

Serial Number: WTC00164

Product Family: WHEEL TRACTOR SCRAPER

Model: 627K

SMU / Hours:

Year: 2014

SERVICE HISTORY (767 Records)

Invoice Date	Invoice Type	SMU / Hours	Description	Notes
Oct 16, 2024	Parts			
Aug 08, 2024	Parts			
Aug 02, 2024	Parts			
Jan 26, 2024	Parts			
Oct 19, 2023	Parts			
Sep 14, 2023	Service	9,301	Perform 500 Service Hour Maint	
Sep 14, 2023	Service	9,301	Additional Charges 500 Service Hour Maint	
Sep 07, 2023	Parts			
Aug 20, 2023	Service	8,824	Recondition Engine	
Aug 20, 2023	Service	8,824	Adjust Misc	Charge to ryan peters policy account for 25% of
Aug 20, 2023	Service	8,824	Recondition Engine	
Aug 20, 2023	Service	8,824	Adjust Misc	Policy credit to customer for 25% of engine cost
Aug 20, 2023	Service	8,824	Adjust Misc	Charge to ryan peters policy account for 25% of
Aug 20, 2023	Service	8,824	Remove & Install Engine	
Aug 20, 2023	Service	8,824	Move Machine	

Aug 20, 2023	Service	8,824	Travel To/from Work Area	
Aug 20, 2023	Service	8,824	Troubleshoot Engine	Added seg 1e: code issues
Aug 20, 2023	Service	8,824	Recondition Engine	
Aug 20, 2023	Service	8,824	Adjust Misc	Charge to ryan peters policy account for 25% of
Aug 20, 2023	Service	8,824	Troubleshoot Engine	Added seg 1e: code issues
Aug 20, 2023	Service	8,824	Recondition Engine	
Aug 20, 2023	Service	8,824	Adjust Misc	
Aug 20, 2023	Service	8,824	Adjust Misc	Policy credit to customer for 25% of engine cost
Aug 20, 2023	Service	8,824	Remove & Install Engine	
Aug 20, 2023	Service	8,824	Travel To/from Work Area	
Aug 20, 2023	Service	8,824	Adjust Misc	Charge to ryan peters policy account for 25% of
Aug 20, 2023	Service	8,824	Move Machine	
Jul 23, 2023	Service	0	Supply Parts Pm 1	Cck for woso CCK FOR WOSO 3397 QUAIL RIDGE CIRCLE PARKER, CO 80138 ATTN BILL WATERS
Jul 23, 2023	Service	0	Supply Parts Pm 1	Cck for woso CCK FOR WOSO 3397 QUAIL RIDGE CIRCLE PARKER, CO 80138 ATTN BILL WATERS
Jun 26, 2023	Parts			
Jun 14, 2023	Parts			
Jun 14, 2023	Parts			
May 11, 2023	Service	9,139	Travel To/from Work Area	

May 11, 2023	Service	9,139	Repair For Warranty Software	Tech id: 5791 -- tuesday, may 9, 2023 software updates repair comments perform pip letter pi33483 flash transmission, implement and display ecm with new software. calibrate transmission and pull psr before and after.
May 11, 2023	Service	9,139	Travel To/from Work Area	
May 11, 2023	Service	9,139	Repair For Warranty Software	Tech id: 5791 -- tuesday, may 9, 2023 software updates repair comments perform pip letter pi33483 flash transmission, implement and display ecm with new software. calibrate transmission and pull psr before and after.
Apr 07, 2023	Service	8,824	Recondition Engine	
Apr 07, 2023	Service	8,824	Adjust Misc	Charge to ryan peters policy account for 25% of
Apr 07, 2023	Service	8,824	Troubleshoot Engine	Added seg 1e: code issues
Apr 07, 2023	Service	8,824	Adjust Misc	Policy credit to customer for 25% of engine cost
Apr 07, 2023	Service	8,824	Recondition Engine	
Apr 07, 2023	Service	8,824	Remove & Install Engine	
Apr 07, 2023	Service	8,824	Travel To/from Work Area	
Apr 07, 2023	Service	8,824	Move Machine	
Apr 07, 2023	Service	8,824	Adjust Misc	Charge to ryan peters policy account for 25% of
Aug 15, 2022	Service	8,865	Travel To/from Work Area	
Aug 15, 2022	Service	8,865	Troubleshoot Clean Emissions Module	T/s ard low voltage code
Jul 31, 2022	Service	8,777	Troubleshoot Machine	Repair loose panels,air boots.ref 0l01776 seg.7a.

Jul 31, 2022	Service	8,777	Travel To/from Work Area	
Jul 31, 2022	Service	8,777	Troubleshoot Engine	T/s turbo is now leaking oil out of it, possible--
Jul 31, 2022	Service	8,777	Troubleshoot Hydraulic System	T/s hyd leak at discharge pump for hyd
Jul 31, 2022	Service	8,777	Troubleshoot Engine	Replace cushion hitch wire harness, part# 582 8260
Jul 31, 2022	Service	8,777	Troubleshoot Machine	Repair loose panels,air boots.ref 0l01776 seg.7a.
Jul 20, 2022	Parts			
Jul 04, 2022	Service	8,727	Rework Repair Body	
Jul 04, 2022	Service	8,727	Troubleshoot Engine	T/s 9 codes flashing on machine for abnormal --
Jul 04, 2022	Service	8,727	Troubleshoot Engine	T/s def controler code
Jul 04, 2022	Service	8,727	Rework Repair Body	
Jul 04, 2022	Service	8,727	Travel To/from Work Area	
Jul 04, 2022	Service	8,727	Troubleshoot Engine	T/s rear engine injector code flashing on machine
Jul 04, 2022	Service	8,727	Repair Body	Repair body damage on right front of machine
Jul 04, 2022	Service	8,727	Troubleshoot Engine	T/s rear engine def nozzle leaking def fluid
Jun 22, 2022	Service	8,710	Additional Charges Pm 4	
Jun 22, 2022	Service	8,710	Perform Pm 4	

May 12, 2022

Service

8,707

Repair For Warranty  
Draft Frame Trunnion

REPAIR PROCESS COMMENTS: 5872 PULL MACHINE IN SHOP. INSPECT MACHINE DRAFT FRAME FOR CRACKS. CRACKS WERE FOUND ON THE BACKSIDE OF THE DRAFT FRAME. CRACKS WERE MARKED. MACHINE HAD ALREADY HAD A PREVIOUS UPDATE ON THE DRAFT FRAME. NEW UPDATE WAS AVAILABLE FOR THE DRAFT FRAME. RELIEVED HYDRAULIC PRESSURE ON MACHINE. DISCONNECTED BATTERY SWITCH. LOCKED OUT MACHINE. REMOVED COVERS FROM MAIN HYDRAULIC CONTROL VALVE. REMOVED HARD LINES THAT WOULD BE IN THE WAY. REMOVED MAIN CONTROL VALVE, AND MOUNT. SET CONTROL VALVE ON BENCH, AND SEPARATED CONTROL VALVE FROM MOUNT. AIR ARCED MOUNTS OFF DRAFT FRAME FOLLOWING THE SPECIAL INSTRUCTIONS. REMOVED PREVIOUS UPDATE FROM DRAFT FRAME. PREPPED DRAFT FRAME FOR WELDING. TACK WELDED 4 PLATES ONTO DRAFT FRAME. WELDED THE PLATES TO DRAFT FRAME FOLLOWING SPECIAL INSTRUCTIONS. CLEAN UP WELDS. PAINTED PLATES, AND AREAS THAT WERE SANDED. INSTALLED NEW STICKER, TO REPLACE THE ONE TAKEN OFF WHILE COMPLETING REPAIRS. REINSTALLED CONTROL VALVE MOUNT ON DRAFT FRAME. REINSTALLED CONTROL VALVE ON MOUNT. RECONNECTED ALL HYDRAULIC LINES, AND ELECTRICAL LINES THAT WERE DISCONNECTED TO REMOVE CONTROL VALVE. REINSTALLED HARD LINES THAT WERE REMOVED. RECONNECTED BATTERY. TURNED MACHINE ON, CHECKED FOR LEAKS. TOOK MACHINE TO RENTAL SHOP, AND FILLED HYDRAULIC TANK WITH 5.3 GALLONS OF HYDRAULIC OIL. PARKED MACHINE IN FRONT OF SHOP FOR CUSTOMER PICKUP. Inspect and advise INSPECT AND ADVISE SERVICE LETTER PS47281

May 12, 2022	Service	8,707	Repair For Warranty Draft Frame Trunnion	REPAIR PROCESS COMMENTS: 5872 PULL MACHINE IN SHOP. INSPECT MACHINE DRAFT FRAME FOR CRACKS. CRACKS WERE FOUND ON THE BACKSIDE OF THE DRAFT FRAME. CRACKS WERE MARKED. MACHINE HAD ALREADY HAD A PREVIOUS UPDATE ON THE DRAFT FRAME. NEW UPDATE WAS AVAILABLE FOR THE DRAFT FRAME. RELIEVED HYDRAULIC PRESSURE ON MACHINE. DISCONNECTED BATTERY SWITCH. LOCKED OUT MACHINE. REMOVED COVERS FROM MAIN HYDRAULIC CONTROL VALVE. REMOVED HARD LINES THAT WOULD BE IN THE WAY. REMOVED MAIN CONTROL VALVE, AND MOUNT. SET CONTROL VALVE ON BENCH, AND SEPARATED CONTROL VALVE FROM MOUNT. AIR ARC'D MOUNTS OFF DRAFT FRAME FOLLOWING THE SPECIAL INSTRUCTIONS. REMOVED PREVIOUS UPDATE FROM DRAFT FRAME. PREPPED DRAFT FRAME FOR WELDING. TACK WELDED 4 PLATES ONTO DRAFT FRAME. WELDED THE PLATES TO DRAFT FRAME FOLLOWING SPECIAL INSTRUCTIONS. CLEAN UP WELDS. PAINTED PLATES, AND AREAS THAT WERE SANDED. INSTALLED NEW STICKER, TO REPLACE THE ONE TAKEN OFF WHILE COMPLETING REPAIRS. REINSTALLED CONTROL VALVE MOUNT ON DRAFT FRAME. REINSTALLED CONTROL VALVE ON MOUNT. RECONNECTED ALL HYDRAULIC LINES, AND ELECTRICAL LINES THAT WERE DISCONNECTED TO REMOVE CONTROL VALVE. REINSTALLED HARD LINES THAT WERE REMOVED. RECONNECTED BATTERY. TURNED MACHINE ON, CHECKED FOR LEAKS. TOOK MACHINE TO RENTAL SHOP, AND FILLED HYDRAULIC TANK WITH 5.3 GALLONS OF HYDRAULIC OIL. PARKED MACHINE IN FRONT OF SHOP FOR CUSTOMER PICKUP. Inspect and advise INSPECT AND ADVISE SERVICE LETTER PS47281
--------------	---------	-------	---	---

Dec 01, 2021	Service	6,317	Travel To/from Work Area	
--------------	---------	-------	-----------------------------	--

Dec 01, 2021	Service	6,317	Troubleshoot Sensor	<p>CUSTOMER COMPLAINT: UNIT BLOWING ECM FUSE CAUSE OF FAILURE: CHAFFED HARNESS RESULTANT DAMAGE: BROKEN WIRE REPAIR PROCESS COMMENTS: TALKED WITH CUSTOMER AND DROVE TO LOCATION. CHECKED UNIT AND FOUND BLOWN POWER FUSE. INSTALLED NEW FUSE AND TURN ON MASTER SWITCH FUSE BLEW INSTANTLY. CHECKED SCHEMATIC AND FOUND FUSE AND FOUND IT HAD RUBBED THUR ON CUSHION HITCH HARNESS. FOUND POWER WIRE GROUNDED ON BOLT. MOVED FUSE. CUSTOMER MOVED MACHINE OUT OF CUT AND I TOLD THEM ID BE BACK IN AM TO REPAIR OTHER WIRES. RETURNED IN AM AND FOUND DATA LINK WIRES WERE DAMAGED. REPAIRED ALL WIRES AND TAPED UP HARNESS. MOVED HARNESS AND ZIP TIED IN PLACE. CUSTOMER CALL NEXT DAY AND SAID UNIT WAS THROWING CODES. RETURNED TO UNIT AND REPAIRED MORE DATA LINK WIRES IN SAME SPOT. INFORMED CUSTOMER UNIT SHOULD BACK WITH ANY ISSUES. OPS CHECK GOOD AT THIS TIME. THERE IS SERVICE LETTER OUT TO REPLACE HARNESS BUT IT SHOWS IT WAS COMPLETED. HARNESS # IS 582-8260. BUT IT SHOWS IT WAS COMPLETED. HARNESS # IS 582-8260. T/s electrical system. blows computer fuse T/S ELECTRICAL SYSTEM. BLOWS COMPUTER FUSE INSTANTLY</p>
Oct 10, 2021	Service	7,988	Repair Coolant Hose/lines	<p>CUSTOMER CONCERN TECH ID: 5436 -- MONDAY, OCTOBER 4, 2021 - REPLACE BLOWN COOLANT HOSE. - - HEAT AND AGE. RESULTANT DAMAGE - -LOSS OF COOLANT. REPAIR COMMENTS - - REMOVED BLOWN COOLANT HOSE PART# 428-0485. - INSTALLED NEW O-RING AND REPLACEMENT HOSE. - PULLED VACUUM ON SYSTEM AND LET SIT FOR 30 MINUTES.- NO ADDITIONAL LEAKS FOUND AT THIS TIME. - REPAIR COMPLETE. Repair coolant line REPAIR COOLANT LINE</p>

Oct 10, 2021	Service	7,988	Troubleshoot Egr System	<p>CUSTOMER CONCERN TECH ID: 5140 -- WEDNESDAY, SEPTEMBER 22, 2021 - GOT TO MACHINE AND BEGAN T/S - HOOKED UP ET AND PULLED A PSR -HAS MULTIPLE CODES FOR OVERHEATING ENGINE AND EGR TEMPURATURES FOR THE FRONT ENGINE AND A REAR ENGINE THAT HAD A INJECTOR 5 NOT RESPONDING-BEGAN T/S THE FRONT ENGINE AND FOUND THE COOLANT WAS LOW- COUNTINED T/S AND FOUND NO LEAKS -REMOVED THE NRS COOLER ELBOW AND FOUND IT WET-CCOLANT IS GOING INTO THE INTAKE -ORDERED NRS COOLER PARTS UPDATED AND THEY BACK ORDERED. TECH ID: 5436 -- THURSDAY, SEPTEMBER 30, 2021 CAUSE OF FAILURE - - BELLOW 324-9290 INSTALLED INCORRECTLY CAUSING ADDITIONAL HEAT BUILD UP ON INLET OF COOLER CAUSING FAILURE. RESULTANT DAMAGE - - DPF AND DOC HAVE COOLANT CONTAMINATION, CLEANED AT DPF ALTERNATIVES. REPAIR COMMENTS TURBO COMPRESSOR OUTLET REUSING T CLAMPS DUE TO DPF WITH NEW CLAMPS. - VACUUM FILLED COOLING SYSTEM. - SYSTEM HELD 15IN MG FOR 20 MINUTES NO LEAK PRESENT. - REINSTALLED ALL PANELING. - RESET DPF ASH SERVICE FOR AFT# 1 ECM. - INSTALLED BELLY PANS. - LET CUSTOMER RUN MACHINE, NO ADDITIONAL FAULTS FOUND. - REPAIR COMPLETE. - EVAC'D COOLANT FROM WASTE CONTAINER. - PICKED UP ALL TOOLING. - FILLED OUT SERVICE REPORT. T/s egr and coolant temp sensors T/S EGR AND COOLANT TEMP SENSORS</p>
--------------	---------	-------	-------------------------	--

Oct 10, 2021	Service	7,988	Travel To/from Work Area	
--------------	---------	-------	--------------------------	--



Oct 10, 2021	Service	7,988	Troubleshoot Egr System	CUSTOMER CONCERN TECH ID: 5140 -- WEDNESDAY, SEPTEMBER 22, 2021 - GOT TO MACHINE AND BEGAN T/S - HOOKED UP ET AND PULLED A PSR -HAS MULTIPLE CODES FOR OVERHEATING ENGINE AND EGR TEMPURATURES FOR THE FRONT ENGINE AND A REAR ENGINE THAT HAD A INJECTOR 5 NOT RESPONDING-BEGAN T/S THE FRONT ENGINE AND FOUND THE COOLANT WAS LOW- COUNTINED T/S AND FOUND NO LEAKS -REMOVED THE NRS COOLER ELBOW AND FOUND IT WET-CCOLANT IS GOING INTO THE INTAKE -ORDERED NRS COOLER PARTS UPDATED AND THEY BACK ORDERED. TECH ID: 5436 -- THURSDAY, SEPTEMBER 30, 2021 CAUSE OF FAILURE - - BELLOW 324-9290 INSTALLED INCORRECTLY CAUSING ADDITIONAL HEAT BUILD UP ON INLET OF COOLER CAUSING FAILURE. RESULTANT DAMAGE - - DPF AND DOC HAVE COOLANT CONTAMINATION, CLEANED AT DPF ALTERNATIVES. REPAIR COMMENTS TURBO COMPRESSOR OUTLET REUSING T CLAMPS DUE TO DPF WITH NEW CLAMPS. - VACUUM FILLED COOLING SYSTEM. - SYSTEM HELD 15IN MG FOR 20 MINUTES NO LEAK PRESENT. - REINSTALLED ALL PANELING. - RESET DPF ASH SERVICE FOR AFT# 1 ECM. - INSTALLED BELLY PANS. - LET CUSTOMER RUN MACHINE, NO ADDITIONAL FAULTS FOUND. - REPAIR COMPLETE. - EVAC'D COOLANT FROM WASTE CONTAINER. - PICKED UP ALL TOOLING. - FILLED OUT SERVICE REPORT. T/s egr and coolant temp sensors T/S EGR AND COOLANT TEMP SENSORS
--------------	---------	-------	-------------------------	---

Oct 10, 2021	Service	7,988	Repair Coolant Hose/lines	CUSTOMER CONCERN TECH ID: 5436 -- MONDAY, OCTOBER 4, 2021 - REPLACE BLOWN COOLANT HOSE. - - HEAT AND AGE. RESULTANT DAMAGE - -LOSS OF COOLANT. REPAIR COMMENTS - - REMOVED BLOWN COOLANT HOSE PART# 428-0485. - INSTALLED NEW O-RING AND REPLACEMENT HOSE. - PULLED VACUUM ON SYSTEM AND LET SIT FOR 30 MINUTES.- NO ADDITIONAL LEAKS FOUND AT THIS TIME. - REPAIR COMPLETE. Repair coolant line REPAIR COOLANT LINE
--------------	---------	-------	---------------------------	--

Oct 10, 2021	Service	7,988	Travel To/from Work Area	
--------------	---------	-------	--------------------------	--

Oct 10, 2021	Service	7,988	Repair Coolant Hose/lines	CUSTOMER CONCERN TECH ID: 5436 -- MONDAY, OCTOBER 4, 2021 - REPLACE BLOWN COOLANT HOSE. - - HEAT AND AGE. RESULTANT DAMAGE - -LOSS OF COOLANT. REPAIR COMMENTS - - REMOVED BLOWN COOLANT HOSE PART# 428-0485. - INSTALLED NEW O-RING AND REPLACEMENT HOSE. - PULLED VACUUM ON SYSTEM AND LET SIT FOR 30 MINUTES.- NO ADDITIONAL LEAKS FOUND AT THIS TIME. - REPAIR COMPLETE. Repair coolant line REPAIR COOLANT LINE
--------------	---------	-------	---------------------------	--

Oct 10, 2021	Service	7,988	Troubleshoot Egr System	CUSTOMER CONCERN TECH ID: 5140 -- WEDNESDAY, SEPTEMBER 22, 2021 - GOT TO MACHINE AND BEGAN T/S - HOOKED UP ET AND PULLED A PSR -HAS MULTIPLE CODES FOR OVERHEATING ENGINE AND EGR TEMPURATURES FOR THE FRONT ENGINE AND A REAR ENGINE THAT HAD A INJECTOR 5 NOT RESPONDING-BEGAN T/S THE FRONT ENGINE AND FOUND THE COOLANT WAS LOW- COUNTINED T/S AND FOUND NO LEAKS -REMOVED THE NRS COOLER ELBOW AND FOUND IT WET-CCOLANT IS GOING INTO THE INTAKE -ORDERED NRS COOLER PARTS UPDATED AND THEY BACK ORDERED. TECH ID: 5436 -- THURSDAY, SEPTEMBER 30, 2021 CAUSE OF FAILURE - - BELLOW 324-9290 INSTALLED INCORRECTLY CAUSING ADDITIONAL HEAT BUILD UP ON INLET OF COOLER CAUSING FAILURE. RESULTANT DAMAGE - - DPF AND DOC HAVE COOLANT CONTAMINATION, CLEANED AT DPF ALTERNATIVES. REPAIR COMMENTS TURBO COMPRESSOR OUTLET REUSING T CLAMPS DUE TO DPF WITH NEW CLAMPS. - VACUUM FILLED COOLING SYSTEM. - SYSTEM HELD 15IN MG FOR 20 MINUTES NO LEAK PRESENT. - REINSTALLED ALL PANELING. - RESET DPF ASH SERVICE FOR AFT# 1 ECM. - INSTALLED BELLY PANS. - LET CUSTOMER RUN MACHINE, NO ADDITIONAL FAULTS FOUND. - REPAIR COMPLETE. - EVAC'D COOLANT FROM WASTE CONTAINER. - PICKED UP ALL TOOLING. - FILLED OUT SERVICE REPORT. T/s egr and coolant temp sensors T/S EGR AND COOLANT TEMP SENSORS
Oct 10, 2021	Service	7,988	Travel To/from Work Area	
Oct 07, 2021	Service	7,988	Travel To/from Work Area	

Oct 07, 2021	Service	7,988	Troubleshoot Egr System	<p>CUSTOMER CONCERN TECH ID: 5140 -- WEDNESDAY, SEPTEMBER 22, 2021 - GOT TO MACHINE AND BEGAN T/S - HOOKED UP ET AND PULLED A PSR -HAS MULTIPLE CODES FOR OVERHEATING ENGINE AND EGR TEMPURATURES FOR THE FRONT ENGINE AND A REAR ENGINE THAT HAD A INJECTOR 5 NOT RESPONDING-BEGAN T/S THE FRONT ENGINE AND FOUND THE COOLANT WAS LOW- COUNTINED T/S AND FOUND NO LEAKS -REMOVED THE NRS COOLER ELBOW AND FOUND IT WET-CCOLANT IS GOING INTO THE INTAKE -ORDERED NRS COOLER PARTS UPDATED AND THEY BACK ORDERED. TECH ID: 5436 -- THURSDAY, SEPTEMBER 30, 2021 CAUSE OF FAILURE - - BELLOW 324-9290 INSTALLED INCORRECTLY CAUSING ADDITIONAL HEAT BUILD UP ON INLET OF COOLER CAUSING FAILURE. RESULTANT DAMAGE - - DPF AND DOC HAVE COOLANT CONTAMINATION, CLEANED AT DPF ALTERNATIVES. REPAIR COMMENTS TURBO COMPRESSOR OUTLET REUSING T CLAMPS DUE TO DPF WITH NEW CLAMPS. - VACUUM FILLED COOLING SYSTEM. - SYSTEM HELD 15IN MG FOR 20 MINUTES NO LEAK PRESENT. - REINSTALLED ALL PANELING. - RESET DPF ASH SERVICE FOR AFT# 1 ECM. - INSTALLED BELLY PANS. - LET CUSTOMER RUN MACHINE, NO ADDITIONAL FAULTS FOUND. - REPAIR COMPLETE. - EVAC'D COOLANT FROM WASTE CONTAINER. - PICKED UP ALL TOOLING. - FILLED OUT SERVICE REPORT. T/s egr and coolant temp sensors T/S EGR AND COOLANT TEMP SENSORS</p>
Oct 07, 2021	Service	7,988	Repair Coolant Hose/lines	<p>CUSTOMER CONCERN TECH ID: 5436 -- MONDAY, OCTOBER 4, 2021 - REPLACE BLOWN COOLANT HOSE. - - HEAT AND AGE. RESULTANT DAMAGE - -LOSS OF COOLANT. REPAIR COMMENTS - - REMOVED BLOWN COOLANT HOSE PART# 428-0485. - INSTALLED NEW O-RING AND REPLACEMENT HOSE. - PULLED VACUUM ON SYSTEM AND LET SIT FOR 30 MINUTES.- NO ADDITIONAL LEAKS FOUND AT THIS TIME. - REPAIR COMPLETE. Repair coolant line REPAIR COOLANT LINE</p>

