



VEHICLE FACTORS ATTACHMENT

International Prostar Warranty Claims

Philadelphia, Pennsylvania

HWY23FH014

(15 pages)

Warranty Claim Details							
VIN : 3HSDJAPR7HN473607				Claim : 1200224-A		Print Close	
Claim Details							
Dealer :	RYDER SYS INC. ATTN:WRTY (120038 - 424)			Reviewer :	137	Process Date :	03/21/2017
Comments							
Claim :	ATA CD 013-011-00309CLM WRITER 26 DOMCILE LOC 01171 CLEVELAND MONTHS INSERVICE 09 UNIT NO. 671654 UNIT NO. 671654						
Section :	*LABOR CLAIM ONLY*ABS LIGHT ON/FOUND FAULT CODE FOR AIR GAP TOO LARGE ON LEFT DRIVE AXLE/REPAIRED TOO LARGE ON LEFT DRIVE AXLE/REPAIRED						
Adjustment :							
Part Details							
There are no parts for this claim.							
Section Details							
Mileage :	69998 M	Fail Date :	03/07/2017	Submit DTU Date:	06/20/2016	Actual DTU Date:	06/20/2016
Engine Hours :		Fuel Used :					
TSM :	214	Previous TSM :		Warranty Code :	01	Extended Service Contract :	
Group :	04092	Noun :	816	Cause Code :	M	Type Part :	P
Pct Allow Dir :	100	Feature Code :		Supplier Response Code :		Wty Return code :	N
Film History :		Fail Serial # :		Replace Serial # :		Pay Code :	AD
Labor :	117.00	Miscellaneous :	0.00	Other :	0.00	Lube :	0.00
Oil Quantity :	0.0	Lube Quantity :	0.0	Lube Cost :	0.00		
Freight :	0.00	Parts :	0.00	Markup :	0.00	Core :	0.00
Attachments							
There are no attachments for this claim.							
Labor Operations							
As Submitted							
Quantity	Operation	Submitted Hours	Description				
1.0	A99-T1	1.5	RYDER CONVERSION				
As Paid							
Quantity	Operation	Submitted Hours	Paid Hours	Status	Description		
1.0	A99-T1	1.5	1.5	Paid	RYDER CONVERSION		
Appeal Details							
Contact Name :				Phone Number :			
Comments :							
Quantity	Operation	Requested Hours	Description				

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2023/05/17 04:17 BRKSVW316

Warranty Claim DetailsVIN : 3HSDJAPR7HN473607 Claim : 1199455-A Print Close**Claim Details**

Dealer : RYDER SYS INC. ATTN:WRTY (120038 - 424) Reviewer : 137 Process Date : 03/08/2017

Comments

Claim : ATA CD 023-004-00142CLM WRITER 36 DOMCILE LOC 01171 CLEVELAND MONTHS INSERVICE 08 UNIT NO. 671654 UNIT NO. 671654

Section : CANNOT SELECT GEAR AND WILL NOT MOVE.DIAGNOSE,FOUND ACTIVE CODES FOR GENERATOR TRANS,INTERNAL FAILURE.REPLACED ASM,CLEARED CODES.TESTED OK. ED CODES.TESTED OK.

Adjustment :

Part Details

Part	Description	Process Code	Quantity	Price	Ext Amount	Core
FULK4253	GENERATOR 2 ECA KIT NO HARNESS		1.0	1016.03	1016.03	325.00

Section Details

Mileage :	68018 M	Fail Date :	02/14/2017	Submit DTU Date	06/20/2016	Actual DTU Date	06/20/2016
Engine Hours :		Fuel Used :					
TSM :	214	Previous TSM :		Warranty Code :	01	Extended Service Contract :	
Group :	13GXJ	Noun :	801	Cause Code :	T	Type Part :	P
Pct Allow Dlr :	100	Feature Code :		Supplier Response Code :		Wty Return code :	Y
Film History :		Fail Serial # :	P0965882	Replace Serial # :		Pay Code :	
Labor :	148.20	Miscellaneous :	0.00	Other :	0.00	Lube :	0.00
Oil Quantity :	0.0	Lube Quantity :	0.0	Lube Cost :	0.00		
Freight :	0.00	Parts :	1016.03	Markup :	0.00	Core :	325.00

Attachments

There are no attachments for this claim.

