

04/12/2016

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| CLAIM                                                                                                                                            |                        |                         | DEALER                                                                                                                     |                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-------------------------|----------------------------------------------------------------------------------------------------------------------------|--------------------|
| NUMBER                                                                                                                                           | DATE                   | CNH CLAIM No.           | Corporation<br>EARHART EQUIPMENT CORPORATION<br>4350 S PALO VERDE ROAD<br>TUCSON AZ 85714-2034<br>USA                      |                    |
| W07435B                                                                                                                                          | 04/08/2016             | 201600115556            |                                                                                                                            |                    |
| CLAIM TYPE                                                                                                                                       | CLAIM TYPE DESCRIPTION |                         |                                                                                                                            |                    |
| ZW01                                                                                                                                             | On-line claim          |                         |                                                                                                                            |                    |
| VEHICLE                                                                                                                                          |                        | AMOUNT OF USE           | WORKSHOP                                                                                                                   |                    |
| Serial No.: 2211013869<br>VAN: 0011962171                                                                                                        |                        | 60                      | Corporation<br>EARHART EQUIPMENT CORPORATION<br>4350 S PALO VERDE ROAD<br>TUCSON AZ 85714-2034<br>USA                      |                    |
| FAILED DATE                                                                                                                                      |                        | REPLACED DATE           |                                                                                                                            |                    |
| 01/12/2016                                                                                                                                       |                        | 03/09/2016              |                                                                                                                            |                    |
| CUSTOMER CENTER AUTHORIZATION                                                                                                                    |                        |                         | ORDER NUMBER                                                                                                               |                    |
|                                                                                                                                                  |                        |                         |                                                                                                                            |                    |
| PARTS WARRANTY                                                                                                                                   |                        |                         | VEHICLE WARRANTY                                                                                                           |                    |
| Serial Nbr new part:<br>Serial Nbr repl. part:<br>New/Re-manufactured:<br>Amount of Use on Spare Part: 000000000000<br>Date:<br>Invoice number : |                        |                         | Start date: 07/03/2014<br>Customer: EARHART EQUIPMENT CORPORATION<br>FdP: -T0CM<br>Vehicle Model: WM35RA WORKMASTER 35 NAR |                    |
| FAILURE                                                                                                                                          | 00044100A01130         | FAILURE DESCRIPTION     |                                                                                                                            |                    |
| CAUSAL PART                                                                                                                                      | MT40188939             | CAUSAL PART DESCRIPTION | SEAL, OIL                                                                                                                  |                    |
| WARRANTY TYPE                                                                                                                                    | SERV.PARTIC.           | PIP Code                | NOTE                                                                                                                       |                    |
| I                                                                                                                                                | 100                    |                         | WHEEL HUB - External Oil Leak                                                                                              |                    |
| TOTAL PARTS                                                                                                                                      |                        | TOTAL LABOR             | TOTAL OTHER EXPENSES                                                                                                       | TOTAL FAILURE COST |
| 40.06                                                                                                                                            |                        | 775.20                  | 0.00                                                                                                                       | 815.26             |
| PART/LABOR OPERATION                                                                                                                             |                        |                         | Qty                                                                                                                        | AMOUNT             |
| MT40007364 / O-RING                                                                                                                              |                        |                         | 2                                                                                                                          | USD 7.66           |
| MT40009906 / NUT                                                                                                                                 |                        |                         | 2                                                                                                                          | 7.38               |
| MT40010340 / BALL                                                                                                                                |                        |                         | 1                                                                                                                          | 0.58               |
| MT40012356 / SPRING                                                                                                                              |                        |                         | 5                                                                                                                          | 8.40               |
| MT40188939 / SEAL, OIL                                                                                                                           |                        |                         | 2                                                                                                                          | 12.52              |
| MT40188945 / SHIM                                                                                                                                |                        |                         | 2                                                                                                                          | 1.76               |
| MT40188946 / SHIM                                                                                                                                |                        |                         | 2                                                                                                                          | 1.76               |
| -00200AA10 / Wash before repair                                                                                                                  |                        |                         | 3                                                                                                                          | 29.07              |
| -44511AE12 / Right-hand front drive wheel and tire as                                                                                            |                        |                         | 4                                                                                                                          | 38.76              |
| -44511AE14 / Left-hand front drive wheel and tire ass                                                                                            |                        |                         | 4                                                                                                                          | 38.76              |
| -44AAAAAA / Wheels generic operation                                                                                                             |                        |                         | 69                                                                                                                         | 668.61             |
| Dealer Description:                                                                                                                              |                        |                         |                                                                                                                            |                    |
| *****COMPLAINT*****                                                                                                                              |                        |                         |                                                                                                                            |                    |
| Oil is leaking out of the wheels.                                                                                                                |                        |                         |                                                                                                                            |                    |
| TOTAL PARTS                                                                                                                                      |                        | TOTAL LABOR             | TOTAL OTHER EXPENSES                                                                                                       | TOTAL CLAIM COST   |
|                                                                                                                                                  |                        |                         |                                                                                                                            |                    |