Oct 07, 2021	Service	7,988	Troubleshoot Egr System	CUSTOMER CONCERN TECH ID: 5140 -- WEDNESDAY, SEPTEMBER 22, 2021 - GOT TO MACHINE AND BEGAN T/S - HOOKED UP ET AND PULLED A PSR -HAS MULTIPLE CODES FOR OVERHEATING ENGINE AND EGR TEMPURATURES FOR THE FRONT ENGINE AND A REAR ENGINE THAT HAD A INJECTOR 5 NOT RESPONDING-BEGAN T/S THE FRONT ENGINE AND FOUND THE COOLANT WAS LOW- COUNTINED T/S AND FOUND NO LEAKS -REMOVED THE NRS COOLER ELBOW AND FOUND IT WET-CCOLANT IS GOING INTO THE INTAKE -ORDERED NRS COOLER PARTS UPDATED AND THEY BACK ORDERED. TECH ID: 5436 -- THURSDAY, SEPTEMBER 30, 2021 CAUSE OF FAILURE - - BELLOW 324-9290 INSTALLED INCORRECTLY CAUSING ADDITIONAL HEAT BUILD UP ON INLET OF COOLER CAUSING FAILURE. RESULTANT DAMAGE - - DPF AND DOC HAVE COOLANT CONTAMINATION, CLEANED AT DPF ALTERNATIVES. REPAIR COMMENTS TURBO COMPRESSOR OUTLET REUSING T CLAMPS DUE TO DPF WITH NEW CLAMPS. - VACUUM FILLED COOLING SYSTEM. - SYSTEM HELD 15IN MG FOR 20 MINUTES NO LEAK PRESENT. - REINSTALLED ALL PANELING. - RESET DPF ASH SERVICE FOR AFT# 1 ECM. - INSTALLED BELLY PANS. - LET CUSTOMER RUN MACHINE, NO ADDITIONAL FAULTS FOUND. - REPAIR COMPLETE. - EVAC'D COOLANT FROM WASTE CONTAINER. - PICKED UP ALL TOOLING. - FILLED OUT SERVICE REPORT. T/s egr and coolant temp sensors T/S EGR AND COOLANT TEMP SENSORS
Oct 07, 2021	Service	7,988	Repair Coolant Hose/lines	CUSTOMER CONCERN TECH ID: 5436 -- MONDAY, OCTOBER 4, 2021 - REPLACE BLOWN COOLANT HOSE. - - HEAT AND AGE. RESULTANT DAMAGE - -LOSS OF COOLANT. REPAIR COMMENTS - - REMOVED BLOWN COOLANT HOSE PART# 428-0485. - INSTALLED NEW O-RING AND REPLACEMENT HOSE. - PULLED VACUUM ON SYSTEM AND LET SIT FOR 30 MINUTES.- NO ADDITIONAL LEAKS FOUND AT THIS TIME. - REPAIR COMPLETE. Repair coolant line REPAIR COOLANT LINE
Oct 07, 2021	Service	7,988	Travel To/from Work Area	
Oct 07, 2021	Service	7,988	Repair Coolant Hose/lines	CUSTOMER CONCERN TECH ID: 5436 -- MONDAY, OCTOBER 4, 2021 - REPLACE BLOWN COOLANT HOSE. - - HEAT AND AGE. RESULTANT DAMAGE - -LOSS OF COOLANT. REPAIR COMMENTS - - REMOVED BLOWN COOLANT HOSE PART# 428-0485. - INSTALLED NEW O-RING AND REPLACEMENT HOSE. - PULLED VACUUM ON SYSTEM AND LET SIT FOR 30 MINUTES.- NO ADDITIONAL LEAKS FOUND AT THIS TIME. - REPAIR COMPLETE. Repair coolant line REPAIR COOLANT LINE
Oct 07, 2021	Service	7,988	Travel To/from Work Area	

Oct 07, 2021	Service	7,988	Troubleshoot Egr System	<p>CUSTOMER CONCERN TECH ID: 5140 -- WEDNESDAY, SEPTEMBER 22, 2021 - GOT TO MACHINE AND BEGAN T/S - HOOKED UP ET AND PULLED A PSR -HAS MULTIPLE CODES FOR OVERHEATING ENGINE AND EGR TEMPURATURES FOR THE FRONT ENGINE AND A REAR ENGINE THAT HAD A INJECTOR 5 NOT RESPONDING-BEGAN T/S THE FRONT ENGINE AND FOUND THE COOLANT WAS LOW- COUNTINED T/S AND FOUND NO LEAKS -REMOVED THE NRS COOLER ELBOW AND FOUND IT WET-CCOLANT IS GOING INTO THE INTAKE -ORDERED NRS COOLER PARTS UPDATED AND THEY BACK ORDERED. TECH ID: 5436 -- THURSDAY, SEPTEMBER 30, 2021 CAUSE OF FAILURE - - BELLOW 324-9290 INSTALLED INCORRECTLY CAUSING ADDITIONAL HEAT BUILD UP ON INLET OF COOLER CAUSING FAILURE. RESULTANT DAMAGE - - DPF AND DOC HAVE COOLANT CONTAMINATION, CLEANED AT DPF ALTERNATIVES. REPAIR COMMENTS TURBO COMPRESSOR OUTLET REUSING T CLAMPS DUE TO DPF WITH NEW CLAMPS. - VACUUM FILLED COOLING SYSTEM. - SYSTEM HELD 15IN MG FOR 20 MINUTES NO LEAK PRESENT. - REINSTALLED ALL PANELING. - RESET DPF ASH SERVICE FOR AFT# 1 ECM. - INSTALLED BELLY PANS. - LET CUSTOMER RUN MACHINE, NO ADDITIONAL FAULTS FOUND. - REPAIR COMPLETE. - EVAC'D COOLANT FROM WASTE CONTAINER. - PICKED UP ALL TOOLING. - FILLED OUT SERVICE REPORT. T/s egr and coolant temp sensors T/S EGR AND COOLANT TEMP SENSORS</p>
--------------	---------	-------	-------------------------	--

Oct 07, 2021	Service	7,988	Troubleshoot Egr System	CUSTOMER CONCERN TECH ID: 5140 -- WEDNESDAY, SEPTEMBER 22, 2021 - GOT TO MACHINE AND BEGAN T/S - HOOKED UP ET AND PULLED A PSR -HAS MULTIPLE CODES FOR OVERHEATING ENGINE AND EGR TEMPURATURES FOR THE FRONT ENGINE AND A REAR ENGINE THAT HAD A INJECTOR 5 NOT RESPONDING-BEGAN T/S THE FRONT ENGINE AND FOUND THE COOLANT WAS LOW- COUNTINED T/S AND FOUND NO LEAKS -REMOVED THE NRS COOLER ELBOW AND FOUND IT WET-CCOLANT IS GOING INTO THE INTAKE -ORDERED NRS COOLER PARTS UPDATED AND THEY BACK ORDERED. TECH ID: 5436 -- THURSDAY, SEPTEMBER 30, 2021 CAUSE OF FAILURE - - BELLOW 324-9290 INSTALLED INCORRECTLY CAUSING ADDITIONAL HEAT BUILD UP ON INLET OF COOLER CAUSING FAILURE. RESULTANT DAMAGE - - DPF AND DOC HAVE COOLANT CONTAMINATION, CLEANED AT DPF ALTERNATIVES. REPAIR COMMENTS TURBO COMPRESSOR OUTLET REUSING T CLAMPS DUE TO DPF WITH NEW CLAMPS. - VACUUM FILLED COOLING SYSTEM. - SYSTEM HELD 15IN MG FOR 20 MINUTES NO LEAK PRESENT. - REINSTALLED ALL PANELING. - RESET DPF ASH SERVICE FOR AFT# 1 ECM. - INSTALLED BELLY PANS. - LET CUSTOMER RUN MACHINE, NO ADDITIONAL FAULTS FOUND. - REPAIR COMPLETE. - EVAC'D COOLANT FROM WASTE CONTAINER. - PICKED UP ALL TOOLING. - FILLED OUT SERVICE REPORT. T/s egr and coolant temp sensors T/S EGR AND COOLANT TEMP SENSORS
Oct 07, 2021	Service	7,988	Repair Coolant Hose/lines	CUSTOMER CONCERN TECH ID: 5436 -- MONDAY, OCTOBER 4, 2021 - REPLACE BLOWN COOLANT HOSE. - - HEAT AND AGE. RESULTANT DAMAGE - -LOSS OF COOLANT. REPAIR COMMENTS - - REMOVED BLOWN COOLANT HOSE PART# 428-0485. - INSTALLED NEW O-RING AND REPLACEMENT HOSE. - PULLED VACUUM ON SYSTEM AND LET SIT FOR 30 MINUTES.- NO ADDITIONAL LEAKS FOUND AT THIS TIME. - REPAIR COMPLETE. Repair coolant line REPAIR COOLANT LINE
Oct 07, 2021	Service	7,988	Travel To/from Work Area	
Oct 05, 2021	Service	7,988	Travel To/from Work Area	

Oct 05, 2021	Service	7,988	Troubleshoot Egr System	CUSTOMER CONCERN TECH ID: 5140 -- WEDNESDAY, SEPTEMBER 22, 2021 - GOT TO MACHINE AND BEGAN T/S - HOOKED UP ET AND PULLED A PSR -HAS MULTIPLE CODES FOR OVERHEATING ENGINE AND EGR TEMPURATURES FOR THE FRONT ENGINE AND A REAR ENGINE THAT HAD A INJECTOR 5 NOT RESPONDING-BEGAN T/S THE FRONT ENGINE AND FOUND THE COOLANT WAS LOW- COUNTINED T/S AND FOUND NO LEAKS -REMOVED THE NRS COOLER ELBOW AND FOUND IT WET-CCOLANT IS GOING INTO THE INTAKE -ORDERED NRS COOLER PARTS UPDATED AND THEY BACK ORDERED. TECH ID: 5436 -- THURSDAY, SEPTEMBER 30, 2021 CAUSE OF FAILURE - - BELLOW 324-9290 INSTALLED INCORRECTLY CAUSING ADDITIONAL HEAT BUILD UP ON INLET OF COOLER CAUSING FAILURE. RESULTANT DAMAGE - - DPF AND DOC HAVE COOLANT CONTAMINATION, CLEANED AT DPF ALTERNATIVES. REPAIR COMMENTS TURBO COMPRESSOR OUTLET REUSING T CLAMPS DUE TO DPF WITH NEW CLAMPS. - VACUUM FILLED COOLING SYSTEM. - SYSTEM HELD 15IN MG FOR 20 MINUTES NO LEAK PRESENT. - REINSTALLED ALL PANELING. - RESET DPF ASH SERVICE FOR AFT# 1 ECM. - INSTALLED BELLY PANS. - LET CUSTOMER RUN MACHINE, NO ADDITIONAL FAULTS FOUND. - REPAIR COMPLETE. - EVAC'D COOLANT FROM WASTE CONTAINER. - PICKED UP ALL TOOLING. - FILLED OUT SERVICE REPORT. T/s egr and coolant temp sensors T/S EGR AND COOLANT TEMP SENSORS
Oct 05, 2021	Service	7,988	Repair Coolant Hose/lines	CUSTOMER CONCERN TECH ID: 5436 -- MONDAY, OCTOBER 4, 2021 - REPLACE BLOWN COOLANT HOSE. - - HEAT AND AGE. RESULTANT DAMAGE - -LOSS OF COOLANT. REPAIR COMMENTS - - REMOVED BLOWN COOLANT HOSE PART# 428-0485. - INSTALLED NEW O-RING AND REPLACEMENT HOSE. - PULLED VACUUM ON SYSTEM AND LET SIT FOR 30 MINUTES.- NO ADDITIONAL LEAKS FOUND AT THIS TIME. - REPAIR COMPLETE. Repair coolant line REPAIR COOLANT LINE
Oct 05, 2021	Service	7,988	Travel To/from Work Area	

Oct 05, 2021	Service	7,988	Troubleshoot Egr System	<p>CUSTOMER CONCERN TECH ID: 5140 -- WEDNESDAY, SEPTEMBER 22, 2021 - GOT TO MACHINE AND BEGAN T/S - HOOKED UP ET AND PULLED A PSR -HAS MULTIPLE CODES FOR OVERHEATING ENGINE AND EGR TEMPURATURES FOR THE FRONT ENGINE AND A REAR ENGINE THAT HAD A INJECTOR 5 NOT RESPONDING-BEGAN T/S THE FRONT ENGINE AND FOUND THE COOLANT WAS LOW- COUNTINED T/S AND FOUND NO LEAKS -REMOVED THE NRS COOLER ELBOW AND FOUND IT WET-CCOLANT IS GOING INTO THE INTAKE -ORDERED NRS COOLER PARTS UPDATED AND THEY BACK ORDERED. TECH ID: 5436 -- THURSDAY, SEPTEMBER 30, 2021 CAUSE OF FAILURE - - BELLOW 324-9290 INSTALLED INCORRECTLY CAUSING ADDITIONAL HEAT BUILD UP ON INLET OF COOLER CAUSING FAILURE. RESULTANT DAMAGE - - DPF AND DOC HAVE COOLANT CONTAMINATION, CLEANED AT DPF ALTERNATIVES. REPAIR COMMENTS TURBO COMPRESSOR OUTLET REUSING T CLAMPS DUE TO DPF WITH NEW CLAMPS. - VACUUM FILLED COOLING SYSTEM. - SYSTEM HELD 15IN MG FOR 20 MINUTES NO LEAK PRESENT. - REINSTALLED ALL PANELING. - RESET DPF ASH SERVICE FOR AFT# 1 ECM. - INSTALLED BELLY PANS. - LET CUSTOMER RUN MACHINE, NO ADDITIONAL FAULTS FOUND. - REPAIR COMPLETE. - EVAC'D COOLANT FROM WASTE CONTAINER. - PICKED UP ALL TOOLING. - FILLED OUT SERVICE REPORT. T/s egr and coolant temp sensors T/S EGR AND COOLANT TEMP SENSORS</p>
Oct 05, 2021	Service	7,988	Repair Coolant Hose/lines	<p>CUSTOMER CONCERN TECH ID: 5436 -- MONDAY, OCTOBER 4, 2021 - REPLACE BLOWN COOLANT HOSE. - - HEAT AND AGE. RESULTANT DAMAGE - -LOSS OF COOLANT. REPAIR COMMENTS - - REMOVED BLOWN COOLANT HOSE PART# 428-0485. - INSTALLED NEW O-RING AND REPLACEMENT HOSE. - PULLED VACUUM ON SYSTEM AND LET SIT FOR 30 MINUTES.- NO ADDITIONAL LEAKS FOUND AT THIS TIME. - REPAIR COMPLETE. Repair coolant line REPAIR COOLANT LINE</p>
Sep 08, 2021	Service	7,831	Travel To/from Work Area	



Sep 08, 2021	Service	7,831	Troubleshoot Air Conditioner	<p>8-25-21 4829 PICKED UP PARTS FROM WAGNER AND PROCEEDED TO CUSTOMER SITE. ARRIVED AT CUSTOMER SITE AND LOCATED MACHINE. REMOVED CAB STEPS AND PANELS FROM FRAME. REMOVED BELLY GUARD FROM UNDER CAB. REMOVED CAB AIR FILTER ASSEMBLY FROM CAB. REMOVED AIR BOX FROM CAB. REMOVED AIR CONDITIONER AND HEATER COOLER ASSEMBLY FROM UNDER CAB. REMOVED AND REPLACED BLOWER MOTOR. CONNECTED ELECTRICAL TO SYSTEM AND TESTED NEW BLOWER MOTOR FOR PROPER OPERATIONS. NEW BLOWER MOTOR WILL NOT WORK. TESTED RESISTOR AND FOUND RESISTOR SHORTED OUT FROM BAD BLOWER MOTOR. REMOVED AND REPLACED RESISTOR. CONNECTED ELECTRICAL AND RETESTED BLOWER FOR PROPER OPERATIONS. BLOWER MOTOR IS WORKING PROPERLY. INSTALLED COOLER ASSEMBLY BACK UNDER CAB. INSTALLED AIR BOX. INSTALLED CAB AIR FILTER ASSEMBLY. INSTALLED ALL PANELS AND GUARDS THAT WAS REMOVED. STARTED MACHINE AND TESTED AIR CONDITIONER FOR PROPER OPERATIONS. CAB NOW HAS AIR FLOW AND AIR IS BLOWING COOL 42 DEGREES. CLEANED UP WORK AREA. CALLED AND INFORMED CUSTOMER MACHINE HAS BEEN REPAIRED. JOB COMPLETED. COMPLETED. Replace air conditioning blower motor REPLACE AIR CONDITIONING BLOWER MOTOR 32M/8,500H TOTAL MACHINE WARRANTY.DO SIMS</p>
--------------	---------	-------	------------------------------	--

Sep 08, 2021	Service	7,831	Travel To/from Work Area	
--------------	---------	-------	--------------------------	--

Sep 08, 2021	Service	7,831	Troubleshoot Air Conditioner	8-25-21 4829 PICKED UP PARTS FROM WAGNER AND PROCEEDED TO CUSTOMER SITE. ARRIVED AT CUSTOMER SITE AND LOCATED MACHINE. REMOVED CAB STEPS AND PANELS FROM FRAME. REMOVED BELLY GUARD FROM UNDER CAB. REMOVED CAB AIR FILTER ASSEMBLY FROM CAB. REMOVED AIR BOX FROM CAB. REMOVED AIR CONDITIONER AND HEATER COOLER ASSEMBLY FROM UNDER CAB. REMOVED AND REPLACED BLOWER MOTOR. CONNECTED ELECTRICAL TO SYSTEM AND TESTED NEW BLOWER MOTOR FOR PROPER OPERATIONS. NEW BLOWER MOTOR WILL NOT WORK. TESTED RESISTOR AND FOUND RESISTOR SHORTED OUT FROM BAD BLOWER MOTOR. REMOVED AND REPLACED RESISTOR. CONNECTED ELECTRICAL AND RETESTED BLOWER FOR PROPER OPERATIONS. BLOWER MOTOR IS WORKING PROPERLY. INSTALLED COOLER ASSEMBLY BACK UNDER CAB. INSTALLED AIR BOX. INSTALLED CAB AIR FILTER ASSEMBLY. INSTALLED ALL PANELS AND GUARDS THAT WAS REMOVED. STARTED MACHINE AND TESTED AIR CONDITIONER FOR PROPER OPERATIONS. CAB NOW HAS AIR FLOW AND AIR IS BLOWING COOL 42 DEGREES. CLEANED UP WORK AREA. CALLED AND INFORMED CUSTOMER MACHINE HAS BEEN REPAIRED. JOB COMPLETED. COMPLETED. Replace air conditioning blower motor REPLACE AIR CONDITIONING BLOWER MOTOR 32M/8,500H TOTAL MACHINE WARRANTY.DO SIMS
--------------	---------	-------	------------------------------	---

Jul 20, 2021	Service	7,513	Travel To/from Work Area
--------------	---------	-------	--------------------------

Jul 20, 2021	Service	7,513	Troubleshoot Engine	7-7-21 4829 ARRIVED AT CUSTOMER SITE AND LOCATED MACHINE. HOOKED UP ET AND PULLED PRODUCT STATUS REPORT. USED ET AND CHECKED FOR ACTIVE CODES. MACHINE HAS ACTIVE CODE FOR HIGH SOOT LEVEL AND MACHINE IS LOCKED OUT DUE TO HIGH SOOT LOAD. USED ET AND RAN MANUAL REGEN. MANUAL REGEN COMPLETED 100% AND ALL CODES CLEARED. HAD OPERATOR RUN MACHINE AND CONFIRM REPAIRS. OPERATOR RETURN WITH MACHINE AND CONFIRM THAT AFTERTREATMENT SYSTEM IS WORKING PROPERLY. CLEANED UIP WORK AREA. CALLED AND INFORMED CUSTOMER MACHINE HAS BEEN REPAIRED. JOB T/s dpf level high & machine is locked out T/S DPF LEVEL HIGH & MACHINE IS LOCKED OUT
--------------	---------	-------	---------------------	--

Jul 20, 2021	Service	7,513	Travel To/from Work Area
--------------	---------	-------	--------------------------

Jul 20, 2021	Service	7,513	Troubleshoot Engine	7-7-21 4829 ARRIVED AT CUSTOMER SITE AND LOCATED MACHINE. HOOKED UP ET AND PULLED PRODUCT STATUS REPORT. USED ET AND CHECKED FOR ACTIVE CODES. MACHINE HAS ACTIVE CODE FOR HIGH SOOT LEVEL AND MACHINE IS LOCKED OUT DUE TO HIGH SOOT LOAD. USED ET AND RAN MANUAL REGEN. MANUAL REGEN COMPLETED 100% AND ALL CODES CLEARED. HAD OPERATOR RUN MACHINE AND CONFIRM REPAIRS. OPERATOR RETURN WITH MACHINE AND CONFIRM THAT AFTERTREATMENT SYSTEM IS WORKING PROPERLY. CLEANED UIP WORK AREA. CALLED AND INFORMED CUSTOMER MACHINE HAS BEEN REPAIRED. JOB T/s dpf level high & machine is locked out T/S DPF LEVEL HIGH & MACHINE IS LOCKED OUT
Jun 21, 2021	Service	7,465	Perform Pm 2	<p>*NOTICE* THE FOLLOWING DEFINITION IS A GENERAL STATEMENT AND MAY NOT COVER ALL THE CHECKS THAT PERTAIN TO THE MODEL YOU ARE WORKING ON. ALWAYS FOLLOW CATERPILLAR OPERATIONAL MAINTENANCE MANUAL FOR SPECIFIC INSTRUCTIONS FOR THE SERVICE YOU ARE PERFORMING. -CHANGE ENGINE OIL AND FILTER - CHANGE HYDRAULIC AND TRANSMISSION FILTERS -OBTAIN SCHEDULED OIL SAMPLES - THE RESULTS OF THESE WILL BE SENT TO YOU UPON COMPLETION. -CLEAN AIR INTAKE PRE-CLEANER BOWL -LUBRICATE ALL GREASE FITTINGS -DRAIN WATER SEPARATOR -CHECK COOLANT CONDITION AND ADD INHIBITOR IF NECESSARY -CHECK ALL FLUID LEVELS -CLEAN ENGINE CRANKCASE BREATHER REPLACE SECONDARY - CLEAN/REPLACE PRIMARY FUEL FILTER AND REPLACE SECONDARY -PERFORM VISUAL OPERATIONAL INSPECTION</p> <p>*****</p> <p>REQUIRED ITEMS, 10 HOUR OR DAILY, 50 HOUR OR WEEKLY, 100 HOUR OR BI-MONTHLY SERVICE INTERVALS. TO INCLUDE ALL PARTS (I.E. ENGINE AND CAB AIR FILTERS, MAKEUP OIL AND G.E.T.). ADJUSTMENT OF BALL SOCKETS, CIRCLES, ADJUSTMENT AND REPACKING OF ROLLERS (WHEN APPLICABLE)</p> <p>*****</p>
Jun 21, 2021	Service	7,465	Additional Charges Pm 2	
Jun 14, 2021	Service	7,258	Cat Care Kit Pm 1	Cck for woso CCK FOR WOSO GTH EXCAVATING CORPORATION 42875 COUNTY ROAD 17-21 ELIZABETH CO 80107 ATTN TED STUTZ
Jun 04, 2021	Parts			
May 18, 2021	Service	7,339	Travel To/from Work Area	