Labor Operations**As Submitted**

Quantity	Operation	Submitted Hours	Description
1.0	A99-T1	1.9	RYDER CONVERSION

As Paid

Quantity	Operation	Submitted Hours	Paid Hours	Status	Description
1.0	A99-T1	1.9	1.9	Paid	RYDER CONVERSION

Appeal Details

Contact Name : Phone Number :

Comments :

Quantity	Operation	Requested Hours	Description

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Warranty Claim DetailsVIN : 3HSDJAPR7HN473607 Claim : 1198976-A Print Close**Claim Details**

Dealer : RYDER SYS INC. ATTN:WRTY (120038 - 424) Reviewer : 137 Process Date : 03/01/2017

Comments

Claim : ATA CD 034-004-14846CLM WRITER 26 DOMCILE LOC 01171 CLEVELAND MONTHS INSERVICE 08 UNIT NO. 671654 UNIT NO. 671654

Section : MARKER LAMP INOPERABL R/FOUND RELAY SHORTED/REPLACD MARKER LAMP INOPERABL R/FOUND RELAY SHORTED/REPLACD

Adjustment :

Part Details

Part	Description	Process Code	Quantity	Price	Ext Amount	Core
3600330C1	RELAY GEN CONTROL 4 PIN MINI-		1.0	3.67	3.67	0.00

Section Details

Mileage :	68018 M	Fail Date :	02/17/2017	Submit DTU Date	06/20/2016	Actual DTU Date	06/20/2016
Engine Hours :		Fuel Used :					
TSM :	214	Previous TSM :		Warranty Code :	01	Extended Service Contract :	
Group :	08835	Noun :	811	Cause Code :	S	Type Part :	P
Pct Allow Dlr :	100	Feature Code :		Supplier Response Code :		Wty Return code :	N
Film History :		Fail Serial # :		Replace Serial # :		Pay Code :	
Labor :	78.00	Miscellaneous :	0.00	Other :	0.00	Lube :	0.00
Oil Quantity :	0.0	Lube Quantity :	0.0	Lube Cost :	0.00		
Freight :	0.00	Parts :	3.67	Markup :	0.00	Core :	0.00

Attachments

There are no attachments for this claim.

Labor Operations**As Submitted**

Quantity	Operation	Submitted Hours	Description
1.0	A99-T1	1.0	RYDER CONVERSION

As Paid

Quantity	Operation	Submitted Hours	Paid Hours	Status	Description
1.0	A99-T1	1.0	1.0	Paid	RYDER CONVERSION

Appeal Details

Contact Name : Phone Number :

Comments :

Quantity	Operation	Requested Hours	Description

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Warranty Claim Details

VIN : 3HSDJAPR7HN473607

Claim : 0563289-A

[Print](#) [Close](#)**Claim Details**

Dealer : RUSH TRK CTR OF S OH (610311 - 001) Reviewer : 112 Process Date : 01/06/2017

Comments

Claim :

Section : Recall 16905, Performed Recall as directed Recall 16905, Performed Recall as directed

Adjustment :

Part Details

There are no parts for this claim.

Section Details

Mileage : 50929 M Fail Date : 12/28/2016 Submit DTU Date: 12/29/2016 Actual DTU Date: 06/20/2016

Engine Hours :

Fuel Used :

TSM :

Previous TSM :

Warranty Code : 40

Extended Service Contract :

Group : 16905

Noun :

Cause Code : 2

Type Part :

P

Pct Allow Dlr : 100

Feature Code :

Supplier Response Code :

Wty Return code :

N

Film History :

Fail Serial # :

Replace Serial # :

Pay Code :

Labor : 68.00

Miscellaneous : 0.00

Other : 0.00

Lube : 0.00

Oil Quantity : 0.0

Lube Quantity : 0.0

Lube Cost : 0.00

Freight : 0.00

Parts : 0.00

Markup : 0.00

Core : 0.00

Attachments

There are no attachments for this claim.

Labor Operations**As Submitted**

Quantity	Operation	Submitted Hours	Description
1.0	A40-16905-1	0.5	REPROGRAM QLS; W/SKIRTS, CUMMI

As Paid

Quantity	Operation	Submitted Hours	Paid Hours	Status	Description
1.0	A40-16905-1	0.5	0.5	Paid	REPROGRAM QLS; W/SKIRTS, CUMMI

Appeal DetailsContact Name : Phone Number : - -

Comments :

Quantity	Operation	Requested Hours	Description
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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Warranty Claim DetailsVIN : 3HSDJAPR7HN473607 Claim : 0593017-A [Print](#) [Close](#)**Claim Details**

Dealer : RUSH TRK CTR OF S OH (610311 - 001) Reviewer : 140 Process Date : 03/16/2017

Comments

Claim :

Section : LIGHTS NOT WORKING RIGHT, WIRE N68A RUBBED ON GROUND ON LEFT FRAME, TSHOT PARK LIGHT OVER CURRENT AND SEARCHED FOR SHORT. REPAIRED AND NOW OK . REPAIRED AND NOW OK

Adjustment :

Part Details

Part	Description	Process Code	Quantity	Price	Ext Amount	Core
BDT23846	TERM- BO		2.0	0.21	0.42	0.00
2644000R1	SLEEVE HEAT SHRINK		2.0	1.27	2.54	0.00

