/2017	0	MILES		

Attachments						
Attachments			Description			
Record Date:	03/08/2018	End Date:	12/31/2099	Is Active:	Y	