May 18, 2021	Service	7,339	Troubleshoot Engine	TECH ID: 5140 -- WEDNESDAY, APRIL 28, 2021 9:52 AM - GOT TO MACHINE AND HOOKED UP ET FOUND MULTIPLE CODE - DERATE CODE E1364 FOR FRONT AND REAR ENGINE -ERASED THE CODES IN THE REAR ENGINE AND UPDATED THE SOFTWARE. RAN A FUNCTIONAL TEST ON THE REAR ENGINE AND CODE WENT AWAY FOR THE REAR ENGINE -FOR THE FRONT THE CODE STAYED ACTIVE- FOLLOWED CAT T/S STEPS FOR THE E1364 CODE -TESTED THE DEF FOR DEBRIS AND PROPER CONCENTRATION ALL GOOD -TESTED POWER AT THE MANIFOLD ALL WIRING CHECKED GOOD -ORDERED A MANIFOLD CUSTOMER CONCERN TECH ID: 5140 -- TUESDAY, MAY 18, 2021 7:33 AM - GOT TO SITE ONCE CLEANED - DRAINED THE DEF FLUID IN TANK -FOLLOWED CAT STEPS FOR REMOVING THE DEF MANIFOLD -INSTALLED THE DEF TANK BACK ON THE MACHINE FILLED THE MACHINE WITH NEW DEF -HOOKED UP ET AND RAN ALL THE AFTER TREATMENT TEST (FUNCTIONAL TESTED, MANUAL REGEN) ALL PASSED -RETURNED MACHINE TO SERVICE T/s codes e1389 & e1364, def fluid issues T/S CODES E1389 & E1364, DEF FLUID ISSUES
May 18, 2021	Service	7,339	Troubleshoot Engine	TECH ID: 5140 -- WEDNESDAY, APRIL 28, 2021 9:52 AM - GOT TO MACHINE AND HOOKED UP ET FOUND MULTIPLE CODE - DERATE CODE E1364 FOR FRONT AND REAR ENGINE -ERASED THE CODES IN THE REAR ENGINE AND UPDATED THE SOFTWARE. RAN A FUNCTIONAL TEST ON THE REAR ENGINE AND CODE WENT AWAY FOR THE REAR ENGINE -FOR THE FRONT THE CODE STAYED ACTIVE- FOLLOWED CAT T/S STEPS FOR THE E1364 CODE -TESTED THE DEF FOR DEBRIS AND PROPER CONCENTRATION ALL GOOD -TESTED POWER AT THE MANIFOLD ALL WIRING CHECKED GOOD -ORDERED A MANIFOLD CUSTOMER CONCERN TECH ID: 5140 -- TUESDAY, MAY 18, 2021 7:33 AM - GOT TO SITE ONCE CLEANED - DRAINED THE DEF FLUID IN TANK -FOLLOWED CAT STEPS FOR REMOVING THE DEF MANIFOLD -INSTALLED THE DEF TANK BACK ON THE MACHINE FILLED THE MACHINE WITH NEW DEF -HOOKED UP ET AND RAN ALL THE AFTER TREATMENT TEST (FUNCTIONAL TESTED, MANUAL REGEN) ALL PASSED -RETURNED MACHINE TO SERVICE T/s codes e1389 & e1364, def fluid issues T/S CODES E1389 & E1364, DEF FLUID ISSUES
May 18, 2021	Service	7,339	Travel To/from Work Area	

Apr 27, 2021	Service	7,296	Troubleshoot Clean Emissions Module	CUSTOMER CONCERN- EMISSION CODES 3609-12 RESULTANT DAMAGE- FAILED NOX SENSOR REPAIR COMMENTS- ARRIVED AT THE MACHINE AND TOOK A PRODUCT STATUS REPORT. FOUND CODE 3609-12 ACTIVE. CHECKED THE TROUBLESHOOTING TREE AND FOR FMI 12 THE REPAIR IS TO REPLACE THE SENSOR. CHECKED THE SENSOR PART NUMBERS AND THE SENSOR HAS UPDATED TWO TIMES. PICKED UP SENSORS IN AURORA. RETURNED TO THE MACHINE AND REPLACED THE ENGINE OUTLET AND THE TAIL PIPE OUTLET NOX SENSORS WITH NEW. SECURED THE SENSOR WITH ZIP TIES. REINSTALLED PANELS THAT WERE REMOVED FOR TROUBLESHOOTING AND REPAIRS. RAN THE MACHINE AND PERFORMED A REGEN AND THE CODES AND EVENTS. T/s emissions faults
Apr 27, 2021	Service	7,296	Travel To/from Work Area	
Apr 27, 2021	Service	7,296	Troubleshoot Clean Emissions Module	CUSTOMER CONCERN- EMISSION CODES 3609-12 RESULTANT DAMAGE- FAILED NOX SENSOR REPAIR COMMENTS- ARRIVED AT THE MACHINE AND TOOK A PRODUCT STATUS REPORT. FOUND CODE 3609-12 ACTIVE. CHECKED THE TROUBLESHOOTING TREE AND FOR FMI 12 THE REPAIR IS TO REPLACE THE SENSOR. CHECKED THE SENSOR PART NUMBERS AND THE SENSOR HAS UPDATED TWO TIMES. PICKED UP SENSORS IN AURORA. RETURNED TO THE MACHINE AND REPLACED THE ENGINE OUTLET AND THE TAIL PIPE OUTLET NOX SENSORS WITH NEW. SECURED THE SENSOR WITH ZIP TIES. REINSTALLED PANELS THAT WERE REMOVED FOR TROUBLESHOOTING AND REPAIRS. RAN THE MACHINE AND PERFORMED A REGEN AND THE CODES AND EVENTS. T/s emissions faults
Apr 27, 2021	Service	7,296	Travel To/from Work Area	
Apr 27, 2021	Service	7,296	Travel To/from Work Area	
Apr 27, 2021	Service	7,296	Troubleshoot Clean Emissions Module	CUSTOMER CONCERN- EMISSION CODES 3609-12 RESULTANT DAMAGE- FAILED NOX SENSOR REPAIR COMMENTS- ARRIVED AT THE MACHINE AND TOOK A PRODUCT STATUS REPORT. FOUND CODE 3609-12 ACTIVE. CHECKED THE TROUBLESHOOTING TREE AND FOR FMI 12 THE REPAIR IS TO REPLACE THE SENSOR. CHECKED THE SENSOR PART NUMBERS AND THE SENSOR HAS UPDATED TWO TIMES. PICKED UP SENSORS IN AURORA. RETURNED TO THE MACHINE AND REPLACED THE ENGINE OUTLET AND THE TAIL PIPE OUTLET NOX SENSORS WITH NEW. SECURED THE SENSOR WITH ZIP TIES. REINSTALLED PANELS THAT WERE REMOVED FOR TROUBLESHOOTING AND REPAIRS. RAN THE MACHINE AND PERFORMED A REGEN AND THE CODES AND EVENTS. T/s emissions faults

Apr 27, 2021	Service	7,296	Travel To/from Work Area	
Apr 27, 2021	Service	7,296	Troubleshoot Clean Emissions Module	CUSTOMER CONCERN- EMISSION CODES 3609-12 RESULTANT DAMAGE- FAILED NOX SENSOR REPAIR COMMENTS- ARRIVED AT THE MACHINE AND TOOK A PRODUCT STATUS REPORT. FOUND CODE 3609-12 ACTIVE. CHECKED THE TROUBLESHOOTING TREE AND FOR FMI 12 THE REPAIR IS TO REPLACE THE SENSOR. CHECKED THE SENSOR PART NUMBERS AND THE SENSOR HAS UPDATED TWO TIMES. PICKED UP SENSORS IN AURORA. RETURNED TO THE MACHINE AND REPLACED THE ENGINE OUTLET AND THE TAIL PIPE OUTLET NOX SENSORS WITH NEW. SECURED THE SENSOR WITH ZIP TIES. REINSTALLED PANELS THAT WERE REMOVED FOR TROUBLESHOOTING AND REPAIRS. RAN THE MACHINE AND PERFORMED A REGEN AND THE CODES AND EVENTS. T/s emissions faults
Apr 14, 2021	Service	7,296	Troubleshoot Clean Emissions Module	CUSTOMER CONCERN- EMISSION CODES 3609-12 RESULTANT DAMAGE- FAILED NOX SENSOR REPAIR COMMENTS- ARRIVED AT THE MACHINE AND TOOK A PRODUCT STATUS REPORT. FOUND CODE 3609-12 ACTIVE. CHECKED THE TROUBLESHOOTING TREE AND FOR FMI 12 THE REPAIR IS TO REPLACE THE SENSOR. CHECKED THE SENSOR PART NUMBERS AND THE SENSOR HAS UPDATED TWO TIMES. PICKED UP SENSORS IN AURORA. RETURNED TO THE MACHINE AND REPLACED THE ENGINE OUTLET AND THE TAIL PIPE OUTLET NOX SENSORS WITH NEW. SECURED THE SENSOR WITH ZIP TIES. REINSTALLED PANELS THAT WERE REMOVED FOR TROUBLESHOOTING AND REPAIRS. RAN THE MACHINE AND PERFORMED A REGEN AND THE CODES AND EVENTS. T/s emissions faults
Apr 14, 2021	Service	7,296	Travel To/from Work Area	
Apr 14, 2021	Service	7,296	Travel To/from Work Area	
Apr 14, 2021	Service	7,296	Troubleshoot Clean Emissions Module	CUSTOMER CONCERN- EMISSION CODES 3609-12 RESULTANT DAMAGE- FAILED NOX SENSOR REPAIR COMMENTS- ARRIVED AT THE MACHINE AND TOOK A PRODUCT STATUS REPORT. FOUND CODE 3609-12 ACTIVE. CHECKED THE TROUBLESHOOTING TREE AND FOR FMI 12 THE REPAIR IS TO REPLACE THE SENSOR. CHECKED THE SENSOR PART NUMBERS AND THE SENSOR HAS UPDATED TWO TIMES. PICKED UP SENSORS IN AURORA. RETURNED TO THE MACHINE AND REPLACED THE ENGINE OUTLET AND THE TAIL PIPE OUTLET NOX SENSORS WITH NEW. SECURED THE SENSOR WITH ZIP TIES. REINSTALLED PANELS THAT WERE REMOVED FOR TROUBLESHOOTING AND REPAIRS. RAN THE MACHINE AND PERFORMED A REGEN AND THE CODES AND EVENTS. T/s emissions faults

Mar 11, 2021	Service	7,066	Repair For Warranty Product Support Pgm (psp)	CUSTOMER CONCERN- SERVICE CODE E1370 DEF PUMP LOSS OF PRIME. ARRIVED AT THE MACHINE, CONNECTED ET, AND TOOK A PRODUCT STATUS REPORT. THERE WAS AN ACTIVE E1370 EVENT. TROUBLESHOT THE EVENT AND FOUND THE DEF PUMP FOR THE REAR ENGINE IS NOT BUILDING PRESSURE AS DESIGNED. CHECKED SOFTWARE AND ALL THE SOFTWARE IS UP TO DATE. FOLLOWED THE TROUBLESHOOTING PROCEDURE AND ORDERED A NEW DEF HEADER FILTER AND DEF PUMP. RETURNED TO THE MACHINE AND REMOVED THE DEF TANK ASSEMBLY FOR THE REAR ENGINE. REMOVED THE OLD DEF PUMP AND REPLACED IT WITH NEW. REMOVED THE DEF HEADER AND REPLACED THE FILTER. REINSTALLED THE HEADER WITH NEW GASKET. CONNECTED ALL LINES AND WIRING. REINSTALLED THE TANK ASSEMBLY IN THE MACHINE. CONNECTED DEF HOSE AND WIRE HARNESSSES. FILLED THE TANK WITH NEW DEF. RAN THE MACHINE AND PERFORMED THE AFTER TREATMENT SYSTEM FUNCTIONAL TEST AND IT WAS SUCCESSFUL. CLEARED LOGGED CODES AND EVENTS. RELEASED THE MACHINE. T/s fault code e1370 T/S FAULT CODE E1370 - PRODUCT SUPPORT PROGRAM FOR REPLACING THE DEF PUMP ON CERTAIN CATERPILLAR PRODUCTS.05JUN2020.
Mar 11, 2021	Service	7,066	Troubleshoot Engine	Ts fault e1370 TS FAULT E1370
Mar 11, 2021	Service	7,066	Travel To/from Work Area	
Mar 11, 2021	Service	7,066	Repair For Warranty Product Support Pgm (psp)	CUSTOMER CONCERN- SERVICE CODE E1370 DEF PUMP LOSS OF PRIME. ARRIVED AT THE MACHINE, CONNECTED ET, AND TOOK A PRODUCT STATUS REPORT. THERE WAS AN ACTIVE E1370 EVENT. TROUBLESHOT THE EVENT AND FOUND THE DEF PUMP FOR THE REAR ENGINE IS NOT BUILDING PRESSURE AS DESIGNED. CHECKED SOFTWARE AND ALL THE SOFTWARE IS UP TO DATE. FOLLOWED THE TROUBLESHOOTING PROCEDURE AND ORDERED A NEW DEF HEADER FILTER AND DEF PUMP. RETURNED TO THE MACHINE AND REMOVED THE DEF TANK ASSEMBLY FOR THE REAR ENGINE. REMOVED THE OLD DEF PUMP AND REPLACED IT WITH NEW. REMOVED THE DEF HEADER AND REPLACED THE FILTER. REINSTALLED THE HEADER WITH NEW GASKET. CONNECTED ALL LINES AND WIRING. REINSTALLED THE TANK ASSEMBLY IN THE MACHINE. CONNECTED DEF HOSE AND WIRE HARNESSSES. FILLED THE TANK WITH NEW DEF. RAN THE MACHINE AND PERFORMED THE AFTER TREATMENT SYSTEM FUNCTIONAL TEST AND IT WAS SUCCESSFUL. CLEARED LOGGED CODES AND EVENTS. RELEASED THE MACHINE. T/s fault code e1370 T/S FAULT CODE E1370 - PRODUCT SUPPORT PROGRAM FOR REPLACING THE DEF PUMP ON CERTAIN CATERPILLAR PRODUCTS.05JUN2020.

Mar 11, 2021	Service	7,066	Repair For Warranty Product Support Pgm (psp)	CUSTOMER CONCERN- SERVICE CODE E1370 DEF PUMP LOSS OF PRIME. ARRIVED AT THE MACHINE, CONNECTED ET, AND TOOK A PRODUCT STATUS REPORT. THERE WAS AN ACTIVE E1370 EVENT. TROUBLESHOT THE EVENT AND FOUND THE DEF PUMP FOR THE REAR ENGINE IS NOT BUILDING PRESSURE AS DESIGNED. CHECKED SOFTWARE AND ALL THE SOFTWARE IS UP TO DATE. FOLLOWED THE TROUBLESHOOTING PROCEDURE AND ORDERED A NEW DEF HEADER FILTER AND DEF PUMP. RETURNED TO THE MACHINE AND REMOVED THE DEF TANK ASSEMBLY FOR THE REAR ENGINE. REMOVED THE OLD DEF PUMP AND REPLACED IT WITH NEW. REMOVED THE DEF HEADER AND REPLACED THE FILTER. REINSTALLED THE HEADER WITH NEW GASKET. CONNECTED ALL LINES AND WIRING. REINSTALLED THE TANK ASSEMBLY IN THE MACHINE. CONNECTED DEF HOSE AND WIRE HARNESSSES. FILLED THE TANK WITH NEW DEF. RAN THE MACHINE AND PERFORMED THE AFTER TREATMENT SYSTEM FUNCTIONAL TEST AND IT WAS SUCCESSFUL. CLEARED LOGGED CODES AND EVENTS. RELEASED THE MACHINE. T/s fault code e1370 T/S FAULT CODE E1370 - PRODUCT SUPPORT PROGRAM FOR REPLACING THE DEF PUMP ON CERTAIN CATERPILLAR PRODUCTS.05JUN2020.
Mar 11, 2021	Service	7,066	Troubleshoot Engine	Ts fault e1370 TS FAULT E1370
Mar 11, 2021	Service	7,066	Repair For Warranty Product Support Pgm (psp)	CUSTOMER CONCERN- SERVICE CODE E1370 DEF PUMP LOSS OF PRIME. ARRIVED AT THE MACHINE, CONNECTED ET, AND TOOK A PRODUCT STATUS REPORT. THERE WAS AN ACTIVE E1370 EVENT. TROUBLESHOT THE EVENT AND FOUND THE DEF PUMP FOR THE REAR ENGINE IS NOT BUILDING PRESSURE AS DESIGNED. CHECKED SOFTWARE AND ALL THE SOFTWARE IS UP TO DATE. FOLLOWED THE TROUBLESHOOTING PROCEDURE AND ORDERED A NEW DEF HEADER FILTER AND DEF PUMP. RETURNED TO THE MACHINE AND REMOVED THE DEF TANK ASSEMBLY FOR THE REAR ENGINE. REMOVED THE OLD DEF PUMP AND REPLACED IT WITH NEW. REMOVED THE DEF HEADER AND REPLACED THE FILTER. REINSTALLED THE HEADER WITH NEW GASKET. CONNECTED ALL LINES AND WIRING. REINSTALLED THE TANK ASSEMBLY IN THE MACHINE. CONNECTED DEF HOSE AND WIRE HARNESSSES. FILLED THE TANK WITH NEW DEF. RAN THE MACHINE AND PERFORMED THE AFTER TREATMENT SYSTEM FUNCTIONAL TEST AND IT WAS SUCCESSFUL. CLEARED LOGGED CODES AND EVENTS. RELEASED THE MACHINE. T/s fault code e1370 T/S FAULT CODE E1370 - PRODUCT SUPPORT PROGRAM FOR REPLACING THE DEF PUMP ON CERTAIN CATERPILLAR PRODUCTS.05JUN2020.
Mar 11, 2021	Service	7,066	Travel To/from Work Area	



Mar 01, 2021	Service	7,145	Travel To/from Work Area	
Mar 01, 2021	Service	7,145	Troubleshoot Starting System	CUSTOMER COMPLAINT: STARTER FELL OFF FRONT ENGINE. REPAIR PROCESS COMMENTS: 2-10-21 4829 PICKED UP PARTS FROM WAGNER AND PROCEEDED TO CUSTOMER SITE. ARRIVED AT CUSTOMER SITE AND LOCATED MACHINE. DROP FRONT BELLY PAN. INSPECTED ENGINE AND VERIFY CUSTOMER COMPLAINT. STARTER MOUNTING BOLTS BACKED OUT AND STARTER FELL OFF ENGINE BELL HOUSING. REMOVED STARTER FROM ENGINE. HAD TO RE-TAP STARTER MOUNTING HOLES. CLEANED BELL HOUSING AND STARTER. INSTALLED STARTER ONTO BELL HOUSING WITH NEW GASKETS AND MOUNTING BOLTS. CRANK ENGINE OVER AND STARTED ENGINE. CHECKED STARTER FOR LEAKS. NO LEAKS DETECTED. RAISED BELLY PAN INTO PLACE AND MOUNTED TO MACHINE. CLEANED UP WORK AREA. CALLED AND INFORMED CUSTOMER MACHINE HAS BEEN REPAIRED. JOB COMPLETED. T/s starter almost fell off T/S STARTER ALMOST FELL OFF
Mar 01, 2021	Service	7,145	Troubleshoot Starting System	CUSTOMER COMPLAINT: STARTER FELL OFF FRONT ENGINE. REPAIR PROCESS COMMENTS: 2-10-21 4829 PICKED UP PARTS FROM WAGNER AND PROCEEDED TO CUSTOMER SITE. ARRIVED AT CUSTOMER SITE AND LOCATED MACHINE. DROP FRONT BELLY PAN. INSPECTED ENGINE AND VERIFY CUSTOMER COMPLAINT. STARTER MOUNTING BOLTS BACKED OUT AND STARTER FELL OFF ENGINE BELL HOUSING. REMOVED STARTER FROM ENGINE. HAD TO RE-TAP STARTER MOUNTING HOLES. CLEANED BELL HOUSING AND STARTER. INSTALLED STARTER ONTO BELL HOUSING WITH NEW GASKETS AND MOUNTING BOLTS. CRANK ENGINE OVER AND STARTED ENGINE. CHECKED STARTER FOR LEAKS. NO LEAKS DETECTED. RAISED BELLY PAN INTO PLACE AND MOUNTED TO MACHINE. CLEANED UP WORK AREA. CALLED AND INFORMED CUSTOMER MACHINE HAS BEEN REPAIRED. JOB COMPLETED. T/s starter almost fell off T/S STARTER ALMOST FELL OFF
Mar 01, 2021	Service	7,145	Travel To/from Work Area	
Feb 21, 2021	Service	7,066	Travel To/from Work Area	

Feb 21, 2021	Service	7,066	Repair For Warranty Product Support Pgm (psp)	CUSTOMER CONCERN- SERVICE CODE E1370 DEF PUMP LOSS OF PRIME. ARRIVED AT THE MACHINE, CONNECTED ET, AND TOOK A PRODUCT STATUS REPORT. THERE WAS AN ACTIVE E1370 EVENT. TROUBLESHOT THE EVENT AND FOUND THE DEF PUMP FOR THE REAR ENGINE IS NOT BUILDING PRESSURE AS DESIGNED. CHECKED SOFTWARE AND ALL THE SOFTWARE IS UP TO DATE. FOLLOWED THE TROUBLESHOOTING PROCEDURE AND ORDERED A NEW DEF HEADER FILTER AND DEF PUMP. RETURNED TO THE MACHINE AND REMOVED THE DEF TANK ASSEMBLY FOR THE REAR ENGINE. REMOVED THE OLD DEF PUMP AND REPLACED IT WITH NEW. REMOVED THE DEF HEADER AND REPLACED THE FILTER. REINSTALLED THE HEADER WITH NEW GASKET. CONNECTED ALL LINES AND WIRING. REINSTALLED THE TANK ASSEMBLY IN THE MACHINE. CONNECTED DEF HOSE AND WIRE HARNESSSES. FILLED THE TANK WITH NEW DEF. RAN THE MACHINE AND PERFORMED THE AFTER TREATMENT SYSTEM FUNCTIONAL TEST AND IT WAS SUCCESSFUL. CLEARED LOGGED CODES AND EVENTS. RELEASED THE MACHINE. T/s fault code e1370 T/S FAULT CODE E1370 - PRODUCT SUPPORT PROGRAM FOR REPLACING THE DEF PUMP ON CERTAIN CATERPILLAR PRODUCTS.05JUN2020.
Feb 21, 2021	Service	7,066	Repair For Warranty Product Support Pgm (psp)	CUSTOMER CONCERN- SERVICE CODE E1370 DEF PUMP LOSS OF PRIME. ARRIVED AT THE MACHINE, CONNECTED ET, AND TOOK A PRODUCT STATUS REPORT. THERE WAS AN ACTIVE E1370 EVENT. TROUBLESHOT THE EVENT AND FOUND THE DEF PUMP FOR THE REAR ENGINE IS NOT BUILDING PRESSURE AS DESIGNED. CHECKED SOFTWARE AND ALL THE SOFTWARE IS UP TO DATE. FOLLOWED THE TROUBLESHOOTING PROCEDURE AND ORDERED A NEW DEF HEADER FILTER AND DEF PUMP. RETURNED TO THE MACHINE AND REMOVED THE DEF TANK ASSEMBLY FOR THE REAR ENGINE. REMOVED THE OLD DEF PUMP AND REPLACED IT WITH NEW. REMOVED THE DEF HEADER AND REPLACED THE FILTER. REINSTALLED THE HEADER WITH NEW GASKET. CONNECTED ALL LINES AND WIRING. REINSTALLED THE TANK ASSEMBLY IN THE MACHINE. CONNECTED DEF HOSE AND WIRE HARNESSSES. FILLED THE TANK WITH NEW DEF. RAN THE MACHINE AND PERFORMED THE AFTER TREATMENT SYSTEM FUNCTIONAL TEST AND IT WAS SUCCESSFUL. CLEARED LOGGED CODES AND EVENTS. RELEASED THE MACHINE. T/s fault code e1370 T/S FAULT CODE E1370 - PRODUCT SUPPORT PROGRAM FOR REPLACING THE DEF PUMP ON CERTAIN CATERPILLAR PRODUCTS.05JUN2020.
Feb 21, 2021	Service	7,066	Travel To/from Work Area	