Section Details

Mileage :	70034 M	Fail Date :	03/07/2017	Submit DTU Date	03/07/2017	Actual DTU Date	06/20/2016
Engine Hours :		Fuel Used :					
TSM :	140	Previous TSM :		Warranty Code :	01	Extended Service Contract :	
Group :	08835	Noun :	909	Cause Code :	S	Type Part :	P
Pct Allow Dir :	100	Feature Code :		Supplier Response Code :		Wty Return code :	N
Film History :		Fail Serial # :		Replace Serial # :		Pay Code :	
Labor :	149.60	Miscellaneous :	0.00	Other :	0.00	Lube :	0.00
Oil Quantity :	0.0	Lube Quantity :	0.0	Lube Cost :	0.00		
Freight :	0.00	Parts :	2.96	Markup :	0.95	Core :	0.00

Attachments

File Name	Description	View
Time Claim 593017.png		View
Tech Notes Claim 593017.png		View

Labor Operations**As Submitted**

Quantity	Operation	Submitted Hours	Description
1.0	A99-T1	1.1	WIRING RPR

As Paid

Quantity	Operation	Submitted Hours	Paid Hours	Status	Description
1.0	A99-T1	1.1	1.1	Paid	WIRING RPR

Appeal DetailsContact Name : Phone Number : - -

Comments :

Quantity	Operation	Requested Hours	Description

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Warranty Claim DetailsVIN : 3HSDJAPR7HN473607 Claim : 2037815-A Print Close**Claim Details**

Dealer : RYDER SYS INC. ATTN:WRTY (120038 - 424) Reviewer : 214 Process Date : 03/05/2020

Comments

Claim : UNIT NO. UNIT NO.

Section : DEF HEADER SAYING DEF QUALITY BAD. IN THE COMPUTER WAS SHOWING 37%. USED DEF METER TO TEST AND SHOWING 32.5% FAULTY QUALITY SENSOR REPLACED HEADER UNIT- QLS SENSOR, 214CHGR02070 ITY SENSOR REPLACED HEADER UNIT- QLS SENSOR, 214CHGR02070

Adjustment :

Part Details

Part	Description	Process Code	Quantity	Price	Ext Amount	Core
4097727C91	SENSOR, 16/23G, QLS SSI	1	1.0	128.01	128.01	0.00

Section Details

Mileage :	429979 M	Fail Date :	02/14/2020	Submit DTU Date	06/20/2016	Actual DTU Date	06/20/2016
Engine Hours :		Fuel Used :					
TSM :	214	Previous TSM :		Warranty Code :	98	Extended Service Contract :	
Group :	18050	Noun :	124	Cause Code :	S	Type Part :	P
Pct Allow Dir :	100	Feature Code :		Supplier Response Code :		Wty Return code :	N
Film History :		Fail Serial # :	79918748	Replace Serial # :		Pay Code :	
Labor :	0.00	Miscellaneous :	0.00	Other :	0.00	Lube :	0.00
Oil Quantity :	0.0	Lube Quantity :	0.0	Lube Cost :	0.00		
Freight :	0.00	Parts :	128.01	Markup :	0.00	Core :	0.00

Attachments

There are no attachments for this claim.

Labor Operations**As Submitted**

There are no labor operations submitted for this claim.

As Paid

There are no labor operations paid for this claim.

Appeal DetailsContact Name : Phone Number : - -

Comments :

There are no labor operations to appeal for this claim.

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2023/05/17 04:17 BRKSVW316

Warranty Claim DetailsVIN : 3HSDJAPR7HN473607 Claim : 2015274-A [Print](#) [Close](#)**Claim Details**

Dealer : RYDER SYS INC. ATTN:WRTY (120038 - 424) Reviewer : 214 Process Date : 10/11/2018

Comments

Claim : UNIT NO. UNIT NO.

Section : UNIT LEANING FOUND LEVELING VALVE FAILED REPLACE VLAVE UNIT LEANING FOUND LEVELING VALVE FAILED REPLACE VLAVE

Adjustment :

Part Details

Part	Description	Process Code	Quantity	Price	Ext Amount	Core
2607243C91	SERVICE VALVE (DUMP)		1.0	65.08	65.08	0.00

Section Details

Mileage : 178673 M Fail Date : 02/23/2018 Submit DTU Date 06/20/2016 Actual DTU Date 06/20/2016

Engine Hours : Fuel Used :

TSM : 214 Previous TSM : Warranty Code : 98 Extended Service Contract :

Group : 03500 Noun : 264 Cause Code : K Type Part : P

Pct Allow Dir : 100 Feature Code : Supplier Response Code : Wty Return code : N

Film History : Fail Serial # : Replace Serial # : Pay Code :

Labor : 0.00 Miscellaneous : 0.00 Other : 0.00 Lube : 0.00

Oil Quantity : 0.0 Lube Quantity : 0.0 Lube Cost : 0.00

Freight : 0.00 Parts : 65.08 Markup : 0.00 Core : 0.00

Attachments

There are no attachments for this claim.

Labor Operations**As Submitted**

There are no labor operations submitted for this claim.

As Paid

There are no labor operations paid for this claim.

Appeal Details

Contact Name : Phone Number :

Comments :

There are no labor operations to appeal for this claim.

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