

04/12/2016

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| CLAIM                                                                                                                                                                                                                                                                                                                                                                                |                        |                                        | DEALER                                                                                                                                 |                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| NUMBER                                                                                                                                                                                                                                                                                                                                                                               | DATE                   | CNH CLAIM No.                          |                                                                                                                                        |                    |
| W07906                                                                                                                                                                                                                                                                                                                                                                               | 04/05/2016             | 201600110575                           | Corporation<br>EARHART EQUIPMENT CORPORATION<br>4350 S PALO VERDE ROAD<br>TUCSON AZ 85714-2034<br>USA                                  |                    |
| CLAIM TYPE                                                                                                                                                                                                                                                                                                                                                                           | CLAIM TYPE DESCRIPTION |                                        |                                                                                                                                        |                    |
| ZW01                                                                                                                                                                                                                                                                                                                                                                                 | On-line claim          |                                        |                                                                                                                                        |                    |
| VEHICLE                                                                                                                                                                                                                                                                                                                                                                              |                        | AMOUNT OF USE                          |                                                                                                                                        |                    |
| Serial No.: NCHH04605<br>VAN: 0011882691                                                                                                                                                                                                                                                                                                                                             |                        | 39                                     |                                                                                                                                        |                    |
| FAILED DATE                                                                                                                                                                                                                                                                                                                                                                          |                        | REPLACED DATE                          |                                                                                                                                        |                    |
| 03/23/2016                                                                                                                                                                                                                                                                                                                                                                           |                        | 03/23/2016                             |                                                                                                                                        |                    |
| 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> 12/31/2015<br><b>Customer:</b> EARHART EQUIPMENT<br><br><b>FdP:</b> -TB6M<br><b>Vehicle Model:</b> B95C T4A PC4PTCV |                    |
| FAILURE                                                                                                                                                                                                                                                                                                                                                                              | 00021130AN2100         | FAILURE DESCRIPTION                    |                                                                                                                                        |                    |
| CAUSAL PART                                                                                                                                                                                                                                                                                                                                                                          | 85801938               | CAUSAL PART DESCRIPTION LEVER, CONTROL |                                                                                                                                        |                    |
| WARRANTY TYPE                                                                                                                                                                                                                                                                                                                                                                        | SERV.PARTIC.           | PIP Code                               | NOTE                                                                                                                                   |                    |
| A                                                                                                                                                                                                                                                                                                                                                                                    | 100                    |                                        | REVERSER HAND LEVER - Inoperative                                                                                                      |                    |
| TOTAL PARTS                                                                                                                                                                                                                                                                                                                                                                          |                        | TOTAL LABOR                            |                                                                                                                                        | TOTAL FAILURE COST |
| 195.00                                                                                                                                                                                                                                                                                                                                                                               |                        | 377.91                                 |                                                                                                                                        | 572.91             |
| PART/LABOR OPERATION                                                                                                                                                                                                                                                                                                                                                                 |                        |                                        |                                                                                                                                        | AMOUNT             |
| -21112AC11 / Power-Shuttle transmission - Troubleshoo                                                                                                                                                                                                                                                                                                                                |                        |                                        |                                                                                                                                        | 4                  |
| -21134AI17 / Transmission control lever assembly - Di                                                                                                                                                                                                                                                                                                                                |                        |                                        |                                                                                                                                        | 25                 |
| 85801938 / LEVER, CONTROL                                                                                                                                                                                                                                                                                                                                                            |                        |                                        |                                                                                                                                        | 1                  |
| -55000AA55 / Electrical system - Troubleshooting                                                                                                                                                                                                                                                                                                                                     |                        |                                        |                                                                                                                                        | 10                 |
| <b>Dealer Description:</b><br><br>*****COMPLAINT*****<br>Unit wasn't moving forward or in reverse.<br>*****CAUSE*****<br>Diagnosed and found that the lever was inoperative.<br>*****CORRECTION*****<br>Checked the wiring, found inoperative lever. Removed and replaced<br>with new lever. Function tested and unit moving properly now. Thank<br>you.<br>*****APPEAL_COMMENT***** |                        |                                        |                                                                                                                                        |                    |
| TOTAL PARTS                                                                                                                                                                                                                                                                                                                                                                          |                        | TOTAL LABOR                            |                                                                                                                                        | TOTAL CLAIM COST   |
| 195.00                                                                                                                                                                                                                                                                                                                                                                               |                        | 377.91                                 |                                                                                                                                        | 572.91             |