Feb 21, 2021	Service	7,066	Repair For Warranty Product Support Pgm (psp)	CUSTOMER CONCERN- SERVICE CODE E1370 DEF PUMP LOSS OF PRIME. ARRIVED AT THE MACHINE, CONNECTED ET, AND TOOK A PRODUCT STATUS REPORT. THERE WAS AN ACTIVE E1370 EVENT. TROUBLESHOT THE EVENT AND FOUND THE DEF PUMP FOR THE REAR ENGINE IS NOT BUILDING PRESSURE AS DESIGNED. CHECKED SOFTWARE AND ALL THE SOFTWARE IS UP TO DATE. FOLLOWED THE TROUBLESHOOTING PROCEDURE AND ORDERED A NEW DEF HEADER FILTER AND DEF PUMP. RETURNED TO THE MACHINE AND REMOVED THE DEF TANK ASSEMBLY FOR THE REAR ENGINE. REMOVED THE OLD DEF PUMP AND REPLACED IT WITH NEW. REMOVED THE DEF HEADER AND REPLACED THE FILTER. REINSTALLED THE HEADER WITH NEW GASKET. CONNECTED ALL LINES AND WIRING. REINSTALLED THE TANK ASSEMBLY IN THE MACHINE. CONNECTED DEF HOSE AND WIRE HARNESSSES. FILLED THE TANK WITH NEW DEF. RAN THE MACHINE AND PERFORMED THE AFTER TREATMENT SYSTEM FUNCTIONAL TEST AND IT WAS SUCCESSFUL. CLEARED LOGGED CODES AND EVENTS. RELEASED THE MACHINE. T/s fault code e1370 T/S FAULT CODE E1370 - PRODUCT SUPPORT PROGRAM FOR REPLACING THE DEF PUMP ON CERTAIN CATERPILLAR PRODUCTS.05JUN2020.
Feb 21, 2021	Service	7,066	Repair For Warranty Product Support Pgm (psp)	CUSTOMER CONCERN- SERVICE CODE E1370 DEF PUMP LOSS OF PRIME. ARRIVED AT THE MACHINE, CONNECTED ET, AND TOOK A PRODUCT STATUS REPORT. THERE WAS AN ACTIVE E1370 EVENT. TROUBLESHOT THE EVENT AND FOUND THE DEF PUMP FOR THE REAR ENGINE IS NOT BUILDING PRESSURE AS DESIGNED. CHECKED SOFTWARE AND ALL THE SOFTWARE IS UP TO DATE. FOLLOWED THE TROUBLESHOOTING PROCEDURE AND ORDERED A NEW DEF HEADER FILTER AND DEF PUMP. RETURNED TO THE MACHINE AND REMOVED THE DEF TANK ASSEMBLY FOR THE REAR ENGINE. REMOVED THE OLD DEF PUMP AND REPLACED IT WITH NEW. REMOVED THE DEF HEADER AND REPLACED THE FILTER. REINSTALLED THE HEADER WITH NEW GASKET. CONNECTED ALL LINES AND WIRING. REINSTALLED THE TANK ASSEMBLY IN THE MACHINE. CONNECTED DEF HOSE AND WIRE HARNESSSES. FILLED THE TANK WITH NEW DEF. RAN THE MACHINE AND PERFORMED THE AFTER TREATMENT SYSTEM FUNCTIONAL TEST AND IT WAS SUCCESSFUL. CLEARED LOGGED CODES AND EVENTS. RELEASED THE MACHINE. T/s fault code e1370 T/S FAULT CODE E1370 - PRODUCT SUPPORT PROGRAM FOR REPLACING THE DEF PUMP ON CERTAIN CATERPILLAR PRODUCTS.05JUN2020.
Feb 21, 2021	Service	7,066	Travel To/from Work Area	
Feb 21, 2021	Service	7,066	Troubleshoot Engine	Ts fault e1370 TS FAULT E1370

Feb 21, 2021	Service	7,066	Repair For Warranty Product Support Pgm (psp)	CUSTOMER CONCERN- SERVICE CODE E1370 DEF PUMP LOSS OF PRIME. ARRIVED AT THE MACHINE, CONNECTED ET, AND TOOK A PRODUCT STATUS REPORT. THERE WAS AN ACTIVE E1370 EVENT. TROUBLESHOT THE EVENT AND FOUND THE DEF PUMP FOR THE REAR ENGINE IS NOT BUILDING PRESSURE AS DESIGNED. CHECKED SOFTWARE AND ALL THE SOFTWARE IS UP TO DATE. FOLLOWED THE TROUBLESHOOTING PROCEDURE AND ORDERED A NEW DEF HEADER FILTER AND DEF PUMP. RETURNED TO THE MACHINE AND REMOVED THE DEF TANK ASSEMBLY FOR THE REAR ENGINE. REMOVED THE OLD DEF PUMP AND REPLACED IT WITH NEW. REMOVED THE DEF HEADER AND REPLACED THE FILTER. REINSTALLED THE HEADER WITH NEW GASKET. CONNECTED ALL LINES AND WIRING. REINSTALLED THE TANK ASSEMBLY IN THE MACHINE. CONNECTED DEF HOSE AND WIRE HARNESSSES. FILLED THE TANK WITH NEW DEF. RAN THE MACHINE AND PERFORMED THE AFTER TREATMENT SYSTEM FUNCTIONAL TEST AND IT WAS SUCCESSFUL. CLEARED LOGGED CODES AND EVENTS. RELEASED THE MACHINE. T/s fault code e1370 T/S FAULT CODE E1370 - PRODUCT SUPPORT PROGRAM FOR REPLACING THE DEF PUMP ON CERTAIN CATERPILLAR PRODUCTS.05JUN2020.
Feb 21, 2021	Service	7,066	Travel To/from Work Area	
Feb 21, 2021	Service	7,066	Repair For Warranty Product Support Pgm (psp)	CUSTOMER CONCERN- SERVICE CODE E1370 DEF PUMP LOSS OF PRIME. ARRIVED AT THE MACHINE, CONNECTED ET, AND TOOK A PRODUCT STATUS REPORT. THERE WAS AN ACTIVE E1370 EVENT. TROUBLESHOT THE EVENT AND FOUND THE DEF PUMP FOR THE REAR ENGINE IS NOT BUILDING PRESSURE AS DESIGNED. CHECKED SOFTWARE AND ALL THE SOFTWARE IS UP TO DATE. FOLLOWED THE TROUBLESHOOTING PROCEDURE AND ORDERED A NEW DEF HEADER FILTER AND DEF PUMP. RETURNED TO THE MACHINE AND REMOVED THE DEF TANK ASSEMBLY FOR THE REAR ENGINE. REMOVED THE OLD DEF PUMP AND REPLACED IT WITH NEW. REMOVED THE DEF HEADER AND REPLACED THE FILTER. REINSTALLED THE HEADER WITH NEW GASKET. CONNECTED ALL LINES AND WIRING. REINSTALLED THE TANK ASSEMBLY IN THE MACHINE. CONNECTED DEF HOSE AND WIRE HARNESSSES. FILLED THE TANK WITH NEW DEF. RAN THE MACHINE AND PERFORMED THE AFTER TREATMENT SYSTEM FUNCTIONAL TEST AND IT WAS SUCCESSFUL. CLEARED LOGGED CODES AND EVENTS. RELEASED THE MACHINE. T/s fault code e1370 T/S FAULT CODE E1370 - PRODUCT SUPPORT PROGRAM FOR REPLACING THE DEF PUMP ON CERTAIN CATERPILLAR PRODUCTS.05JUN2020.
Feb 21, 2021	Service	7,066	Troubleshoot Engine	Ts fault e1370 TS FAULT E1370

Feb 21, 2021	Service	7,066	Repair For Warranty Product Support Pgm (psp)	CUSTOMER CONCERN- SERVICE CODE E1370 DEF PUMP LOSS OF PRIME. ARRIVED AT THE MACHINE, CONNECTED ET, AND TOOK A PRODUCT STATUS REPORT. THERE WAS AN ACTIVE E1370 EVENT. TROUBLESHOT THE EVENT AND FOUND THE DEF PUMP FOR THE REAR ENGINE IS NOT BUILDING PRESSURE AS DESIGNED. CHECKED SOFTWARE AND ALL THE SOFTWARE IS UP TO DATE. FOLLOWED THE TROUBLESHOOTING PROCEDURE AND ORDERED A NEW DEF HEADER FILTER AND DEF PUMP. RETURNED TO THE MACHINE AND REMOVED THE DEF TANK ASSEMBLY FOR THE REAR ENGINE. REMOVED THE OLD DEF PUMP AND REPLACED IT WITH NEW. REMOVED THE DEF HEADER AND REPLACED THE FILTER. REINSTALLED THE HEADER WITH NEW GASKET. CONNECTED ALL LINES AND WIRING. REINSTALLED THE TANK ASSEMBLY IN THE MACHINE. CONNECTED DEF HOSE AND WIRE HARNESSSES. FILLED THE TANK WITH NEW DEF. RAN THE MACHINE AND PERFORMED THE AFTER TREATMENT SYSTEM FUNCTIONAL TEST AND IT WAS SUCCESSFUL. CLEARED LOGGED CODES AND EVENTS. RELEASED THE MACHINE. T/s fault code e1370 T/S FAULT CODE E1370 - PRODUCT SUPPORT PROGRAM FOR REPLACING THE DEF PUMP ON CERTAIN CATERPILLAR PRODUCTS.05JUN2020.
Feb 21, 2021	Service	7,066	Repair For Warranty Product Support Pgm (psp)	CUSTOMER CONCERN- SERVICE CODE E1370 DEF PUMP LOSS OF PRIME. ARRIVED AT THE MACHINE, CONNECTED ET, AND TOOK A PRODUCT STATUS REPORT. THERE WAS AN ACTIVE E1370 EVENT. TROUBLESHOT THE EVENT AND FOUND THE DEF PUMP FOR THE REAR ENGINE IS NOT BUILDING PRESSURE AS DESIGNED. CHECKED SOFTWARE AND ALL THE SOFTWARE IS UP TO DATE. FOLLOWED THE TROUBLESHOOTING PROCEDURE AND ORDERED A NEW DEF HEADER FILTER AND DEF PUMP. RETURNED TO THE MACHINE AND REMOVED THE DEF TANK ASSEMBLY FOR THE REAR ENGINE. REMOVED THE OLD DEF PUMP AND REPLACED IT WITH NEW. REMOVED THE DEF HEADER AND REPLACED THE FILTER. REINSTALLED THE HEADER WITH NEW GASKET. CONNECTED ALL LINES AND WIRING. REINSTALLED THE TANK ASSEMBLY IN THE MACHINE. CONNECTED DEF HOSE AND WIRE HARNESSSES. FILLED THE TANK WITH NEW DEF. RAN THE MACHINE AND PERFORMED THE AFTER TREATMENT SYSTEM FUNCTIONAL TEST AND IT WAS SUCCESSFUL. CLEARED LOGGED CODES AND EVENTS. RELEASED THE MACHINE. T/s fault code e1370 T/S FAULT CODE E1370 - PRODUCT SUPPORT PROGRAM FOR REPLACING THE DEF PUMP ON CERTAIN CATERPILLAR PRODUCTS.05JUN2020.
Feb 21, 2021	Service	7,066	Travel To/from Work Area	
Feb 21, 2021	Service	7,066	Troubleshoot Engine	Ts fault e1370 TS FAULT E1370

Feb 18, 2021	Service	7,117	Troubleshoot Transmission & Drive Line	CUSTOMER COMPLAINT: TRANSMISSION SHIFTS HARD. REPAIR PROCESS COMMENTS: 2-3-21 4829 ARRIVED AT CUSTOMER SITE AND LOCATED MACHINE. HOOKED UP ET AND PULLED PRODUCT STATUS REPORT. USED ET AND CHECKED FOR ACTIVE CODES. NO ACTIVE CODES ON MACHINE. CHECKED LOG CODES AND MACHINE HAS LOG CODES FOR SPEED SENSOR 1 & 2. CODES HAS BEEN LOG NUMEROUS TIMES. LOOKED UP PARTS AND ORDER. HAD PARTS TODD RUSH TO SITE AS PER CUSTOMER REQUEST. REMOVED COVER TO TRANSMISSION SPEED SENSORS. REMOVED SPEED SENSORS FROM TRANSMISSION. INSTALLED NEW SPEED SENSORS INTO TRANSMISSION. INSTALLED SPEED SENSOR GUARD. HAD OPERATOR RUN MACHINE TO VERIFY REPAIRS. OPERATOR RETURN WITH MACHINE AND CONFIRM THAT TRANSMISSION IS SHIFTING PROPERLY. CLEANED UP WORK AREA. JOB COMPLETED. T/s trany speed sensor issue on machine T/S TRANY SPEED SENSOR ISSUE ON MACHINE
Feb 18, 2021	Service	7,117	Travel To/from Work Area	
Feb 18, 2021	Service	7,117	Troubleshoot Transmission & Drive Line	CUSTOMER COMPLAINT: TRANSMISSION SHIFTS HARD. REPAIR PROCESS COMMENTS: 2-3-21 4829 ARRIVED AT CUSTOMER SITE AND LOCATED MACHINE. HOOKED UP ET AND PULLED PRODUCT STATUS REPORT. USED ET AND CHECKED FOR ACTIVE CODES. NO ACTIVE CODES ON MACHINE. CHECKED LOG CODES AND MACHINE HAS LOG CODES FOR SPEED SENSOR 1 & 2. CODES HAS BEEN LOG NUMEROUS TIMES. LOOKED UP PARTS AND ORDER. HAD PARTS TODD RUSH TO SITE AS PER CUSTOMER REQUEST. REMOVED COVER TO TRANSMISSION SPEED SENSORS. REMOVED SPEED SENSORS FROM TRANSMISSION. INSTALLED NEW SPEED SENSORS INTO TRANSMISSION. INSTALLED SPEED SENSOR GUARD. HAD OPERATOR RUN MACHINE TO VERIFY REPAIRS. OPERATOR RETURN WITH MACHINE AND CONFIRM THAT TRANSMISSION IS SHIFTING PROPERLY. CLEANED UP WORK AREA. JOB COMPLETED. T/s trany speed sensor issue on machine T/S TRANY SPEED SENSOR ISSUE ON MACHINE
Feb 18, 2021	Service	7,117	Travel To/from Work Area	
Feb 15, 2021	Service	7,066	Travel To/from Work Area	

Feb 15, 2021	Service	7,066	Repair For Warranty Product Support Pgm (psp)	CUSTOMER CONCERN- SERVICE CODE E1370 DEF PUMP LOSS OF PRIME. ARRIVED AT THE MACHINE, CONNECTED ET, AND TOOK A PRODUCT STATUS REPORT. THERE WAS AN ACTIVE E1370 EVENT. TROUBLESHOT THE EVENT AND FOUND THE DEF PUMP FOR THE REAR ENGINE IS NOT BUILDING PRESSURE AS DESIGNED. CHECKED SOFTWARE AND ALL THE SOFTWARE IS UP TO DATE. FOLLOWED THE TROUBLESHOOTING PROCEDURE AND ORDERED A NEW DEF HEADER FILTER AND DEF PUMP. RETURNED TO THE MACHINE AND REMOVED THE DEF TANK ASSEMBLY FOR THE REAR ENGINE. REMOVED THE OLD DEF PUMP AND REPLACED IT WITH NEW. REMOVED THE DEF HEADER AND REPLACED THE FILTER. REINSTALLED THE HEADER WITH NEW GASKET. CONNECTED ALL LINES AND WIRING. REINSTALLED THE TANK ASSEMBLY IN THE MACHINE. CONNECTED DEF HOSE AND WIRE HARNESSSES. FILLED THE TANK WITH NEW DEF. RAN THE MACHINE AND PERFORMED THE AFTER TREATMENT SYSTEM FUNCTIONAL TEST AND IT WAS SUCCESSFUL. CLEARED LOGGED CODES AND EVENTS. RELEASED THE MACHINE. T/s fault code e1370 T/S FAULT CODE E1370 - PRODUCT SUPPORT PROGRAM FOR REPLACING THE DEF PUMP ON CERTAIN CATERPILLAR PRODUCTS.05JUN2020.
Feb 15, 2021	Service	7,066	Travel To/from Work Area	
Feb 15, 2021	Service	7,066	Repair For Warranty Product Support Pgm (psp)	CUSTOMER CONCERN- SERVICE CODE E1370 DEF PUMP LOSS OF PRIME. ARRIVED AT THE MACHINE, CONNECTED ET, AND TOOK A PRODUCT STATUS REPORT. THERE WAS AN ACTIVE E1370 EVENT. TROUBLESHOT THE EVENT AND FOUND THE DEF PUMP FOR THE REAR ENGINE IS NOT BUILDING PRESSURE AS DESIGNED. CHECKED SOFTWARE AND ALL THE SOFTWARE IS UP TO DATE. FOLLOWED THE TROUBLESHOOTING PROCEDURE AND ORDERED A NEW DEF HEADER FILTER AND DEF PUMP. RETURNED TO THE MACHINE AND REMOVED THE DEF TANK ASSEMBLY FOR THE REAR ENGINE. REMOVED THE OLD DEF PUMP AND REPLACED IT WITH NEW. REMOVED THE DEF HEADER AND REPLACED THE FILTER. REINSTALLED THE HEADER WITH NEW GASKET. CONNECTED ALL LINES AND WIRING. REINSTALLED THE TANK ASSEMBLY IN THE MACHINE. CONNECTED DEF HOSE AND WIRE HARNESSSES. FILLED THE TANK WITH NEW DEF. RAN THE MACHINE AND PERFORMED THE AFTER TREATMENT SYSTEM FUNCTIONAL TEST AND IT WAS SUCCESSFUL. CLEARED LOGGED CODES AND EVENTS. RELEASED THE MACHINE. T/s fault code e1370 T/S FAULT CODE E1370 - PRODUCT SUPPORT PROGRAM FOR REPLACING THE DEF PUMP ON CERTAIN CATERPILLAR PRODUCTS.05JUN2020.
Feb 10, 2021	Service	6,873	Furnish **use 608** Cushion Hitch Load Cyl	Cushion hitch cylinder parts not covered under CUSHION HITCH CYLINDER PARTS NOT COVERED UNDER WARRANTY.

Feb 10, 2021	Service	6,873	Travel To/from Work Area	
				CUSTOMER COMPLAINT: REPAIR FOR WARRANTY CUSHION LOAD CYLINDER RESULTANT DAMAGE: DISASSEMBLED AND INSPECTED CYLINDER. REMOVED AND TESTED SENSOR (377-1453), FOUND THE SENSOR TO BE OUT OF RANGE OF THE SPECIFICATION GIVEN OF 0.2 V TO ABOUT 5 V . THE SENSOR WILL NOT MAKE REUSE AND WILL NEED REPLACED. ALSO DURING INSPECTION OF THE SEALS AND IN BARREL BORE. ALL HEAD SEALS HAVE LIGHT DEBRIS WITHIN HEAD ,WILL NEED TO REPLACE REPAIR PROCESS COMMENTS: CLEANED AND RESEALED CYLINDER, POLISHED ROD AND HONED BARREL TO REMOVE LIGHT SCORING. INSTALLED NEW POSITION SENSOR . TORQUED ALL HEAD BOLTS TO 250 LBS FT AND BENCH TESTED CYLINDER TO 3000 PSI. DURING BENCH TEST, TESTED THE NEW POSITION SENSOR FOR CORRECT OPERATION. Sensor possible inop SENSOR POSSIBLE INOP
Feb 10, 2021	Service	6,873	Repair For Warranty Cushion Hitch Load Cyl	
				4975-12-10-20 TROUBLESHOOT CUSHION HITCH REPAIR PROCESS COMMENTS: MACHINE HAS ACTIVE CODE520741-2 FOR SUSPENSION CYLINDER NOT READING CORRECTLY, HOOKED UP ET AND VERIFIED CODE RAN MACHINE AND CODE WENT INACTIVE WHEN GOING UP AND WOULD GO ACTIVE GOING DOWN CHECKED VOLTAGE AND GROUND AT SENSOR BEFORE SMALL JUMPER TO CYLINDER AND VOLTAGE WOULD CHANGE LESS THAN A VOLT IN UP OR DOWN CYCLE, CHECKED DUTY CYCLE IN ET AND IS STEADY, UNPLUGGED CONNECTOR AND HAD OIL IN PLUG CLEANED OUT AND REINSTALLED ORDERED NEW JUMPER AND WILL RETRY TO VERIFY TAT CYLINDER IS NOT BAD ALSO LOOKED UP PARTS FOR ANOTHER MACHINE 4975-12-16-20 CUSHION HITCH DOES NOT OPERATE PROPARLY REPAIR PROCESS COMMENTS: REPLACED JUMPER HARNESS TO CUSHION HITCH SENSOR AS THIS HAS BEEN A INTERMITENT PROBLEM, CHECKED OPERATION AND WORKED FINE, CHECKED BACK A FEW DAYS LATER OPERATOR STATED IT STILL GOES ALL THE WAY UP RECHECKED AND DOES NOT READ SENSOR SIGNAL ALL THE TIM, WENT BACK TO SHOP AND PICKED UP CRIBBING AND TOOLING TO REMOVE HITCH CYLINDER TO REPLACE INTERNAL SENSOR, CRIBBED UP MACHINE AND PULLED BACK H LINK AND STARTED UNHOOKING CYLINDER 4975-12-17-20 TROUBLESHOOT CUSHION HITCH REPAIR PROCESS COMMENTS: FINISHED REMOVING CUSHION HITCH CYLINDER AND DELIVERED TO COMPONENT SHOP 4975-12-28-20 REPLACE CUSHION HITCH CYLINDER REPAIR PROCESS COMMENTS: INSTALLED CUSHION HITCH CYLINDER, INSTALLED ALL CODES T/s and repair cushion hitch not working T/S AND REPAIR CUSHION HITCH NOT WORKING - POSSIBLE SENSOR NEEDS REPLACED
Feb 10, 2021	Service	6,873	Repair Cushion Hitch	



Feb 10, 2021	Service	6,873	Furnish **use 608** Cushion Hitch Load Cyl	Cushion hitch cylinder parts not covered under CUSHION HITCH CYLINDER PARTS NOT COVERED UNDER WARRANTY.
Feb 10, 2021	Service	6,873	Travel To/from Work Area	
Feb 10, 2021	Service	6,873	Repair For Warranty Cushion Hitch Load Cyl	CUSTOMER COMPLAINT: REPAIR FOR WARRANTY CUSHION LOAD CYLINDER RESULTANT DAMAGE: DISASSEMBLED AND INSPECTED CYLINDER. REMOVED AND TESTED SENSOR (377- 1453), FOUND THE SENSOR TO BE OUT OF RANGE OF THE SPECIFICATION GIVEN OF 0.2 V TO ABOUT 5 V . THE SENSOR WILL NOT MAKE REUSE AND WILL NEED REPLACED. ALSO DURING INSPECTION OF THE SEALS AND IN BARREL BORE. ALL HEAD SEALS HAVE LIGHT DEBRIS WITHIN HEAD ,WILL NEED TO REPLACE REPAIR PROCESS COMMENTS: CLEANED AND RESEALED CYLINDER, POLISHED ROD AND HONED BARREL TO REMOVE LIGHT SCORING. INSTALLED NEW POSITION SENSOR . TORQUED ALL HEAD BOLTS TO 250 LBS FT AND BENCH TESTED CYLINDER TO 3000 PSI. DURING BENCH TEST, TESTED THE NEW POSITION SENSOR FOR CORRECT OPERATION. Sensor possible inop SENSOR POSSIBLE INOP