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| CLAIM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                        |                         | DEALER                                                                                                                                                     |                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| NUMBER                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | DATE                   | CNH CLAIM No.           | Corporation<br>EARHART EQUIPMENT CORPORATION<br>4350 S PALO VERDE ROAD<br>TUCSON AZ 85714-2034<br>USA                                                      |                    |
| W07435B                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 04/08/2016             | 201600115556            |                                                                                                                                                            |                    |
| CLAIM TYPE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | CLAIM TYPE DESCRIPTION |                         |                                                                                                                                                            |                    |
| ZW01                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | On-line claim          |                         |                                                                                                                                                            |                    |
| VEHICLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                        | AMOUNT OF USE           | WORKSHOP                                                                                                                                                   |                    |
| Serial No.: 2211013869<br>VAN: 0011962171                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                        | 60                      | Corporation<br>EARHART EQUIPMENT CORPORATION<br>4350 S PALO VERDE ROAD<br>TUCSON AZ 85714-2034<br>USA                                                      |                    |
| FAILED DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                        | REPLACED DATE           |                                                                                                                                                            |                    |
| 01/12/2016                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                        | 03/09/2016              |                                                                                                                                                            |                    |
| CUSTOMER CENTER AUTHORIZATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                        |                         | ORDER NUMBER                                                                                                                                               |                    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                        |                         |                                                                                                                                                            |                    |
| PARTS WARRANTY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                        |                         | VEHICLE WARRANTY                                                                                                                                           |                    |
| <b>Serial Nbr new part:</b><br><b>Serial Nbr repl. part:</b><br><b>New/Re-manufactured:</b><br><b>Amount of Use on Spare Part:</b> 000000000000<br><b>Date:</b><br><b>Invoice number :</b>                                                                                                                                                                                                                                                                                                                                                                                                             |                        |                         | <b>Start date:</b> 07/03/2014<br><b>Customer:</b> EARHART EQUIPMENT CORPORATION<br><br><b>FdP:</b> -T0CM<br><b>Vehicle Model:</b> WM35RA WORKMASTER 35 NAR |                    |
| FAILURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 00044100A01130         | FAILURE DESCRIPTION     |                                                                                                                                                            |                    |
| CAUSAL PART                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | MT40188939             | CAUSAL PART DESCRIPTION | SEAL, OIL                                                                                                                                                  |                    |
| WARRANTY TYPE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | SERV.PARTIC.           | PIP Code                | NOTE                                                                                                                                                       |                    |
| I                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 100                    |                         | WHEEL HUB - External Oil Leak                                                                                                                              |                    |
| TOTAL PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                        | TOTAL LABOR             | TOTAL OTHER EXPENSES                                                                                                                                       | TOTAL FAILURE COST |
| 40.06                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                        | 775.20                  | 0.00                                                                                                                                                       | 815.26             |
| PART/LABOR OPERATION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                        |                         | Qty                                                                                                                                                        | AMOUNT             |
| *****CAUSE*****<br>Diagnosed and found the right and left wheel seals are leaking at the wheel hubs.<br>*****CORRECTION*****<br>Inspected front axle and found left and right side wheel hubs leaking. Checked axle fluid levels and found that the front axle was very low on oil. Didn't mark on the dipstick. Removed and replaced with new seals and replaced oil lost. Washed off and function tested. Ok now. Thank you. 69 Units of 44AAAAAAA - Completing actual repair as no code is listed for this specifically as well as the adding oil and completing repair<br>*****APPEAL_COMMENT***** |                        |                         |                                                                                                                                                            | USD                |
| TOTAL PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                        | TOTAL LABOR             | TOTAL OTHER EXPENSES                                                                                                                                       | TOTAL CLAIM COST   |
| 40.06                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                        | 775.20                  | 0.00                                                                                                                                                       | 815.26             |