



Vehicle Factors Attachment –Claim DLXD2019A651T

Phoenix, AZ

HWY21MH008

(3 pages)

Claim DLXD2019A651T

Submitting Location : DLXD FREIGHTLINER OF ARIZONA	Claim Type : WARRANTY
Product S/N : 3AKJGEDR0GSGW6726	Product Type : CHASSIS
Elite Support : Y	Status : PAID_IN_FULL
Claim Number : 2019A651T	In Service Date : 07/14/2016
Original Claim Number :	Make : FREIGHTLINER
Build Date : 04/11/2015	Distance : 249921 Units : MILES
Customer Name : ARIZONA MILK TRANSPORT	Model Year : 2016
Months In Service : 33	Repair Date : 04/16/2019
Failure Date : 04/12/2019	Repair Order : RA320004204
Claim Date : 04/16/2019	DSM Name :
Accept Date : 04/16/2019	Created By : ██████████
WSC Ticket # :	

Claim Summary

Request Type : PAYMENT	Supplier Authorization # :
Based On :	Supplier Additional Info :
Authorization # :	

Failure

Failure Date : 04/12/2019
Repair Date : 04/16/2019
Damage Code :

Failed Part Section

Primary Failed Part (PFP) : A15-22498-001 CROSSMEMBER-SERVICE 5 PC,HVY DTY,MIDSHIP
Supplier : E452
Component : 014-001-007 (CROSS MEMBER - FRAME INTERMEDIATE)
Position : 00-00 NA-NA
Cause : 14 - CRACKED
Corrective Action : 03 - REPLACE WITH NEW
Parts Disposition : SCRAP
Comments : TAG: 235108
 DTIME TO INSPECT X-MEMBERS / CONFIRM FAILURE & TAKE PHOTOS
 CONDITION: EXPRESS ASSESSMENT ** CHECK AND ADVISE , FRAME COMPONENTS **
 CUSTOMER STATES CROSS MEMBER CRACKED, SMALL CRACKS.
 PASSENGER SIDE FRAME / FRONT OF 5TH WHEEL CRACKS
 ** CUSTOMER REQUESTS CHECK ALL CROSS MEMBERS ***
 CAUSE: CROSSMEMBER CRACKED
 CORRECTION: CHECKED OUT CRACKED CROSS MEMBER. TOOK PICTURES OF CRACKED CROSS MEMBER. ALSO FRONT TORQUE ARM IS FAILING. BUSHING COMING APART. INSPECTED ALL OTHER CROSS MEMBERS.
 REMOVED HALF FENDERS AND PIPE FOR ACCESS TO CROSS MEMBER. CUT OUT ALL HUCK BOLTS ON CROSS MEMBER IN FRONT OF FIFTH WHEEL. WHERE HANGERS ARE. CUT 21 BOLTS TOTAL. CUT CROSS MEMBER ION HALF AND REMOVED, INSTALLED NEW FIVE PIECE CROSS MEMBER. BOLTED UP AND PAINTED MEMBER. REINSTALLED HALF FENDERS.

Parts

Part #	Part Type	Qty		U/M	Part Description	Part Price		Handling		Total	Core
		Claimed	Processed			Claimed	Processed	%	Paid		
A15-22498-001	STANDAR D	1	1	EACH	CROSSMEMBER-SERVICE 5 PC,HVY DTY,MIDSHIP	██████	██████	33	██████	██████	No
23-11017-350	STANDAR D	12	12	EACH	3/4-10C X 3.5 in. L	██████	██████	33	██████	██████	No
23-11020-012	STANDAR D	12	12	EACH	NUT-HEX,FLG,3/4-10	██████	██████	33	██████	██████	No
23-13861-110	STANDAR D	8	8	EACH	NUT-HEX,W FLANGE,5/8-11,ZN AL	██████	██████	33	██████	██████	No
WUR 0273582 5/8-11X2 FLANGE	OTHER	8	8	EACH	WUR 0273582 5/8-11X2 FLANGE	██████	██████	0	██████	██████	No
23-14396-002	STANDAR D	1	1	EACH	ELBOW-90,PTC,.25 MPT TO .25 NT	██████	██████	33	██████	██████	No
Total :						██████	██████		██████	██████	

Labor

Hours	Labor Rate	Labor
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Labor Type	SRT	SRT Description	Add Ops	SRT Hours	Claimed	Processed	System	Processed	Claimed	Processed
STANDARD	565-6030A	XMBR, REAR SUSPENSION, REPLACE WELDED W/BOLTED	NO	3.5	3.5	3.5	████	████	████	████
DIAGNOSIS	565-1030A	XMBR, REAR SUSPENSION, REPLACE WELDED W/BOLTED Diag Time	NO	0.0	0.4	0.4	████	████	████	████
ADMIN	939-6010A	Admin SRT	NO	0.3	0.3	0.3	████	████	████	████
Service Model : F22 F22 FTL CLASSIC CASCADIA 125				Total :	4.2	4.2			████	████

Other Charges

Expense Type		Description	Invoice #	Invoice Date	Claimed	Processed	Supporting Documentation
Travel	Claimed	Processed	UOM	Factor	Claimed	Processed	Processed
Travel Distance	0.0	0.00		0.00	0.00	0.00	0.00
Travel Hours	0.00	0.00		0.00	0.00	0.00	0.00
Total :						0.00	0.00

Dealer Part Return Location

Company Name : FREIGHTLINER OF ARIZONA
Street Address : 1230 S. AKIMEL LANE
City : CHANDLER
State/Province : AZ
Zip/Postal Code : 85226
Country : UNITED STATES
Phone # : (480)282-4000
If part found Non-warrantable : return
Select Carrier : █████
Carrier Account Number : █████

Financial Summary

	Parts	Handling	Labor	Other	Flat Amount	Total	Information
Claimed	████	████	████	████		████	Accept Date : 04/16/2019
Processed	████	████	████	████		████	Process Date : 04/16/2019
Paid	████	████	████	████		████	Process # : █████
Charged Back	████	████	████	████	████	████	CR Memo Date : 04/20/2019
Net Paid	████	████	████	████	████	████	CR Memo # : █████
Paid Tax	████	████	████	████		████	Tax Rates : Not Applicable
Charged Back Tax	████	████	████	████		████	Tax Area ID : █████

Charge Back History

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