Feb 10, 2021	Service	6,873	Repair Cushion Hitch	<p>4975-12-10-20 TROUBLESHOOT CUSHION HITCH REPAIR PROCESS COMMENTS: MACHINE HAS ACTIVE CODE520741-2 FOR SUSPENSION CYLINDER NOT READING CORRECTLY, HOOKED UP ET AND VERIFIED CODE RAN MACHINE AND CODE WENT INACTIVE WHEN GOING UP AND WOULD GO ACTIVE GOING DOWN CHECKED VOLTAGE AND GROUND AT SENSOR BEFORE SMALL JUMPER TO CYLINDER AND VOLAGE WOULD CHANGE LESS THAN A VOLT IN UP OR DOWN CYCLE, CHECKED DUTY CYCLE IN ET AND IS STEADY, UNPLUGGED CONNECTOR AND HAD OIL IN PLUG CLEANED OUT AND REINSTALLED ORDERED NEW JUMPER AND WILL RETRY TO VERIFY TAT CYLINDER IS NOT BAD ALSO LOOKED UP PARTS FOR ANOTHER MACHINE 4975-12-16-20 CUSHION HITCH DOES NOT OPERATE PROPARLY REPAIR PROCESS COMMENTS: REPLACED JUMPER HARNESS TO CUSHION HITCH SENSOR AS THIS HAS BEEN A INTERMITENT PROBLEM, CHECKED OPERATION AND WORKED FINE, CHECKED BACK A FEW DAYS LATER OPERATOR STATED IT STILL GOES ALL THE WAY UP RECHECKED AND DOES NOT READ SENSOR SIGNAL ALL THE TIM, WENT BACK TO SHOP AND PICKED UP CRIBBING AND TOOLING TO REMOVE HITCH CYLINDER TO REPLACE INTERNAL SENSOR, CRIBBED UP MACHINE AND PULLED BACK H LINK AND STARTED UNHOOKING CYLINDER 4975-12-17-20 TROUBLESHOOT CUSHION HITCH REPAIR PROCESS COMMENTS: FINISHED REMOVING CUSHION HITCH CYLINDER AND DELIVERED TO COMPONENT SHOP 4975-12-28-20 REPLACE CUSHION HITCH CYLINDER REPAIR PROCESS COMMENTS: INSTALLED CUSHION HITCH CYLINDER, INSTALLED ALL CODES T/s and repair cushion hitch not working T/S AND REPAIR CUSHION HITCH NOT WORKING - POSSIBLE SENSOR NEEDS REPLACED</p>
Feb 07, 2021	Service	6,873	Travel To/from Work Area	

Feb 07, 2021	Service	6,873	Repair Cushion Hitch	<p>4975-12-10-20 TROUBLESHOOT CUSHION HITCH REPAIR PROCESS COMMENTS: MACHINE HAS ACTIVE CODE520741-2 FOR SUSPENSION CYLINDER NOT READING CORRECTLY, HOOKED UP ET AND VERIFIED CODE RAN MACHINE AND CODE WENT INACTIVE WHEN GOING UP AND WOULD GO ACTIVE GOING DOWN CHECKED VOLTAGE AND GROUND AT SENSOR BEFORE SMALL JUMPER TO CYLINDER AND VOLAGE WOULD CHANGE LESS THAN A VOLT IN UP OR DOWN CYCLE, CHECKED DUTY CYCLE IN ET AND IS STEADY, UNPLUGGED CONNECTOR AND HAD OIL IN PLUG CLEANED OUT AND REINSTALLED ORDERED NEW JUMPER AND WILL RETRY TO VERIFY TAT CYLINDER IS NOT BAD ALSO LOOKED UP PARTS FOR ANOTHER MACHINE 4975-12-16-20 CUSHION HITCH DOES NOT OPERATE PROPARLY REPAIR PROCESS COMMENTS: REPLACED JUMPER HARNESS TO CUSHION HITCH SENSOR AS THIS HAS BEEN A INTERMITENT PROBLEM, CHECKED OPERATION AND WORKED FINE, CHECKED BACK A FEW DAYS LATER OPERATOR STATED IT STILL GOES ALL THE WAY UP RECHECKED AND DOES NOT READ SENSOR SIGNAL ALL THE TIM, WENT BACK TO SHOP AND PICKED UP CRIBBING AND TOOLING TO REMOVE HITCH CYLINDER TO REPLACE INTERNAL SENSOR, CRIBBED UP MACHINE AND PULLED BACK H LINK AND STARTED UNHOOKING CYLINDER 4975-12-17-20 TROUBLESHOOT CUSHION HITCH REPAIR PROCESS COMMENTS: FINISHED REMOVING CUSHION HITCH CYLINDER AND DELIVERED TO COMPONENT SHOP 4975-12-28-20 REPLACE CUSHION HITCH CYLINDER REPAIR PROCESS COMMENTS: INSTALLED CUSHION HITCH CYLINDER, INSTALLED ALL CODES T/s and repair cushion hitch not working T/S AND REPAIR CUSHION HITCH NOT WORKING - POSSIBLE SENSOR NEEDS REPLACED</p>
Feb 07, 2021	Service	6,873	Repair For Warranty Cushion Hitch Load Cyl	<p>CUSTOMER COMPLAINT: REPAIR FOR WARRANTY CUSHION LOAD CYLINDER RESULTANT DAMAGE: DISASSEMBLED AND INSPECTED CYLINDER. REMOVED AND TESTED SENSOR (377-1453), FOUND THE SENSOR TO BE OUT OF RANGE OF THE SPECIFICATION GIVEN OF 0.2 V TO ABOUT 5 V . THE SENSOR WILL NOT MAKE REUSE AND WILL NEED REPLACED. ALSO DURING INSPECTION OF THE SEALS AND IN BARREL BORE. ALL HEAD SEALS HAVE LIGHT DEBRIS WITHIN HEAD ,WILL NEED TO REPLACE REPAIR PROCESS COMMENTS: CLEANED AND RESEALED CYLINDER, POLISHED ROD AND HONED BARREL TO REMOVE LIGHT SCORING. INSTALLED NEW POSITION SENSOR . TORQUED ALL HEAD BOLTS TO 250 LBS FT AND BENCH TESTED CYLINDER TO 3000 PSI. DURING BENCH TEST, TESTED THE NEW POSITION SENSOR FOR CORRECT OPERATION. Sensor possible inop SENSOR POSSIBLE INOP</p>

Feb 07, 2021	Service	6,873	Repair For Warranty Cushion Hitch Load Cyl	CUSTOMER COMPLAINT: REPAIR FOR WARRANTY CUSHION LOAD CYLINDER RESULTANT DAMAGE: DISASSEMBLED AND INSPECTED CYLINDER. REMOVED AND TESTED SENSOR (377-1453), FOUND THE SENSOR TO BE OUT OF RANGE OF THE SPECIFICATION GIVEN OF 0.2 V TO ABOUT 5 V . THE SENSOR WILL NOT MAKE REUSE AND WILL NEED REPLACED. ALSO DURING INSPECTION OF THE SEALS AND IN BARREL BORE. ALL HEAD SEALS HAVE LIGHT DEBRIS WITHIN HEAD ,WILL NEED TO REPLACE REPAIR PROCESS COMMENTS: CLEANED AND RESEALED CYLINDER, POLISHED ROD AND HONED BARREL TO REMOVE LIGHT SCORING. INSTALLED NEW POSITION SENSOR . TORQUED ALL HEAD BOLTS TO 250 LBS FT AND BENCH TESTED CYLINDER TO 3000 PSI. DURING BENCH TEST, TESTED THE NEW POSITION SENSOR FOR CORRECT OPERATION. Sensor possible inop SENSOR POSSIBLE INOP
Feb 07, 2021	Service	6,873	Travel To/from Work Area	
Feb 07, 2021	Service	6,873	Repair Cushion Hitch	4975-12-10-20 TROUBLESHOOT CUSHION HITCH REPAIR PROCESS COMMENTS: MACHINE HAS ACTIVE CODE520741-2 FOR SUSPENSION CYLINDER NOT READING CORRECTLY, HOOKED UP ET AND VERIFIED CODE RAN MACHINE AND CODE WENT INACTIVE WHEN GOING UP AND WOULD GO ACTIVE GOING DOWN CHECKED VOLTAGE AND GROUND AT SENSOR BEFORE SMALL JUMPER TO CYLINDER AND VOLTAGE WOULD CHANGE LESS THAN A VOLT IN UP OR DOWN CYCLE, CHECKED DUTY CYCLE IN ET AND IS STEADY, UNPLUGGED CONNECTOR AND HAD OIL IN PLUG CLEANED OUT AND REINSTALLED ORDERED NEW JUMPER AND WILL RETRY TO VERIFY TAT CYLINDER IS NOT BAD ALSO LOOKED UP PARTS FOR ANOTHER MACHINE 4975-12-16-20 CUSHION HITCH DOES NOT OPERATE PROPARLY REPAIR PROCESS COMMENTS: REPLACED JUMPER HARNESS TO CUSHION HITCH SENSOR AS THIS HAS BEEN A INTERMITENT PROBLEM, CHECKED OPERATION AND WORKED FINE, CHECKED BACK A FEW DAYS LATER OPERATOR STATED IT STILL GOES ALL THE WAY UP RECHECKED AND DOES NOT READ SENSOR SIGNAL ALL THE TIM, WENT BACK TO SHOP AND PICKED UP CRIBBING AND TOOLING TO REMOVE HITCH CYLINDER TO REPLACE INTERNAL SENSOR, CRIBBED UP MACHINE AND PULLED BACK H LINK AND STARTED UNHOOKING CYLINDER 4975-12-17-20 TROUBLESHOOT CUSHION HITCH REPAIR PROCESS COMMENTS: FINISHED REMOVING CUSHION HITCH CYLINDER AND DELIVERED TO COMPONENT SHOP 4975-12-28-20 REPLACE CUSHION HITCH CYLINDER REPAIR PROCESS COMMENTS: INSTALLED CUSHION HITCH CYLINDER, INSTALLED ALL CODES T/s and repair cushion hitch not working T/S AND REPAIR CUSHION HITCH NOT WORKING - POSSIBLE SENSOR NEEDS REPLACED

Feb 02, 2021      Parts

Jan 31, 2021	Service	6,873	Travel To/from Work Area	
				4975-12-10-20 TROUBLESHOOT CUSHION HITCH REPAIR PROCESS COMMENTS: MACHINE HAS ACTIVE CODE520741-2 FOR SUSPENSION CYLINDER NOT READING CORRECTLY, HOOKED UP ET AND VERIFIED CODE RAN MACHINE AND CODE WENT INACTIVE WHEN GOING UP AND WOULD GO ACTIVE GOING DOWN CHECKED VOLTAGE AND GROUND AT SENSOR BEFORE SMALL JUMPER TO CYLINDER AND VOLAGE WOULD CHANGE LESS THAN A VOLT IN UP OR DOWN CYCLE, CHECKED DUTY CYCLE IN ET AND IS STEADY, UNPLUGGED CONNECTOR AND HAD OIL IN PLUG CLEANED OUT AND REINSTALLED ORDERED NEW JUMPER AND WILL RETRY TO VERIFY TAT CYLINDER IS NOT BAD ALSO LOOKED UP PARTS FOR ANOTHER MACHINE 4975-12-16-20 CUSHION HITCH DOES NOT OPERATE PROPARLY REPAIR PROCESS COMMENTS: REPLACED JUMPER HARNESS TO CUSHION HITCH SENSOR AS THIS HAS BEEN A INTERMITENT PROBLEM, CHECKED OPERATION AND WORKED FINE, CHECKED BACK A FEW DAYS LATER OPERATOR STATED IT STILL GOES ALL THE WAY UP RECHECKED AND DOES NOT READ SENSOR SIGNAL ALL THE TIM, WENT BACK TO SHOP AND PICKED UP CRIBBING AND TOOLING TO REMOVE HITCH CYLINDER TO REPLACE INTERNAL SENSOR, CRIBBED UP MACHINE AND PULLED BACK H LINK AND STARTED UNHOOKING CYLINDER 4975-12-17-20 TROUBLESHOOT CUSHION HITCH REPAIR PROCESS COMMENTS: FINISHED REMOVING CUSHION HITCH CYLINDER AND DELIVERED TO COMPONENT SHOP 4975-12- 28-20 REPLACE CUSHION HITCH CYLINDER REPAIR PROCESS COMMENTS: INSTALLED CUSHION HITCH CYLINDER, INSTALLED ALL CODES T/s and repair cushion hitch not working T/S AND REPAIR CUSHION HITCH NOT WORKING - POSSIBLE SENSOR NEEDS REPLACED
Jan 31, 2021	Service	6,873	Repair Cushion Hitch	

Jan 31, 2021	Service	6,873	Repair For Warranty Cushion Hitch Load Cyl	CUSTOMER COMPLAINT: REPAIR FOR WARRANTY CUSHION LOAD CYLINDER RESULTANT DAMAGE: DISASSEMBLED AND INSPECTED CYLINDER. REMOVED AND TESTED SENSOR (377-1453), FOUND THE SENSOR TO BE OUT OF RANGE OF THE SPECIFICATION GIVEN OF 0.2 V TO ABOUT 5 V . THE SENSOR WILL NOT MAKE REUSE AND WILL NEED REPLACED. ALSO DURING INSPECTION OF THE SEALS AND IN BARREL BORE. ALL HEAD SEALS HAVE LIGHT DEBRIS WITHIN HEAD ,WILL NEED TO REPLACE REPAIR PROCESS COMMENTS: CLEANED AND RESEALED CYLINDER, POLISHED ROD AND HONED BARREL TO REMOVE LIGHT SCORING. INSTALLED NEW POSITION SENSOR . TORQUED ALL HEAD BOLTS TO 250 LBS FT AND BENCH TESTED CYLINDER TO 3000 PSI. DURING BENCH TEST, TESTED THE NEW POSITION SENSOR FOR CORRECT OPERATION. Sensor possible inop SENSOR POSSIBLE INOP
Jan 31, 2021	Service	6,873	Repair Cushion Hitch	4975-12-10-20 TROUBLESHOOT CUSHION HITCH REPAIR PROCESS COMMENTS: MACHINE HAS ACTIVE CODE520741-2 FOR SUSPENSION CYLINDER NOT READING CORRECTLY, HOOKED UP ET AND VERIFIED CODE RAN MACHINE AND CODE WENT INACTIVE WHEN GOING UP AND WOULD GO ACTIVE GOING DOWN CHECKED VOLTAGE AND GROUND AT SENSOR BEFORE SMALL JUMPER TO CYLINDER AND VOLTAGE WOULD CHANGE LESS THAN A VOLT IN UP OR DOWN CYCLE, CHECKED DUTY CYCLE IN ET AND IS STEADY, UNPLUGGED CONNECTOR AND HAD OIL IN PLUG CLEANED OUT AND REINSTALLED ORDERED NEW JUMPER AND WILL RETRY TO VERIFY TAT CYLINDER IS NOT BAD ALSO LOOKED UP PARTS FOR ANOTHER MACHINE 4975-12-16-20 CUSHION HITCH DOES NOT OPERATE PROPARLY REPAIR PROCESS COMMENTS: REPLACED JUMPER HARNESS TO CUSHION HITCH SENSOR AS THIS HAS BEEN A INTERMITENT PROBLEM, CHECKED OPERATION AND WORKED FINE, CHECKED BACK A FEW DAYS LATER OPERATOR STATED IT STILL GOES ALL THE WAY UP RECHECKED AND DOES NOT READ SENSOR SIGNAL ALL THE TIM, WENT BACK TO SHOP AND PICKED UP CRIBBING AND TOOLING TO REMOVE HITCH CYLINDER TO REPLACE INTERNAL SENSOR, CRIBBED UP MACHINE AND PULLED BACK H LINK AND STARTED UNHOOKING CYLINDER 4975-12-17-20 TROUBLESHOOT CUSHION HITCH REPAIR PROCESS COMMENTS: FINISHED REMOVING CUSHION HITCH CYLINDER AND DELIVERED TO COMPONENT SHOP 4975-12-28-20 REPLACE CUSHION HITCH CYLINDER REPAIR PROCESS COMMENTS: INSTALLED CUSHION HITCH CYLINDER, INSTALLED ALL CODES T/s and repair cushion hitch not working T/S AND REPAIR CUSHION HITCH NOT WORKING - POSSIBLE SENSOR NEEDS REPLACED
Jan 31, 2021	Service	6,873	Travel To/from Work Area	

Jan 31, 2021	Service	6,873	Repair For Warranty Cushion Hitch Load Cyl	CUSTOMER COMPLAINT: REPAIR FOR WARRANTY CUSHION LOAD CYLINDER RESULTANT DAMAGE: DISASSEMBLED AND INSPECTED CYLINDER. REMOVED AND TESTED SENSOR (377- 1453), FOUND THE SENSOR TO BE OUT OF RANGE OF THE SPECIFICATION GIVEN OF 0.2 V TO ABOUT 5 V . THE SENSOR WILL NOT MAKE REUSE AND WILL NEED REPLACED. ALSO DURING INSPECTION OF THE SEALS AND IN BARREL BORE. ALL HEAD SEALS HAVE LIGHT DEBRIS WITHIN HEAD ,WILL NEED TO REPLACE REPAIR PROCESS COMMENTS: CLEANED AND RESEALED CYLINDER, POLISHED ROD AND HONED BARREL TO REMOVE LIGHT SCORING. INSTALLED NEW POSITION SENSOR . TORQUED ALL HEAD BOLTS TO 250 LBS FT AND BENCH TESTED CYLINDER TO 3000 PSI. DURING BENCH TEST, TESTED THE NEW POSITION SENSOR FOR CORRECT OPERATION. Sensor possible inop SENSOR POSSIBLE INOP
Jan 26, 2021	Service	7,067	Add Parts Pm 3	
Jan 26, 2021	Service	7,067	Perform Pm 3	<p>*NOTICE* THE FOLLOWING DEFINITION IS A GENERAL STATEMENT AND MAY NOT COVER ALL THE CHECKS THAT PERTAIN TO THE MODEL YOU ARE WORKING ON. ALWAYS FOLLOW CATERPILLAR OPERATIONAL MAINTENANCE MANUAL FOR SPECIFIC INSTRUCTIONS FOR THE SERVICE YOU ARE PERFORMING. -CHANGE ENGINE OIL AND FILTER - CHANGE TRANSMISSION OIL AND FILTER -CLEAN AND INSPECT MAGNETIC SCREEN -CHANGE HYDRAULIC FILTERS - OBTAIN SCHEDULED OIL SAMPLES - THE RESULTS OF THESE WILL BE SENT TO YOU UPON COMPLETION -CLEAN AIR INTAKE PRE-CLEANER BOWL -DRAIN WATER SEPARATOR NECESSARY -CHECK ALL FLUID LEVELS -CLEAN ENGINE CRANKCASE BREATHER -CLEAN PRIMARY FUEL FILTER AND REPLACE SECONDARY -PERFORM VISUAL OPERATIONAL INSPECTION -CHANGE SWING DRIVE OIL (WHEN APPLICABLE) *****</p> <p>CUSTOMER IS RESPONSIBLE FOR THE FOLLOWING: WHEN REQUIRED ITEMS, 10 HOUR OR DAILY, 50 HOUR OR WEEKLY, 100 HOUR OR BI-MONTHLY SERVICE INTERVALS. TO INCLUDE ALL PARTS (I.E. ENGINE AND CAB AIR FILTERS, MAKEUP OIL AND G.E.T.) ADJUSTMENT OF BALL SOCKETS, CIRCLES, ADJUSTMENT AND REPACKING OF ROLLERS (WHEN APPLICABLE) *****</p> <p>PERFORMED 1000 HR SVC -REAR DRIVER LIGHT IS BROKEN.</p>

Jan 17, 2021	Service	6,873	Repair For Warranty Cushion Hitch Load Cyl	CUSTOMER COMPLAINT: REPAIR FOR WARRANTY CUSHION LOAD CYLINDER RESULTANT DAMAGE: DISASSEMBLED AND INSPECTED CYLINDER. REMOVED AND TESTED SENSOR (377-1453), FOUND THE SENSOR TO BE OUT OF RANGE OF THE SPECIFICATION GIVEN OF 0.2 V TO ABOUT 5 V . THE SENSOR WILL NOT MAKE REUSE AND WILL NEED REPLACED. ALSO DURING INSPECTION OF THE SEALS AND IN BARREL BORE. ALL HEAD SEALS HAVE LIGHT DEBRIS WITHIN HEAD ,WILL NEED TO REPLACE REPAIR PROCESS COMMENTS: CLEANED AND RESEALED CYLINDER, POLISHED ROD AND HONED BARREL TO REMOVE LIGHT SCORING. INSTALLED NEW POSITION SENSOR . TORQUED ALL HEAD BOLTS TO 250 LBS FT AND BENCH TESTED CYLINDER TO 3000 PSI. DURING BENCH TEST, TESTED THE NEW POSITION SENSOR FOR CORRECT OPERATION. Sensor possible inop SENSOR POSSIBLE INOP
Jan 17, 2021	Service	6,873	Repair Cushion Hitch	4975-12-10-20 TROUBLESHOOT CUSHION HITCH REPAIR PROCESS COMMENTS: MACHINE HAS ACTIVE CODE520741-2 FOR SUSPENSION CYLINDER NOT READING CORRECTLY, HOOKED UP ET AND VERIFIED CODE RAN MACHINE AND CODE WENT INACTIVE WHEN GOING UP AND WOULD GO ACTIVE GOING DOWN CHECKED VOLTAGE AND GROUND AT SENSOR BEFORE SMALL JUMPER TO CYLINDER AND VOLTAGE WOULD CHANGE LESS THAN A VOLT IN UP OR DOWN CYCLE, CHECKED DUTY CYCLE IN ET AND IS STEADY, UNPLUGGED CONNECTOR AND HAD OIL IN PLUG CLEANED OUT AND REINSTALLED ORDERED NEW JUMPER AND WILL RETRY TO VERIFY TAT CYLINDER IS NOT BAD ALSO LOOKED UP PARTS FOR ANOTHER MACHINE 4975-12-16-20 CUSHION HITCH DOES NOT OPERATE PROPARLY REPAIR PROCESS COMMENTS: REPLACED JUMPER HARNESS TO CUSHION HITCH SENSOR AS THIS HAS BEEN A INTERMITENT PROBLEM, CHECKED OPERATION AND WORKED FINE, CHECKED BACK A FEW DAYS LATER OPERATOR STATED IT STILL GOES ALL THE WAY UP RECHECKED AND DOES NOT READ SENSOR SIGNAL ALL THE TIM, WENT BACK TO SHOP AND PICKED UP CRIBBING AND TOOLING TO REMOVE HITCH CYLINDER TO REPLACE INTERNAL SENSOR, CRIBBED UP MACHINE AND PULLED BACK H LINK AND STARTED UNHOOKING CYLINDER 4975-12-17-20 TROUBLESHOOT CUSHION HITCH REPAIR PROCESS COMMENTS: FINISHED REMOVING CUSHION HITCH CYLINDER AND DELIVERED TO COMPONENT SHOP 4975-12-28-20 REPLACE CUSHION HITCH CYLINDER REPAIR PROCESS COMMENTS: INSTALLED CUSHION HITCH CYLINDER, INSTALLED ALL CODES T/s and repair cushion hitch not working T/S AND REPAIR CUSHION HITCH NOT WORKING - POSSIBLE SENSOR NEEDS REPLACED
Jan 17, 2021	Service	6,873	Furnish **use 608** Cushion Hitch Load Cyl	Cushion hitch cylinder parts not covered under CUSHION HITCH CYLINDER PARTS NOT COVERED UNDER WARRANTY.



