



PACCAR Solutions - Service Management >

Welcome: MichaelA@WichitaKenworth.com @ Wichita Kenworth (W370)

ENGLISH ▾ PORTAL SEARCH CASES SERVICE REQUESTS (5)

INSPECTIONS CALENDAR ADMIN HELP LOG OUT

CUSTOMER LINKS:

Wki Internal Testing

Customer
Contacts
Assets
Cases

BREAKDOWN INFO:

Contact: Mike Agnew
Primary Contact Phone: 3167680433
Loaded: No

ASSET INFO:

Make: Kenworth
Model: T680
Year: 2026
Serial #: TJ224879
Eng. Model: X15-EFFICIENCY
Eng. Serial: 80750936
E. Model: unknown

CUMMINS ENGINE

Parts Catalog

RECOMMENDED

Campaigns & Recalls
Operations
Warranty & Extended Coverage
Service Contracts & Subscriptions

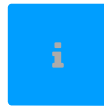
INSITE REPORTING

Insite

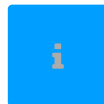


[All Cases](#) > Case 19387270 | [JUMP TO](#) ▾

[CHECKLIST \(0 OF 10\)](#) ▾



Please specify a follow-up time for this case.



There are 3 potential comeback operations.

Case 19387270

Not Watching ▾

[CLOSE CASE](#)

Repair Order

Status & Workflow

?

Michael Agnew

Customer

Wki Internal Testing

Park City, KS · (316) 768-0433

Asset

2026 Kenworth T680...

VIN 1XKYD49X3TJ224879

Arrival Diagnosis Approval Repair Ready

CHECK-IN REQUEST APPROVAL ASSET READY

ASSET RELEASED

[EXPORT CASE](#)



[Notes](#) [Workflow](#) [Appointments](#) [Attachments](#) [Estimate](#)

[Case Info \(VMRS\)](#) [Faults](#) [Links](#)

Customer Info

Company: 	Wki Internal Testing - Cust#: 88888
Address:	5115 N Broadway Park City, KS 67037
Phone:	(316) 768-0433
Credit Limit:	\$9,999,999.00
Credit Available:	\$9,887,678.68
Memo Balance:	\$112,320.32
AR Terms:	Net 10th
PO Required:	Yes
Credit Note:	Billing to Wichita Kenworth PacLease directly - not for LR Customer purchases or Service work.
Customer Profile:	 Customer prefers phone communication ...








Bill To

Company:	Wki Internal Testing - Cust#: 88888
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Ship To

Company:	Wki Internal Testing - Cust#: 88888
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Asset Info

Asset:	2026 Kenworth T680 
VIN:	1XKYD49X3TJ224879
Chassis ID:	
Odometer: 	<div><input type="text" value="36048"/></div> <div><input checked="" type="radio"/> Miles <input type="radio"/> Kilometers</div> <div> Last Updated: 36,048 miles. 12/18/2025 at 11:13 am CST</div> <div> Odometer can only contain numeric values</div>
Engine Hours: 	<div><input type="text" value="733"/></div> <div> Last Updated: 733 hours. 12/18/2025 at 11:13 am CST</div> <div> Engine Hours can only contain numeric values</div>

Breakdown Info

Location:	
Case Level Complaint:	Test case for Roadside service [edit]

Status Info

Repair Status:	<div>— ▾</div>
Program Type:	OTHER
Created:	12/18/2025 at 11:13 am CST (Michael Agnew)
Closed:	
Asset Arrived:	none... [edit]
Asset Checked In:	none... [edit]
Asset Departed:	none... [edit]
ETR:	none... [edit]
ATR:	none... [edit]
Follow-Up:	none... [edit]
Asset Down Time:	none... [edit]
Asset Up Time:	none... [edit]
Total Downtime:	
Customer Requested Completion Time:	none... [edit]

Additional Info

Department:	PARTS
RO Number:	none... [edit]
PO Number:	none... [edit]
Invoice Total:	none... [edit]
Invoice Number:	none... [edit]
Invoice Date:	none... [edit]

Auth Number:	none... [edit]
Tag #:	none... [edit]