Jan 17, 2021	Service	6,873	Travel To/from Work Area	
Jan 17, 2021	Service	6,873	Repair Cushion Hitch	<p>4975-12-10-20 TROUBLESHOOT CUSHION HITCH REPAIR PROCESS COMMENTS: MACHINE HAS ACTIVE CODE520741-2 FOR SUSPENSION CYLINDER NOT READING CORRECTLY, HOOKED UP ET AND VERIFIED CODE RAN MACHINE AND CODE WENT INACTIVE WHEN GOING UP AND WOULD GO ACTIVE GOING DOWN CHECKED VOLTAGE AND GROUND AT SENSOR BEFORE SMALL JUMPER TO CYLINDER AND VOLAGE WOULD CHANGE LESS THAN A VOLT IN UP OR DOWN CYCLE, CHECKED DUTY CYCLE IN ET AND IS STEADY, UNPLUGGED CONNECTOR AND HAD OIL IN PLUG CLEANED OUT AND REINSTALLED ORDERED NEW JUMPER AND WILL RETRY TO VERIFY TAT CYLINDER IS NOT BAD ALSO LOOKED UP PARTS FOR ANOTHER MACHINE 4975-12-16-20 CUSHION HITCH DOES NOT OPERATE PROPARLY REPAIR PROCESS COMMENTS: REPLACED JUMPER HARNESS TO CUSHION HITCH SENSOR AS THIS HAS BEEN A INTERMITENT PROBLEM, CHECKED OPERATION AND WORKED FINE, CHECKED BACK A FEW DAYS LATER OPERATOR STATED IT STILL GOES ALL THE WAY UP RECHECKED AND DOES NOT READ SENSOR SIGNAL ALL THE TIM, WENT BACK TO SHOP AND PICKED UP CRIBBING AND TOOLING TO REMOVE HITCH CYLINDER TO REPLACE INTERNAL SENSOR, CRIBBED UP MACHINE AND PULLED BACK H LINK AND STARTED UNHOOKING CYLINDER 4975-12-17-20 TROUBLESHOOT CUSHION HITCH REPAIR PROCESS COMMENTS: FINISHED REMOVING CUSHION HITCH CYLINDER AND DELIVERED TO COMPONENT SHOP 4975-12-28-20 REPLACE CUSHION HITCH CYLINDER REPAIR PROCESS COMMENTS: INSTALLED CUSHION HITCH CYLINDER, INSTALLED ALL CODES T/s and repair cushion hitch not working T/S AND REPAIR CUSHION HITCH NOT WORKING - POSSIBLE SENSOR NEEDS REPLACED</p>
Jan 17, 2021	Service	6,873	Repair For Warranty Cushion Hitch Load Cyl	<p>CUSTOMER COMPLAINT: REPAIR FOR WARRANTY CUSHION LOAD CYLINDER RESULTANT DAMAGE: DISASSEMBLED AND INSPECTED CYLINDER. REMOVED AND TESTED SENSOR (377-1453), FOUND THE SENSOR TO BE OUT OF RANGE OF THE SPECIFICATION GIVEN OF 0.2 V TO ABOUT 5 V . THE SENSOR WILL NOT MAKE REUSE AND WILL NEED REPLACED. ALSO DURING INSPECTION OF THE SEALS AND IN BARREL BORE. ALL HEAD SEALS HAVE LIGHT DEBRIS WITHIN HEAD ,WILL NEED TO REPLACE REPAIR PROCESS COMMENTS: CLEANED AND RESEALED CYLINDER, POLISHED ROD AND HONED BARREL TO REMOVE LIGHT SCORING. INSTALLED NEW POSITION SENSOR . TORQUED ALL HEAD BOLTS TO 250 LBS FT AND BENCH TESTED CYLINDER TO 3000 PSI. DURING BENCH TEST, TESTED THE NEW POSITION SENSOR FOR CORRECT OPERATION. Sensor possible inop SENSOR POSSIBLE INOP</p>

Jan 17, 2021	Service	6,873	Furnish **use 608** Cushion Hitch Load Cyl	Cushion hitch cylinder parts not covered under CUSHION HITCH CYLINDER PARTS NOT COVERED UNDER WARRANTY.
Jan 17, 2021	Service	6,873	Travel To/from Work Area	
Jan 15, 2021	Service	6,873	Travel To/from Work Area	
Jan 15, 2021	Service	6,873	Repair For Warranty Cushion Hitch Load Cyl	CUSTOMER COMPLAINT: REPAIR FOR WARRANTY CUSHION LOAD CYLINDER RESULTANT DAMAGE: DISASSEMBLED AND INSPECTED CYLINDER. REMOVED AND TESTED SENSOR (377- 1453), FOUND THE SENSOR TO BE OUT OF RANGE OF THE SPECIFICATION GIVEN OF 0.2 V TO ABOUT 5 V . THE SENSOR WILL NOT MAKE REUSE AND WILL NEED REPLACED. ALSO DURING INSPECTION OF THE SEALS AND IN BARREL BORE. ALL HEAD SEALS HAVE LIGHT DEBRIS WITHIN HEAD ,WILL NEED TO REPLACE REPAIR PROCESS COMMENTS: CLEANED AND RESEALED CYLINDER, POLISHED ROD AND HONED BARREL TO REMOVE LIGHT SCORING. INSTALLED NEW POSITION SENSOR . TORQUED ALL HEAD BOLTS TO 250 LBS FT AND BENCH TESTED CYLINDER TO 3000 PSI. DURING BENCH TEST, TESTED THE NEW POSITION SENSOR FOR CORRECT OPERATION. Sensor possible inop SENSOR POSSIBLE INOP
Jan 15, 2021	Service	6,873	Furnish **use 608** Cushion Hitch Load Cyl	Cushion hitch cylinder parts not covered under CUSHION HITCH CYLINDER PARTS NOT COVERED UNDER WARRANTY.

Jan 15, 2021	Service	6,873	Repair Cushion Hitch	<p>4975-12-10-20 TROUBLESHOOT CUSHION HITCH REPAIR PROCESS COMMENTS: MACHINE HAS ACTIVE CODE520741-2 FOR SUSPENSION CYLINDER NOT READING CORRECTLY, HOOKED UP ET AND VERIFIED CODE RAN MACHINE AND CODE WENT INACTIVE WHEN GOING UP AND WOULD GO ACTIVE GOING DOWN CHECKED VOLTAGE AND GROUND AT SENSOR BEFORE SMALL JUMPER TO CYLINDER AND VOLAGE WOULD CHANGE LESS THAN A VOLT IN UP OR DOWN CYCLE, CHECKED DUTY CYCLE IN ET AND IS STEADY, UNPLUGGED CONNECTOR AND HAD OIL IN PLUG CLEANED OUT AND REINSTALLED ORDERED NEW JUMPER AND WILL RETRY TO VERIFY TAT CYLINDER IS NOT BAD ALSO LOOKED UP PARTS FOR ANOTHER MACHINE 4975-12-16-20 CUSHION HITCH DOES NOT OPERATE PROPARLY REPAIR PROCESS COMMENTS: REPLACED JUMPER HARNESS TO CUSHION HITCH SENSOR AS THIS HAS BEEN A INTERMITENT PROBLEM, CHECKED OPERATION AND WORKED FINE, CHECKED BACK A FEW DAYS LATER OPERATOR STATED IT STILL GOES ALL THE WAY UP RECHECKED AND DOES NOT READ SENSOR SIGNAL ALL THE TIM, WENT BACK TO SHOP AND PICKED UP CRIBBING AND TOOLING TO REMOVE HITCH CYLINDER TO REPLACE INTERNAL SENSOR, CRIBBED UP MACHINE AND PULLED BACK H LINK AND STARTED UNHOOKING CYLINDER 4975-12-17-20 TROUBLESHOOT CUSHION HITCH REPAIR PROCESS COMMENTS: FINISHED REMOVING CUSHION HITCH CYLINDER AND DELIVERED TO COMPONENT SHOP 4975-12-28-20 REPLACE CUSHION HITCH CYLINDER REPAIR PROCESS COMMENTS: INSTALLED CUSHION HITCH CYLINDER, INSTALLED ALL CODES T/s and repair cushion hitch not working T/S AND REPAIR CUSHION HITCH NOT WORKING - POSSIBLE SENSOR NEEDS REPLACED</p>
--------------	---------	-------	----------------------	---

Jan 15, 2021	Service	6,873	Repair Cushion Hitch	<p>4975-12-10-20 TROUBLESHOOT CUSHION HITCH REPAIR PROCESS COMMENTS: MACHINE HAS ACTIVE CODE520741-2 FOR SUSPENSION CYLINDER NOT READING CORRECTLY, HOOKED UP ET AND VERIFIED CODE RAN MACHINE AND CODE WENT INACTIVE WHEN GOING UP AND WOULD GO ACTIVE GOING DOWN CHECKED VOLTAGE AND GROUND AT SENSOR BEFORE SMALL JUMPER TO CYLINDER AND VOLAGE WOULD CHANGE LESS THAN A VOLT IN UP OR DOWN CYCLE, CHECKED DUTY CYCLE IN ET AND IS STEADY, UNPLUGGED CONNECTOR AND HAD OIL IN PLUG CLEANED OUT AND REINSTALLED ORDERED NEW JUMPER AND WILL RETRY TO VERIFY TAT CYLINDER IS NOT BAD ALSO LOOKED UP PARTS FOR ANOTHER MACHINE 4975-12-16-20 CUSHION HITCH DOES NOT OPERATE PROPARLY REPAIR PROCESS COMMENTS: REPLACED JUMPER HARNESS TO CUSHION HITCH SENSOR AS THIS HAS BEEN A INTERMITENT PROBLEM, CHECKED OPERATION AND WORKED FINE, CHECKED BACK A FEW DAYS LATER OPERATOR STATED IT STILL GOES ALL THE WAY UP RECHECKED AND DOES NOT READ SENSOR SIGNAL ALL THE TIM, WENT BACK TO SHOP AND PICKED UP CRIBBING AND TOOLING TO REMOVE HITCH CYLINDER TO REPLACE INTERNAL SENSOR, CRIBBED UP MACHINE AND PULLED BACK H LINK AND STARTED UNHOOKING CYLINDER 4975-12-17-20 TROUBLESHOOT CUSHION HITCH REPAIR PROCESS COMMENTS: FINISHED REMOVING CUSHION HITCH CYLINDER AND DELIVERED TO COMPONENT SHOP 4975-12-28-20 REPLACE CUSHION HITCH CYLINDER REPAIR PROCESS COMMENTS: INSTALLED CUSHION HITCH CYLINDER, INSTALLED ALL CODES T/s and repair cushion hitch not working T/S AND REPAIR CUSHION HITCH NOT WORKING - POSSIBLE SENSOR NEEDS REPLACED</p>
--------------	---------	-------	----------------------	---

Jan 15, 2021	Service	6,873	Travel To/from Work Area	
--------------	---------	-------	--------------------------	--

Jan 15, 2021	Service	6,873	Repair For Warranty Cushion Hitch Load Cyl	<p>CUSTOMER COMPLAINT: REPAIR FOR WARRANTY CUSHION LOAD CYLINDER RESULTANT DAMAGE: DISASSEMBLED AND INSPECTED CYLINDER. REMOVED AND TESTED SENSOR (377-1453), FOUND THE SENSOR TO BE OUT OF RANGE OF THE SPECIFICATION GIVEN OF 0.2 V TO ABOUT 5 V . THE SENSOR WILL NOT MAKE REUSE AND WILL NEED REPLACED. ALSO DURING INSPECTION OF THE SEALS AND IN BARREL BORE. ALL HEAD SEALS HAVE LIGHT DEBRIS WITHIN HEAD ,WILL NEED TO REPLACE REPAIR PROCESS COMMENTS: CLEANED AND RESEALED CYLINDER, POLISHED ROD AND HONED BARREL TO REMOVE LIGHT SCORING. INSTALLED NEW POSITION SENSOR . TORQUED ALL HEAD BOLTS TO 250 LBS FT AND BENCH TESTED CYLINDER TO 3000 PSI. DURING BENCH TEST, TESTED THE NEW POSITION SENSOR FOR CORRECT OPERATION. Sensor possible inop SENSOR POSSIBLE INOP</p>
--------------	---------	-------	--	--

Jan 15, 2021	Service	6,873	Furnish **use 608** Cushion Hitch Load Cyl	Cushion hitch cylinder parts not covered under CUSHION HITCH CYLINDER PARTS NOT COVERED UNDER WARRANTY.
Jan 07, 2021	Parts			
Dec 30, 2020	Service	6,895	Travel To/from Work Area	
Dec 30, 2020	Service	6,895	Troubleshoot Drivetrain	5151-12-7-20 LOW BRAKE ACCUMULATOR PRESSURE CODES REPAIR PROCESS COMMENTS: ARRIVED AT MACHINE. CHECKED FOR CODES. MACHINE HAD LOGGED CODES FOR LOW BRAKE ACCUMULATOR PRESSURE. STARTED MACHINE AND CHECKED CHARGING SYSTEM OPERATION. THE BRAKE CHARGING SYSTEM WAS FUNCTIONING CORRECTLY. DROVE TO WAGNER AND PICKED UP NITROGEN CHARGING KIT. RETURNED TO JOB SITE. CHECKED PRE CHARGE PRESSURE IN BOTH BRAKE ACCUMULATORS FOUND THE LOW SIDE BRAKE ACCUMULATOR HAD 0 PSI. CHARGED ACCUMULATOR TO PRE CHARGE SPEC AND TESTED. THE PRESSURE IN THE ACCUMULATOR DISSIPATED AND THE CODE BECAME ACTIVE AGAIN ONCE THE MACHINE WAS OPERATING. INFORMED CUSTOMER I WOULD ORDERED NEW BRAKE ACCUMULATORS AND CONTINUE TROUBLESHOOTING THE FOLLOWING DAY. CLEANED UP WORK AREA, OPENED WORK ORDER FOR THIS JOB. WROTE SERVICE REPORT AND LEFT THE JOB SITE. CAUSE OF FAILURE: LOW ACCUMULATOR PRESSURE REPAIR PROCESS COMMENTS: ARRIVED ON LOCATION. CHECKED PRE CHARGE PRESSURE IN BRAKE ACCUMULATORS. FOUND THE REAR ACCUMULATOR CHECKED CUSHION HITCH ACCUMULATOR PRESSURES. FOUND THE PRESSURES WERE LOW. DROVE BACK TO WAGNER AND PICKED UP A BOTTLE OF NITROGEN. DROVE BACK TO JOB SITE. TOPPED OFF HITCH ACCUMULATORS. HAD OPERATOR RUN THE MACHINE FOR 1 HOUR. NO ISSUES WERE REPORTED BACK TO ME AFTER OPERATION. CLEANED UP WORK AREA, WROTE SERVICE REPORT AND LEFT THE JOB SITE. T/s brake system light is on, possible accumulator T/S BRAKE SYSTEM LIGHT IS ON, POSSIBLE ACCUMULATOR
Dec 30, 2020	Service	6,895	Travel To/from Work Area	

Dec 30, 2020	Service	6,895	Troubleshoot Drivetrain	5151-12-7-20 LOW BRAKE ACCUMULATOR PRESSURE CODES REPAIR PROCESS COMMENTS: ARRIVED AT MACHINE. CHECKED FOR CODES. MACHINE HAD LOGGED CODES FOR LOW BRAKE ACCUMULATOR PRESSURE. STARTED MACHINE AND CHECKED CHARGING SYSTEM OPERATION. THE BRAKE CHARGING SYSTEM WAS FUNCTIONING CORRECTLY. DROVE TO WAGNER AND PICKED UP NITROGEN CHARGING KIT. RETURNED TO JOB SITE. CHECKED PRE CHARGE PRESSURE IN BOTH BRAKE ACCUMULATORS FOUND THE LOW SIDE BRAKE ACCUMULATOR HAD 0 PSI. CHARGED ACCUMULATOR TO PRE CHARGE SPEC AND TESTED. THE PRESSURE IN THE ACCUMULATOR DISSIPATED AND THE CODE BECAME ACTIVE AGAIN ONCE THE MACHINE WAS OPERATING. INFORMED CUSTOMER I WOULD ORDERED NEW BRAKE ACCUMULATORS AND CONTINUE TROUBLESHOOTING THE FOLLOWING DAY. CLEANED UP WORK AREA, OPENED WORK ORDER FOR THIS JOB. WROTE SERVICE REPORT AND LEFT THE JOB SITE. CAUSE OF FAILURE: LOW ACCUMULATOR PRESSURE REPAIR PROCESS COMMENTS: ARRIVED ON LOCATION. CHECKED PRE CHARGE PRESSURE IN BRAKE ACCUMULATORS. FOUND THE REAR ACCUMULATOR CHECKED CUSHION HITCH ACCUMULATOR PRESSURES. FOUND THE PRESSURES WERE LOW. DROVE BACK TO WAGNER AND PICKED UP A BOTTLE OF NITROGEN. DROVE BACK TO JOB SITE. TOPPED OFF HITCH ACCUMULATORS. HAD OPERATOR RUN THE MACHINE FOR 1 HOUR. NO ISSUES WERE REPORTED BACK TO ME AFTER OPERATION. CLEANED UP WORK AREA, WROTE SERVICE REPORT AND LEFT THE JOB SITE. T/s brake system light is on, possible accumulator T/S BRAKE SYSTEM LIGHT IS ON, POSSIBLE ACCUMULATOR
Dec 13, 2020	Service	6,852	Load/unload Machine	
Dec 13, 2020	Service	6,852	Inspect Machine	
Dec 13, 2020	Service	6,852	Rental Steam Clean Machine	
Dec 13, 2020	Service	6,852	Repair For Warranty Wiring Harness	REPAIR PROCESS COMMENTS: PERFORM S/L 46877 REMOVED BELLY PANS. REMOVE HOOD PANELS. REMOVED OLD CUSHION HITCH HARNESS AND HARDWARE FOR HARNESS. REMOVE HYDRAULIC LINES AS FABRICATED BRACKETS AND BOSSES AS PER SERVICE LETTER. INSTALLED NEW CUSHION HARNESS AND HARDWARE. INSTALLED NEW STEERING HYDRAULIC LINES AND CUSHION CYLINDER LINE. Perform sl ps46877 dated 10/05/2020 PERFORM SL PS46877 DATED 10/05/2020

Dec 13, 2020	Service	6,852	Repair Draft Frame	<p>CUSTOMER COMPLAINT: 4690-DRAFT FRAME CRACKED IN SEVERAL AREAS CAUSE OF FAILURE: HOURS OF USE REPAIR PROCESS COMMENTS: 4690-DRAFT FRAME CRACKED IN SEVERAL AREAS, FRAME CRACKED UP TOP AND MAIN TUBE. REMOVED LINES OVER TOP OF DRAFT FRAME SO WELDER COULD ACCESS CRACKS. AFTER LINES WERE REMOVED FOR ACCESS, THE CRACKS ON THE UPPER PORTION OF THE HITCH WHERE THE SIDE PLATES JOIN THE TOP PLATE, GROUND THE AREAS OUT TO THE ENDS OF THE CRACKS AND WELDED THEM IN SEVERAL PASSES TO MATCH THE OTHER STRUCTURAL WELDS. AFTER THE CRACKS WERE WELDED, THE LINES WERE INSTALLED BACK INTO PLACE OVER DRAFT FRAME. ALSO REMOVED LINES ON MAIN DRAFT FRAME TUBE TO HAVE ACCESS TO THE CRACKS TO GRIND AND WELD. THE PLATES ARE WELDED ON WERE GROUND OUT TO THE ENDS OF THE CRACKS AND RE WELDED. PAINTED WELDED AREAS 5351- DRAFT FRAME HAD SEVERAL CRACKS. GROUND OUT CRACKS UNTIL CRACK COULD NOT BE SEEN AND FILLED GRIND IN WITH WELD. GRINDED OF WELD FLUSH WITH FRAME. REMOVAL AND REPLACEMENT OF LINES TOOK 8.5 HOURS AND THE WELDING TOOK 11.5 HOURS Repair cracks in draft frame. remove and install REPAIR CRACKS IN DRAFT FRAME. REMOVE AND INSTALL HYD. LINE AND PROTECT MACHINE FROM WELDING AND GRINDING</p>
Dec 13, 2020	Service	6,852	Perform Pm 1	<p>*NOTICE* THE FOLLOWING DEFINITION IS A GENERAL STATEMENT AND MAY NOT COVER ALL THE CHECKS THAT PERTAIN TO THE MODEL YOU ARE WORKING ON. ALWAYS FOLLOW CATERPILLAR OPERATIONAL MAINTENANCE MANUAL FOR SPECIFIC INSTRUCTIONS FOR THE SERVICE YOU ARE -CHANGE ENGINE OIL AND FILTER -OBTAIN SCHEDULED OIL SAMPLES - THE RESULTS OF THESE WILL BE SENT TO YOU UPON COMPLETION -CLEAN AIR INTAKE PRE-CLEANER - LUBRICATE ALL GREASE FITTINGS -DRAIN WATER SEPARATOR -CHECK COOLANT CONDITION AND ADD INHIBITOR IF NECESSARY -CHECK ALL FLUID LEVELS -PERFORM VISUAL OPERATIONAL INSPECTION -ADJUST OSCILLATING HITCH (WHEN APPLICABLE) -CHECK TRACK ADJUSTMENT (WHEN APPLICABLE)</p> <p>*****</p> <p>CUSTOMER IS RESPONSIBLE FOR THE FOLLOWING: WHEN REQUIRED ITEMS, 10 HOUR OR DAILY, 50 HOUR OR WEEKLY, 100 HOUR OR BI-MONTHLY SERVICE INTERVALS. TO INCLUDE ALL PARTS (I.E. ENGINE AND CAB AIR FILTERS, MAKEUP OIL AND G.E.T.) ADJUSTMENT OF BALL SOCKETS, CIRCLES, ADJUSTMENT AND REPACKING OF ROLLERS (WHEN APPLICABLE)</p> <p>*****</p> <p>REPAIR PROCESS COMMENTS: OBTAINED OIL SAMPLES AS PER 250 SERVICE. CHECKED ALL FLUIDS AND ADJUSTED AS</p>

Dec 13, 2020	Service	6,852	Repair For Warranty Suspension Seat	REPAIR PROCESS COMMENTS: PERFORM S/L PS46141 REMOVED SEAT FROM CAB. DISASSEMBLED SEAT SUSPENSION SYSTEM. REMOVED OLD SHOCK. WELDED ON BRACKETS FOR NEW SOCK WIRING AS PER SERVICE LETTER. INSTALLED NEW SHOCK. INSTALLED SEAT IN CAB. Perform sl ps46141 dated 03/05/2019 PERFORM SL PS46141 DATED 03/05/2019 SEAT SUSPENSION SHOCK ABSORBER CAN FAIL
Dec 13, 2020	Service	6,852	Troubleshoot Engine Cooling System	REPAIR PROCESS COMMENTS: PRESSURE TEST FRONT ENGINE COOLING SYSTEM AND 2 HOSE CLAMPS LEAKING. INSTALLED 2 NEW HOSE CLAMPS Troubleshoot front engine cooling system TROUBLESHOOT FRONT ENGINE COOLING SYSTEM
Dec 13, 2020	Service	6,852	Repair Ether Starting Aid	REPAIR PROCESS COMMENTS: ENGINE Install either bottle and make sure it works INSTALL EITHER BOTTLE AND MAKE SURE IT WORKS
Dec 13, 2020	Service	6,852	Repair For Warranty Wiring Harness	REPAIR PROCESS COMMENTS: PERFORM S/L 46877 REMOVED BELLY PANS. REMOVE HOOD PANELS. REMOVED OLD CUSHION HITCH HARNESS AND HARDWARE FOR HARNESS. REMOVE HYDRAULIC LINES AS FABRICATED BRACKETS AND BOSSES AS PER SERVICE LETTER. INSTALLED NEW CUSHION HARNESS AND HARDWARE. INSTALLED NEW STEERING HYDRAULIC LINES AND CUSHION CYLINDER LINE. Perform sl ps46877 dated 10/05/2020 PERFORM SL PS46877 DATED 10/05/2020
Dec 13, 2020	Service	6,852	Rental Steam Clean Machine	
Dec 13, 2020	Service	6,852	Use 595 Perform/7620 Sfwr Eng Electronic Cont Sys	REPAIR PROCESS COMMENTS: DOWNLOAD PRODUCT STATUS REPORT AND UPDATE Update software UPDATE SOFTWARE
Dec 13, 2020	Service	6,852	Load/unload Machine	
Dec 13, 2020	Service	6,852	Replace Decals	REPAIR PROCESS COMMENTS: INSTALLED NEW WAGNER DECALS Replace worn decals REPLACE WORN DECALS
Dec 13, 2020	Service	6,852	Repair Window Washer	REPAIR PROCESS COMMENTS: REMOVED PANELS TO ACCESS RESERVOIR .WINDSHIELD WASHER RESERVOIR CRACKED. INSTALLED NEW RESERVOIR AND HAD TO BLOW OUT LINES BECAUSE THEY WERE CLOGGED WITH DIRT. INSTALLED PANELS Replace window washer bottle REPLACE WINDOW WASHER BOTTLE



Dec 13, 2020	Service	6,852	Troubleshoot Engine Cooling System	REPAIR PROCESS COMMENTS: PRESSURE TEST REAR ENGINE COOLING SYSTEM AND 2 HOSE CLAMPS LEAKING. INSTALLED 2 NEW HOSE CLAMPS AND IS NO LONGER LEAKING. Troubleshoot rear engine cooling system TROUBLESHOOT REAR ENGINE COOLING SYSTEM
Dec 13, 2020	Service	6,852	Inspect Machine	
Dec 13, 2020	Service	6,852	Inspect Do Not Use - After Servic	REPAIR PROCESS COMMENTS: RUN MACHINE AND INSPECT AFTER SERVICE. MACHINE RUNS GREAT WITH NO LEAKS.
Dec 13, 2020	Service	6,852	Troubleshoot Wiring Harness	REPAIR PROCESS COMMENTS: T/S CUSHION HITCH WIRING HARNESS. MACHINE HAS 155 LOGGED CODES OF 3496-3. WENT THROUGH T/S PROCEDURE FOR CODE AND DIDN'T FIND ANYTHING WRONG. NEED TO PERFORM S/L46877 BECAUSE THE CUSHION HITCH HARNESS HAS AN INTERMITTENT OPEN MAKING THE 3496-3 CODE. Troubleshoot harness code 3496-3 TROUBLESHOOT HARNESS CODE 3496-3
Dec 13, 2020	Service	6,852	Perform Pm 1	<p>*NOTICE* THE FOLLOWING DEFINITION IS A GENERAL STATEMENT AND MAY NOT COVER ALL THE CHECKS THAT PERTAIN TO THE MODEL YOU ARE WORKING ON. ALWAYS FOLLOW CATERPILLAR OPERATIONAL MAINTENANCE MANUAL FOR SPECIFIC INSTRUCTIONS FOR THE SERVICE YOU ARE -CHANGE ENGINE OIL AND FILTER -OBTAIN SCHEDULED OIL SAMPLES - THE RESULTS OF THESE WILL BE SENT TO YOU UPON COMPLETION -CLEAN AIR INTAKE PRE-CLEANER - LUBRICATE ALL GREASE FITTINGS -DRAIN WATER SEPARATOR -CHECK COOLANT CONDITION AND ADD INHIBITOR IF NECESSARY -CHECK ALL FLUID LEVELS -PERFORM VISUAL OPERATIONAL INSPECTION -ADJUST OSCILLATING HITCH (WHEN APPLICABLE) -CHECK TRACK ADJUSTMENT (WHEN APPLICABLE)</p> <p>*****</p> <p>CUSTOMER IS RESPONSIBLE FOR THE FOLLOWING: WHEN REQUIRED ITEMS, 10 HOUR OR DAILY, 50 HOUR OR WEEKLY, 100 HOUR OR BI-MONTHLY SERVICE INTERVALS. TO INCLUDE ALL PARTS (I.E. ENGINE AND CAB AIR FILTERS, MAKEUP OIL AND G.E.T.) ADJUSTMENT OF BALL SOCKETS, CIRCLES, ADJUSTMENT AND REPACKING OF ROLLERS (WHEN APPLICABLE)</p> <p>*****</p> <p>REPAIR PROCESS COMMENTS: OBTAINED OIL SAMPLES AS PER 250 SERVICE. CHECKED ALL FLUIDS AND ADJUSTED AS</p>

Dec 13, 2020	Service	6,852	Repair For Warranty Suspension Seat	REPAIR PROCESS COMMENTS: PERFORM S/L PS46141 REMOVED SEAT FROM CAB. DISASSEMBLED SEAT SUSPENSION SYSTEM. REMOVED OLD SHOCK. WELDED ON BRACKETS FOR NEW SOCK WIRING AS PER SERVICE LETTER. INSTALLED NEW SHOCK. INSTALLED SEAT IN CAB. Perform sl ps46141 dated 03/05/2019 PERFORM SL PS46141 DATED 03/05/2019 SEAT SUSPENSION SHOCK ABSORBER CAN FAIL
Dec 13, 2020	Service	6,852	Repair Cab	REPAIR PROCESS COMMENTS: CAB DOOR SEAL TORN. INSTALLED NEW CAB DOOR SEAL. HARDWARE MISSING IN CAB INSTALLED NEW HARDWARE IN CAB. HARDWARE ALSO MISSING ON PANELS ON MACHINE, HAD TO TAP OUT SEVERAL HOLES AND INSTALL NEW HARDWARE. Install missing hardware and tighten loose hood INSTALL MISSING HARDWARE AND TIGHTEN LOOSE HOOD HARDWARE. REPAIR DOOR SEAL.
Dec 13, 2020	Service	6,852	Perform When Required	REPAIR PROCESS COMMENTS: GREASE MACHINE AND CHECKED ALL FLUIDS, ADJUSTED FLUIDS AS NEEDED.
Dec 13, 2020	Service	6,852	Repair Draft Frame	CUSTOMER COMPLAINT: 4690-DRAFT FRAME CRACKED IN SEVERAL AREAS CAUSE OF FAILURE: HOURS OF USE REPAIR PROCESS COMMENTS: 4690-DRAFT FRAME CRACKED IN SEVERAL AREAS, FRAME CRACKED UP TOP AND MAIN TUBE. REMOVED LINES OVER TOP OF DRAFT FRAME SO WELDER COULD ACCESS CRACKS. AFTER LINES WERE REMOVED FOR ACCESS, THE CRACKS ON THE UPPER PORTION OF THE HITCH WHERE THE SIDE PLATES JOIN THE TOP PLATE, GROUND THE AREAS OUT TO THE ENDS OF THE CRACKS AND WELDED THEM IN SEVERAL PASSES TO MATCH THE OTHER STRUCTURAL WELDS. AFTER THE CRACKS WERE WELDED, THE LINES WERE INSTALLED BACK INTO PLACE OVER DRAFT FRAME. ALSO REMOVED LINES ON MAIN DRAFT FRAME TUBE TO HAVE ACCESS TO THE CRACKS TO GRIND AND WELD. THE PLATES ARE WELDED ON WERE GROUND OUT TO THE ENDS OF THE CRACKS AND RE WELDED. PAINTED WELDED AREAS 5351- DRAFT FRAME HAD SEVERAL CRACKS. GROUND OUT CRACKS UNTIL CRACK COULD NOT BE SEEN AND FILLED GRIND IN WITH WELD. GRINDED OF WELD FLUSH WITH FRAME. REMOVAL AND REPLACEMENT OF LINES TOOK 8.5 HOURS AND THE WELDING TOOK 11.5 HOURS Repair cracks in draft frame. remove and install REPAIR CRACKS IN DRAFT FRAME. REMOVE AND INSTALL HYD. LINE AND PROTECT MACHINE FROM WELDING AND GRINDING
Aug 23, 2020	Service	6,622	Load/unload Machine	
Aug 23, 2020	Service	6,622	Inspect Machine	CUSTOMER COMPLAINT: INSPECT MACHINE CAUSE OF FAILURE: NEED TO INSPECT FROM AND FOR RENTAL REPAIR PROCESS COMMENTS: PERFORMED DAILY INSPECTION AND LOOKED FOR ALL SAFETY ITEMS AND LEAKS AND OTHER COMMON ISSUES.

Aug 23, 2020	Service	6,622	Rental Machine	
Aug 23, 2020	Service	6,622	Rental Steam Clean Machine	
Aug 23, 2020	Service	6,622	Repair For Warranty Serpentine Belt	Perforam sl ps46472 PERFORAM SL PS46472
Aug 23, 2020	Service	6,622	Repair Transmission & Drive Line	CUSTOMER COMPLAINT: REPAIR TRANSMISSION CAUSE OF FAILURE: OUT PUT YOKE SEAL LEAKING REPAIR PROCESS COMMENTS: ORDERED AND REMOVED DRIVE SHAFT YOKE. REMOVED YOKE SEAL HOUSING SINCE I COULD NOT GET IT THE SEAL OUT WITH HOUSING ON TRANSMISSION. REMOVED SEAL CLEANED UP HOUSING AND YOKE. INSTALLED NEW SEAL AND INSTALLED. PUT HOUSING BACK ON TRANSMISSION AND YOKE THAN DRIVE LINE. TORQUED YOKE TO 85 FT LBS AND DRIVE LINE BOLTS TO 100 FT AND NO LEAKS Rear trans seal leaking REAR TRANS SEAL LEAKING
Aug 23, 2020	Service	6,622	Repair Hydraulic Hoses/lines	REPAIR HYDRAULIC HOSES/LINES STUDS BROKE FROM BRACKET AND COULD NOT EXTRACT STUDS REPAIR PROCESS COMMENTS: ORDERED NEW BRACKET AND CLAMPS FOR PIPE ON GOOSE NECK HITCH THAT HOLD THE BIG TUBES. ALSO ORDERED HARDWARE. INSTALLED NEW BRACKET AND STUDS AND CLAMPS AND HARDWARE. ADJUSTED TUBE'S TO MAKE FIT Repair hyd clamps REPAIR HYD CLAMPS
Aug 23, 2020	Service	6,622	Replace***use Code 510*** Engine Front Support	CUSTOMER COMPLAINT: REPAIR REAR ENGINE FRONT SUPPORT CAUSE OF FAILURE: RUBBER IS COMING OUT OF TRUNNION REPAIR PROCESS COMMENTS: REMOVED ALL APPROPRIATE STUFF TO REMOVE TRUNNION AWAY THE FROM THE ENGINE FOR REPLACEMENT. REMOVED HOOD TO HOOK WITH CRANE TO THE ENGINE TO SUPPORT THE ENGINE AND LIFT UP. LOOSENED REAR ENGINE MOUNTS AND REMOVED TRUNNION. INSTALLED TRUNNION AND TORQUED CRANK ADAPTER TO 140 FT LB AND DAMPER AND PULLEYS TO 45 FT LB. INSTALLED BELTS AND REINSTALLED HOOD AND CHARGE AIR HOSES AND QUICK DRAIN AND TIGHTENED BOLTS FOR THE REAR ENGINE MOUNT. INSTALLED HOOD AND TESTED FOR Repair rear engine front support that is coming APART

Aug 23, 2020	Service	6,622	Repair Lift Arm Hinge Pin Boss	CUSTOMER COMPLAINT: REPAIR LIFT ARM HINGE PIN BOSS CAUSE OF FAILURE: BALE HITCH PINS AND BOWL PINS WONT TAKE GREASE. REPAIR PROCESS COMMENTS: REPLACED GREASE ZERKS AND STILL WOULD NOT TAKE GREASE. REMOVED PIN RETAINER'S AND BROKE PINS FREE AND TRIED AGAIN DID NOT TAKE GREASE. STARTED REMOVING PINS WITH PRESSURE ON GREASE ZERK. STARTED TO TAKE GREASE. INSTALLED PIN INTO BORE AND TURNED PIN AROUND AND SQUIRTED GREASE INTO IT WHILE DOING SO. PERFORMED THE SAME PROCEDURE TO ALL 3 PINS. BOTH BOWL PINS AND THE RIGHT BALE HITCH PIN. Repair bowl pins and front bale won't take grease REPAIR BOWL PINS AND FRONT BALE WON'T TAKE GREASE
Aug 23, 2020	Service	6,622	Repair Ejector Guide	CUSTOMER COMPLAINT: REPAIR EJECTOR ROLLER SYSTEM REPAIR PROCESS COMMENTS: REPLACED RIGHT LOWER EJECTOR CARRIER ROLLER. ADJUSTED AND FOUND THAT THE LEFT CARRIER WAS BELLOW SPECIFICATIONS FREED UP ROLLER TO ADJUST AND WOULD NOT ADJUST ANY HIGHER. ORDERED NEW ROLLER AND INSTALLED AND ADJUSTED. FOUND THAT THE SIDE ROLLER GUIDES NEEDED ADJUSTED TOO ADJUSTED THEM. RAN EJECTOR BACK AND FORTH TO MAKE SURE THERE WAS NO BINDING ALL LOOKED GOOD. Right side ejector guide roller missing. RIGHT SIDE EJECTOR GUIDE ROLLER MISSING.
Aug 23, 2020	Service	6,622	Refill Fluid	REFILL FLUIDS CAUSE OF FAILURE: FRONT AND REAR TRANSMISSION AND HYDRAULIC IS LOW ON FLUID. REPAIR PROCESS COMMENTS: LOOKED TO OF HAD A LEAK ON THE HYDRAULIC TANK AT ONE TIME. ADDED HYDRAULIC FLUID AND ADDED TRANSMISSION FLUID TO THE TRACTOR TRANSMISSION. RAN TO TEMP AND ADJUSTED FROM THERE. TOPPED OFF REAR TRANSMISSION AS WELL. Top off trans, hyd, and rear diff oil TOP OFF TRANS, HYD, AND REAR DIFF OIL
Aug 23, 2020	Service	6,622	Load/unload Machine	
Aug 23, 2020	Service	6,622	Clean Frame	CLEAN FRAME/THUMBNAI LS CAUSE OF FAILURE: SEVERAL THUMB NAILS REPAIR PROCESS COMMENTS: REMOVED THUMB NAILS OF THE PUSH AND THE PULL PLATES. Remove thumbnails REMOVE THUMBNAI LS
Aug 23, 2020	Service	6,622	Repair Battery	CUSTOMER COMPLAINT: SLOW CRANK AFTER SITTING CAUSE OF FAILURE: BATTERIES WERE BAD REPAIR PROCESS COMMENTS: ORDERED BATTERIES AND REMOVED OLD ONES AND CLEANED ALL CONNECTIONS. T/s and repair machine for batteries possibly BEING FAILED. LOAD TEST

Aug 23, 2020	Service	6,622	Repair Hydraulic Tank	CUSTOMER COMPLAINT: HYDRAULIC TANK NEEDS REPAIRED CAUSE OF FAILURE: STUD BROKE OFF FROM TANK FOR TUBE FOR RETURN FILTER REPAIR PROCESS COMMENTS: DRAINED HYDRAULIC OIL AND REMOVED FILTER ASSEMBLY AND TUBE. REMOVED OLD STUD FROM TANK. PREPPED FOR WELDING AND TIG WELDED NEW STUD ON TANK. INSTALLED NEW TUBE DUE TO IT HAD A BROKEN STUD AS WELL. INSTALLED NEW ORINGS. STARTED SCRAPER Repair hyd. tank filter cover broken bolts REPAIR HYD. TANK FILTER COVER BROKEN BOLTS
Aug 23, 2020	Service	6,622	Repair Ladder/step	REPAIR LADDER/STEP REPAIR PROCESS COMMENTS: ORDERED PARTS AND REPLACED STEP AND SUPPORT FOR STEP Left rear step torn and ladder bent-straighten LEFT REAR STEP TORN AND LADDER BENT-STRAIGHTEN AND REPLACE STEP
Aug 23, 2020	Service	6,622	Repair Seat/arm Cushion	CUSTOMER COMPLAINT: REPAIR SEAT/ARM CUSHION CAUSE OF FAILURE: REPAIR PROCESS COMMENTS: ORDERED SEAT CUSHION KIT WENT TO REPLACE AND FOUND THAT THE BOTTOM SEAT ADJUSTER WAS DAMAGE ALONG WITH THE BOTTOM CUSHION PAN. ORDERED AND INSTALLED WHEN PARTS WHEN TO CAME IN. Rear cusion worn-replace
Aug 23, 2020	Service	6,622	Replace***use Code 510*** Fasteners, Conn & Hardwr	REPLACE FASTENERS, CONNECTOR AND HARDWARE CAUSE OF FAILURE: MISSING HARDWARE REPAIR PROCESS COMMENTS: ORDERED AND INSTALLED HARDWARE. HAD EXTRA BOLT FOR THE CAB AIR INTAKE AND INSTALLED. INSTALLED HARDWARE FOR TRANS GUARD THAT WAS MISSING. Replace missing bolts in trans guard and cab REPLACE MISSING BOLTS IN TRANS GUARD AND CAB INTAKE. REAR CEM PACKAGE HAS A BOLT THAT BACKED OUT
Aug 23, 2020	Service	6,622	Replace V-belt(s)	CUSTOMER COMPLAINT: REPLACE V BELT (REAR ENGINE) CAUSE OF FAILURE: WAS CRACKED OUT//WORN REPAIR PROCESS COMMENTS: REMOVED BELT AND INSTALLED NEW BELT BOLTED Replace rear alt. belt REPLACE REAR ALT. BELT
Aug 23, 2020	Service	6,622	Perform When Required	CUSTOMER COMPLAINT: PERFORM INDICATED MAINTENANCE REPAIR PROCESS COMMENTS: INSPECTED MACHINE PERFORMED INSPECT ON MACHINE FIXED SEVERAL ISSUES. INSPECTED ALL FLUID LEVELS. BELTS AND GREASED MACHINE. DRAINED ABOUT HALF A QUART OF BRAKE COOLING OIL FOR REAR BRAKES TO BE ABLE TO SEE IN SIGHT GLASS. ORDERED OPERATIONS BOOK AND SAFETY BOOK. INSTALLED WHEN THEY GOT IN. INSTALLED 5 MISSING YELLOW REFLECTORS. A/C COOLED TO 45 DEGREES. INSTALLED FENDER WASHERS ON LICENSE PLATE DUE TO IT WAS CRACKING.

Aug 23, 2020	Service	6,622	Rental Steam Clean Machine	
Aug 23, 2020	Service	6,622	Rental Machine	
Aug 23, 2020	Service	6,622	Inspect Machine	CUSTOMER COMPLAINT: INSPECT MACHINE CAUSE OF FAILURE: NEED TO INSPECT FROM AND FOR RENTAL REPAIR PROCESS COMMENTS: PERFORMED DAILY INSPECTION AND LOOKED FOR ALL SAFETY ITEMS AND LEAKS AND OTHER COMMON ISSUES.
Aug 23, 2020	Service	6,622	Repair Ladder/step	CUSTOMER COMPLAINT: REPAIR LADDER/STEP ORDERED AND REPLACED SUPPORT FOR STEP Right side rear step torn RIGHT SIDE REAR STEP TORN
Aug 23, 2020	Service	6,622	Repair Air Line/pipe	CUSTOMER COMPLAINT: REPAIR AIR LINE/PIPE CAUSE OF FAILURE: ENGINE OIL QUICK DRAIN HOSE RUBBED THROUGH THE LOWER CAC HOSE ON THE REAR ENGINE DUE TO BAD ROUTING. RADIATOR VENT LINE RUBBED THROUGH FIRST LAWYER OF CLOTH ON THE UPPER CAC BOOT DUE TO BAD ROUTING. REPAIR PROCESS COMMENTS: ORDERED HOSES. REMOVED BOTH CAC BOOTS AND INSTALLED NEW ONES. THE LOWER CLAMP WOULD NOT COME OFF DUE TO BEING STRIPPED OUT. ORDERED AND REPLACED CLAMP. REROUTED LOWER AND TOP HOSES SO THEY WOULD NOT RUB ON CAC HOSES. INSTALLED REAR EXHAUST STACK AND DUST EJECTOR. FRONT DUST EJECTOR WAS OFF INSTALLED REMOVED GUARDS TO BE ABLE TO INSTALL. Replace 2 failed intake air boots on rear engine, REPLACE 2 FAILED INTAKE AIR BOOTS ON REAR ENGINE, INSTALL REAR ENG. INLET AND EXHAUST PIPE, FIX REAR DUST EJECTOR HOSE, AND INSTALL FRONT ENGINE DUST EJECTOR

Aug 23, 2020	Service	6,622	Repair Compartment Door	<p>CUSTOMER COMPLAINT: REATTACH PANELS AND LATCHES HOODS AND GRILLS CAUSE OF FAILURE: MISSING HARDWARE AND RETAINERS FRONT LEFT COMPARTMENT DOOR HINGE TO SEE THE BATTERIES EPOXY WAS BROKE LOOSE. RE SECURED THE DOOR TO THE HINGE WITH HARDWARE/BOLTS. REAR DOOR FOR REAR RADIATOR DOOR WAS MISSING ALONG WITH RING. ORDERED APPROPRIATE PARTS AND DRILLED HOLES IN ANGLE IRON AND ATTACHED DOOR WITH HINGE TO ANGLE IRON AND BOLTED ANGLE IRON TO HOOD. MADE DOOR STOP FOR DOOR GLASS PEOPLE CAME AND INSTALLED 2 DOOR LATCH'S FOR THE REAR SIDE RADIATOR INSPECTION DOORS. ORDERED RETAINERS AND HARDWARE FOR REAR ENGINE GRILL. REMOVED OLD EPOXY AND EPOXIED NEW RETAINERS FOR THE GRILL. LET EPOXY SET UP AND INSTALLED GRILL WITH 2 NEW BOLTS. FOUND THAT REAR DOOR HATCH WAS MISSING FOR THE RADIATOR SURGE TANK. ORDERED PARTS AND FABRICATED A BRACKET FOR THE DOOR HINGES TO MOUNT TO LINED UP AND DRILLED HOLES TO BOLT BRACKET AND THEN BOLTED HATCH AND HINGES TO BRACKET. TESTED TO MAKE SURE IT WAS LINED UP. HELP WINDSHIELD GUY INSTALL THE HATCH STOP AS WELL. I FABRICATED THE HATCH STOP PRIOR TO GUY COMING OUT TO GLUE. Repair front compartment door, rear hood REPAIR FRONT COMPARTMENT DOOR, REAR HOOD COOLANT RES. DOOR, AND LEFT REAR ENG. RAD. SIDE DOOR. INSTALL MISSING REAR GRILL HARDWARE INSTALL FRONT HOOD HARDWARE</p>
Aug 23, 2020	Service	6,622	Adjust Rock Ejector	<p>CUSTOMER COMPLAINT: ADJUST ROCK EJECTOR CAUSE OF FAILURE: EJECTOR ROLLERS ARE WORN OUT REPAIR PROCESS COMMENTS: FOUND THAT THE EJECTOR NEEDS ADJUSTED. AFTER INSPECTING THE EJECTOR FOUND THAT THE GUIDE ROLLERS COULD BE WORN OUT. ORDERED AND REPLACED THEM ADJUSTED THEM ALL THE WAY OUT TO GUIDE BETTER. FOUND THAT THE EJECTOR WAS STILL A LITTLE OFF IN THERE. ADJUSTED THE REAR SUPPORT ROLLERS AND THAT SEEMED TO HELP. THE BOWL AND THE EJECTOR DOOR SEEMS A LITTLE WORE OUT BUT STILL HAS LIFE LEFT IN IT. THE RIGHT BOTTOM SIDE OF THE EJECTOR HAS BEEN WEARING ON THE BOTTOM OF THE BOWL DUE TO A BAD ROLLER THAT WAS MISSING AND IN OPERATION. WAS ABLE TO ADJUST EJECTOR TO MAKE IT OPERATIONAL. Adjust ejector door alignment ADJUST EJECTOR DOOR ALIGMENT</p>
Aug 23, 2020	Service	6,622	Repair Cab	<p>CUSTOMER COMPLAINT: REMOVE CB RADIO REMOVED CB RADIO AND WIRES AND DISCONNECTED. Remove all wires throught windows, tighten shift REMOVE ALL WIRES THROUGHT WINDOWS, TIGHTEN SHIFT HANDLE,</p>

Aug 23, 2020	Service	6,622	Repair Dome Lamp Assembly	CUSTOMER COMPLAINT: REPAIR DOME LIGHTS CAUSE OF FAILURE: DOME LIGHTS WERE MISSING REPAIR PROCESS COMMENTS: ORDERED DOME LIGHTS AND A FOOT OF THE DOOR SEAL SINCE THE HEAD BOARD IS WORE OUT TO KEEP LIGHTS IN HEAD LINER. INSTALLED WIRED UP AND TESTED THEY DIDN'T WORK. FOUND A BAD FUSE AND REPLACED AND TESTED GOOD. Dome lights fell out of headliner-repair DOME LIGHTS FELL OUT OF HEADLINER-REPAIR
Aug 23, 2020	Service	6,622	Repair Hydraulic Hoses/lines	CUSTOMER COMPLAINT: REPAIR HYDRAULIC LINE CLAMPS CAUSE OF FAILURE: THERE WERE CLAMPS MISSING AND DAMAGED REPAIR PROCESS COMMENTS: INSTALLED CLAMPS AND REMOVED OLD OR BROKEN ONES AND INSTALLED NEW ONES. Replace worn hyd. clamps on line on hitch REPLACE WORN HYD. CLAMPS ON LINE ON HITCH
Aug 23, 2020	Service	6,622	Inspect Do Not Use - After Servic	
Aug 23, 2020	Service	6,622	Repair For Warranty Serpentine Belt	Perforam sl ps46472 PERFORAM SL PS46472
Aug 23, 2020	Service	6,622	Replace***use Code 510*** Ether Starting Aid	CUSTOMER COMPLAINT: CAUSE OF FAILURE: WAS MISSING REPAIR PROCESS COMMENTS: CLEANED RECEPTACLE WHERE ETHER BOTTLE SCREWS INTO. ORDERED GASKET AND INSTALLED AND INSTALLED ETHER BOTTLE. Replace missing ether bottle REPLACE MISSING ETHER BOTTLE
Aug 23, 2020	Service	6,622	Repair Seat Assembly	CUSTOMER COMPLAINT: REPAIR SEAT ASSEMBLY REPAIR PROCESS COMMENTS: REMOVED SEAT BASE AND FOUND THAT THE SLIDERS CAN BE ADJUSTED SO INSTALLED SEAT AND ADJUSTED SLIDERS SO IT DIDN'T WOBBLE AND COULD STILL ADJUST FORWARD AND BACKWARDS. Seat suspension loose-repair
Aug 23, 2020	Service	6,622	Replace***use Code 510*** Fuse/circuit Breaker Pan	CUSTOMER COMPLAINT: REPLACE FUSE PANEL/CIRCUIT BREAKER PANEL REPAIR PROCESS COMMENTS: SCREW MISSING TO KEEP FRONT FUSE PANEL ON AND FUSE PANEL MISSING. ORDERED HARDWARE AND FUSE PANEL FOR THE FRONT FUSE BOX BY THE BATTERIES. INSTALLED WHEN PARTS ARRIVED. Replace missing fuse panel by battery. REPLACE MISSING FUSE PANEL BY BATTERY.



Aug 23, 2020	Service	6,622	Remove & Install Bottom Guard	CUSTOMER COMPLAINT: REMOVE AND INSTALL BOTTOM GUARD CAUSE OF FAILURE: BOTTOM FRONT BELLY PANS ARE BENT IN AND SOUND BAFFLE UNDER CAB IS MISSING ALONG WITH SOME HARDWARE. REPAIR PROCESS COMMENTS: ORDERED MISSING HARDWARE AND SOUND BAFFLE. REMOVED BELLY PANS BENT THEM STRAIGHT WITH EXCAVATOR. INSTALLED BELLY PANS INSTALLED NEW HARDWARE IN PLACES THEY WERE BENT, BROKE OR MISSING. WENT TO INSTALL SOUND BAFFLE UNDER CAB AND FOUND THERE WAS SEVERAL HOLES THAT WERE DAMAGED WHERE THE HARDWARE WAS MISSING. REMOVED AND RAN A TAP THROUGH THE HOLES AND INSTALLED BAFFLE WITH NEW HARDWARE WHERE THERE WHERE MISSING. SECURED AIR DUCT WHILE I WAS IN THERE WHILE I HAD THE BELLY PANS OFF I NOTICED MISSING HARDWARE FOR LINES AND HOSES UNDER/AROUND ENGINE, ORDERED AND INSTALLED MISSING HARDWARE. Remove and install front belly pan. straighthen REMOVE AND INSTALL FRONT BELLY PAN. STRAIGHTEN AND INSTALL MISSING HARDWARE IN BOTTOM GUARDS INSTALL MISSING BOTTOM GUARD UNDER CAB
Aug 23, 2020	Service	6,622	Repair Fuel Injection Lines	CUSTOMER COMPLAINT: REPAIR FUEL TANK/FAST FILL CAUSE OF FAILURE: MISSING CAP FOR THE FAST FILL SYSTEM ON FUEL TANK REPAIR PROCESS COMMENTS: VACUUM ON TANK AND REMOVED QD TO BE ABLE TO SLIP THE CABLE OVER IT AND INSTALLED QD STOPPED PULLING THE VACUUM. FINISHED TIGHTENING THE QD. CHECKED FOR LEAKS AND ALL WAS GOOD. Install missing fuel drain hose on tank, install INSTALL MISSING FUEL DRAIN HOSE ON TANK, INSTALL MISSING FAST FILL CAP
Aug 23, 2020	Service	6,622	Replace***use Code 510*** Window Wiper	CUSTOMER COMPLAINT: REPLACE WINDSHIELD WIPER REPAIR PROCESS COMMENTS: ORDERED AND INSTALLED WINDSHIELD WIPER (FRONT) Front wiper blade FRONT WIPER BLADE
Aug 23, 2020	Service	6,622	Repair Seat Assembly	CUSTOMER COMPLAINT: REPAIR SEAT GUARD REPAIR PROCESS COMMENTS: ORDERED SEAT SWITCH GUARD AND INSTALLED. Seat switch guard broken off-replace SEAT SWITCH GUARD BROKEN OFF-REPLACE
Aug 23, 2020	Service	6,622	Install Mud Guard	CUSTOMER COMPLAINT: INSTALL MUD GUARDS CAUSE OF FAILURE: WITH OUT DEBRIS CAN DAMAGE THE BOWL CYLINDER ORDERED APPROPRIATE PARTS FOR THE MUD FLAPS AND INSTALLED MUD FLAPS. Install bowl lift cylinder mud guards INSTALL BOWL LIFT CYLINDER MUD GUARDS

Aug 23, 2020	Service	6,622	Replace Ground Engaging TI (get)	REPLACED GROUND ENGAGING CUTTING EDGE CAUSE OF FAILURE: WORE OUT AND BROKE REPAIR PROCESS COMMENTS: REMOVED OLD BROKE CUTTING EDGES. CLEANED SURFACE AREA. REMOVED THE PAINT FROM THE CUTTING EDGES AND INSTALLED. ORDERED 79040 LOCTITE PAINT REMOVER TO HELP SPEED UP THE PROCESS OF THE PAINT REMOVAL.
Aug 23, 2020	Service	6,622	Repair Transmission & Drive Line	CUSTOMER COMPLAINT: REPAIR TRANSMISSION CAUSE OF FAILURE: OUT PUT YOKE SEAL LEAKING REPAIR PROCESS COMMENTS: ORDERED AND REMOVED DRIVE SHAFT YOKE. REMOVED YOKE SEAL HOUSING SINCE I COULD NOT GET IT THE SEAL OUT WITH HOUSING ON TRANSMISSION. REMOVED SEAL CLEANED UP HOUSING AND YOKE. INSTALLED NEW SEAL AND INSTALLED. PUT HOUSING BACK ON TRANSMISSION AND YOKE THAN DRIVE LINE. TORQUED YOKE TO 85 FT LBS AND DRIVE LINE BOLTS TO 100 FT AND NO LEAKS Rear trans seal leaking REAR TRANS SEAL LEAKING
Aug 23, 2020	Service	6,622	Replace Gasket/reseal Transmission & Drive Line	CUSTOMER COMPLAINT: REPLACE GASKET/RESEAL TRANSMISSION CAUSE OF FAILURE: ORINGS WERE HARD AND FLAT WITH DEBRIS ON SEALS FOR THE SCREENS AND THE MAGNET ON TRACTOR TRANS REPAIR PROCESS COMMENTS: ORDERED SEALS DRAINED ABOUT 20 GALLONS FROM THE SCREEN DRAINS. PULLED COVERS OFF OF TRANSMISSION AND REPLACED O-RINGS. INSTALLED AND FILLED TRANS Reseal leaking covers on rear of trans. RESEAL LEAKING COVERS ON REAR OF TRANS.
Aug 23, 2020	Service	6,622	Install Make Ready For Rent	CUSTOMER COMPLAINT: MAKE RENTAL READY REPAIR PROCESS COMMENTS: REMOVED OLD WAGNER DECALS AND INSTALLED NEW ONES WITH THE RENTAL BELOW THEM. NEW FLAGS DECALS IN THE WINDOW. UPDATED SERVICE STICKER IN THE CAB. INSPECTED FOR OTHERS AND INSTALLED DECALS #'S OF VIN ON THE OUTSIDE WINDSHIELD.
Aug 23, 2020	Service	6,622	Repair Bumper	CUSTOMER COMPLAINT: FRONT RIGHT BUMPER HAD HEAVY IMPACT CRUSHING BUMPER CAUSE OF FAILURE: DRIVER ERROR RESULTANT DAMAGE: CRUSHED BUMPER REPAIR PROCESS COMMENTS: CUT OUT CRUSHED SECTION AND REBUILD NEW SECTION OF BUMPER. FULLY WELDED BACK TOGETHER AND REPAINTED ENTIRE CORNER SECTION. Repair right front bumper REPAIR RIGHT FRONT BUMPER

Aug 23, 2020	Service	6,622	Repair Engine Cooling System	CUSTOMER COMPLAINT: CAUSE OF FAILURE: COOLANT DRAIN WAS LEAKING WITH FULLY SHUT REPAIR PROCESS COMMENTS: INSTALLED WITH NEW SEAL. FOUND SOME HARDWARE LOOSE WHILE DO REPAIR AND TIGHTENED HARDWARE. ORDERED AND REPLACED REAR ENGINE COOLANT SURGE TANK. Reseal coolant drain on rear engine and replace RESEAL COOLANT DRAIN ON REAR ENGINE AND REPLACE REAR ENGINE SURGE TANK. TIGHTEN REAR ENG. RADIATOR MOUNTS.
Aug 23, 2020	Service	6,622	Repair Fender	CUSTOMER COMPLAINT: INSTALL MISSING HARDWARE REPAIR PROCESS COMMENTS: INSTALLED MISSING HARDWARE FOR RIGHT REAR INNER FENDER. Install missing hardware in right rear fender INSTALL MISSING HARDWARE IN RIGHT REAR FENDER
Aug 23, 2020	Service	6,622	Repair Eng Oil Level Ga/dipstick	CUSTOMER COMPLAINT: REPAIR ENGINE OIL LEVEL GA/DIPSTICK CAUSE OF FAILURE: REPAIR PROCESS COMMENTS: REAR ENGINE OIL DIPSTICK WAS ROUTED WRONG AND RUBBED INTO THE TUBE OF THE DIP STICK. ORDERED NEW DIPSTICK TUB AND INSTALLED ROUTED SO IT WOULD NO RUB Rear engine dipstick tube frayed REAR ENGINE DIPSTICK TUBE FRAYED
Aug 23, 2020	Service	6,622	Check Seat Belt	CUSTOMER COMPLAINT: CHECK SEAT BELT CAUSE OF FAILURE: REPAIR PROCESS COMMENTS: SEAT BELT WAS OUT OF DATE. ORDERED AND REPLACED WITH NEW SEAT BELT. MARKED SEAT BELT WITH INSTALLATION DATE.
Jun 09, 2020	Service	6,607	Perform Pm 2	*NOTICE* THE FOLLOWING DEFINITION IS A GENERAL STATEMENT AND MAY NOT COVER ALL THE CHECKS THAT PERTAIN TO THE MODEL YOU ARE WORKING ON. ALWAYS FOLLOW CATERPILLAR OPERATIONAL MAINTENANCE MANUAL FOR SPECIFIC INSTRUCTIONS FOR THE SERVICE YOU ARE PERFORMING. -CHANGE ENGINE OIL AND FILTER - CHANGE HYDRAULIC AND TRANSMISSION FILTERS -OBTAIN SCHEDULED OIL SAMPLES - THE RESULTS OF THESE WILL BE SENT TO YOU UPON COMPLETION. -CLEAN AIR INTAKE PRE-CLEANER BOWL -LUBRICATE ALL GREASE FITTINGS -DRAIN WATER SEPARATOR -CHECK COOLANT CONDITION AND ADD INHIBITOR IF NECESSARY -CHECK ALL FLUID LEVELS -CLEAN ENGINE CRANKCASE BREATHER REPLACE SECONDARY - CLEAN/REPLACE PRIMARY FUEL FILTER AND REPLACE SECONDARY -PERFORM VISUAL OPERATIONAL INSPECTION CUSTOMER IS RESPONSIBLE FOR THE FOLLOWING: WHEN REQUIRED ITEMS, 10 HOUR OR DAILY, 50 HOUR OR WEEKLY, 100 HOUR OR BI-MONTHLY SERVICE INTERVALS. TO INCLUDE ALL PARTS (I.E. ENGINE AND CAB AIR FILTERS, MAKEUP OIL AND G.E.T.). ADJUSTMENT OF OF ROLLERS (WHEN APPLICABLE) 6-9-20 PERFORMED 500 HR SVC Perform pm 2
Jun 09, 2020	Service	6,607	Add Parts Pm 2	

May 26, 2020	Service	6,516	Travel To/from Work Area	* FUEL ONLY * NO LABOR
May 26, 2020	Service	6,516	Engine	CUSTOMER COMPLAINT: WILL NOT REGEN. CAUSE OF FAILURE: DEF PUMP HAD NO PSI. RESULTANT DAMAGE: MACHINE WOULD KICK OUT OF REGEN. REPAIR PROCESS COMMENTS: PERFORMED A SYSTEM FUNCTIONALITY TEST. TEST WOULD REMOVED AND REPLACED PUMP. PERFORMED TEST AND THE PUMP WAS PRIMING. PSI HELD AT 130PSI. PERFORMED A FUNCTIONALITY TEST AND IT PASSED AND THE CODES CLEAR THEM SELF. RETURN TO SERVICE. Regen issues REGEN ISSUES
May 20, 2020	Service	6,415	Engine	Wont start
May 20, 2020	Service	6,415	Travel To/from Work Area	CUSTOMER COMPLAINT: MACHINE WONT TURN OVER REPAIR PROCESS COMMENTS: TS STARTER CIRCUIT. FOUND BAD STARTER. REPLACED REPLACED STARTER WITH REMAN.
May 20, 2020	Service	6,415	Add Parts Pm 2	
May 20, 2020	Service	6,415	Perform Pm 2	<p>*NOTICE* THE FOLLOWING DEFINITION IS A GENERAL STATEMENT AND MAY NOT COVER ALL THE CHECKS THAT PERTAIN TO THE MODEL YOU ARE WORKING ON. ALWAYS FOLLOW CATERPILLAR OPERATIONAL MAINTENANCE MANUAL FOR SPECIFIC INSTRUCTIONS FOR THE SERVICE YOU ARE PERFORMING. -CHANGE ENGINE OIL AND FILTER - CHANGE HYDRAULIC AND TRANSMISSION FILTERS -OBTAIN SCHEDULED OIL SAMPLES - THE RESULTS OF THESE WILL BE SENT TO YOU UPON COMPLETION. -CLEAN AIR INTAKE PRE-CLEANER BOWL -LUBRICATE ALL GREASE FITTINGS -DRAIN WATER SEPARATOR -CHECK COOLANT CONDITION AND ADD INHIBITOR IF NECESSARY -CHECK ALL FLUID LEVELS -CLEAN ENGINE CRANKCASE BREATHER REPLACE SECONDARY - CLEAN/REPLACE PRIMARY FUEL FILTER AND REPLACE SECONDARY -PERFORM VISUAL OPERATIONAL INSPECTION</p> <p>*****</p> <p>CUSTOMER IS RESPONSIBLE FOR THE FOLLOWING: WHEN WEEKLY, 100 HOUR OR BI-MONTHLY SERVICE INTERVALS. TO INCLUDE ALL PARTS (I.E. ENGINE AND CAB AIR FILTERS, MAKEUP OIL AND G.E.T.). ADJUSTMENT OF BALL SOCKETS, CIRCLES, ADJUSTMENT AND REPACKING OF ROLLERS (WHEN APPLICABLE)</p> <p>*****</p> <p>CUSTOMER COMPLAINT: PERFORM 500 HOUR SERVICE MAINTENANCE REPAIR PROCESS COMMENTS: PERFORMED 500 HOUR SERVICE MAINTENANCE PER MFG SPECS 3 GALLONS 30W 16 GALLONS 10W 30 1 GALLON COOLANT 238-8648 3 GALLONS 10W 309-6932 REPAIR PROCESS COMMENTS: HELPED PM TECH PERFORM 500 HR SERVICE.</p>

May 11, 2020	Parts			
				REPAIR PROCESS COMMENTS: 4-30-20 -ARRIVED AT SHOP TO LOAD UP NITROGEN CHARGING EQUIPMENT -ARRIVED AT MACHINE TO CHECK CUSHION HITCH ACCUMULATOR PRESSURE SINCE THE CUSHION HITCH WAS SLAMMING -THE HIGH PRESSURE ACCUMULATOR WAS 200 PSI OVERCHARGED. COMPLETELY DISCHARGED TO CHECK FOR OIL, NONE FOUND. CHARGED TO SPEC -THE LOW PRESSURE ACCUMULATOR WAS VERY LOW. CHARGED, THEN DISCHARGED TO CHECK FOR OIL, NONE FOUND. CHARGED TO SPEC. LET THE GAUGE SETUP SIT FOR 5-10 MINUTES FOR ENSURE THERE NOT A MASSIVE LEAK. THE GAUGE READING HELD STEADY -PUT AWAY EQUIPMENT CUSTOMER COMPLAINT: CUSHION HITCH SLAMMING CAUSE OF FAILURE: INCORRECT ACCUMULATOR PRESSURE SETTING
May 04, 2020	Service	6,393	Cushion Hitch	

May 04, 2020

Service

6,393

Engine

REPAIR PROCESS COMMENTS: 4-30-20 -CONNECTED ET AND FOUND THE REAR ENGINE DPF WAS AT -PULLED PSR - ATTEMPTED A MANUAL REGEN. THE ARD HEAD IGNITED AND TEMPERATURE INCREASED TO 900 F. HOWEVER, THE SOOT LOAD RAPIDLY INCREASED TO 118%, THEN NEVER MOVED UNTIL THE PROCEDURE FAILED -RESEARCHED SIS WEB AND PSR TO TRY AND FIGURE OUT WHY THIS WOULD BE HAPPENING -RAN REAR ENGINE AGAIN AT LOW IDLE, THE DPF SOOT LOAD AGAIN RAPIDLY INCREASED -SINCE THE SOOT LEVEL WAS HIGH, I COULD ONLY PERFORM AN AIR SYSTEM MOTOR VALVE TEST WHICH PASSED SUCCESSFULLY - REMOVED THE DPF INLET PIPE. NO OIL OR LIQUIDS FOUND - RAN THE REAR ENGINE WITH THE PIPE REMOVED AND THE EXHAUST WAS CLEAN -NOTICED THAT WHILE THE REAR ENGINE WAS RUNNING, WITH THE DPF INLET PIPE REMOVED, THE DPF SOOT DIFFERENTIAL PRESSURE WAS ZERO DURING THIS TEST RUN -UPDATED ALL ECMS -RAN ENGINE AGAIN, BUT THE DPF SOOT LEVEL STILL RAPIDLY INCREASED WITH NO EXHAUST ENTERING THE DPF INLET -WILL RETURN TOMORROW TO CONTINUE TROUBLESHOOTING -LOCKED OUT MACHINE CUSTOMER COMPLAINT: E995 (3) DPF SOOT LEVEL HIGH CAUSE OF FAILURE: 294-6118 DPF PRESSURE DIFFERENTIAL SENSOR GIVING FALSE READINGS RESULTANT DAMAGE: NONE REPAIR PROCESS COMMENTS: -SPOKE WITH TC RIGHT AWAY THIS MORNING AND EXPLAINED WHAT WAS HAPPENING -HE INFORMED ME THIS SOMETIMES OCCURS WHEN THERE IS A BOOST LEAK, BUT COULD NOT GIVE MUCH MORE INFORMATION -I CHECKED OVER THE ATAAC LINES AND COULD NOT FIND ANY ISSUES -RAN THE MACHINE BUT WITH THE FAN RUNNING, IT WAS IMPOSSIBLE TO HEAR OR FEEL A BOOST LEAK -RAN THE ENGINE AT HIGH IDLE AND OBSERVED 9-11 PSI OF BOOST PRESSURE. THIS SEEMED CORRECT -LONE TREE MECHANIC AND I REMOVED THE DPF DIFFERENTIAL PRESSURE SENSOR. NO SOOT BUILD UP WAS FOUND. WE BLEW THE LINES OUT AND INSTALLED A NEW SENSOR -RAN A MANUAL REGEN. OBSERVED THE SOOT LEVEL AND IT CONTINUED TO CLIMB EVEN DURING A REGEN. IT EVENTUALLY LEVELED OUT AND STARTED TO DROP. THE REGEN BROUGHT THE SOOT LEVEL ALL THE WAY DOWN TO ZERO -RAN EVERY POSSIBLE DIAGNOSTIC TEST AVAILABLE ON THE AFTERTREATMENT #2 CONTROLLER AND EVERY TEST WAS SUCCESSFUL -SOOT LOAD REMAINED STABLE - OPERATOR MADE A FEW LAPS WITH THE MACHINE AND WORKED IT. CONNECTED ET AFTER RUNNING IT AND FOUND THE SOOT LEVEL HAD ONLY INCREASED 2.5%. THIS INDICATED THE SYSTEM IS WORKING PROPERLY AND THE DPF SOOT LOAD IS NOW BEING CALCULATED CORRECTLY - PULLED FINAL PSR AND COMPLETED PAPERWORK -LONE TREE MECHANIC WILL VERIFY THE MACHINE IS STILL WORKING PROPERLY MONDAY AND LET ME KNOW REPAIR PROCESS COMMENTS: 5-4-20 -MACHINE RAN OVER THE WEEKEND. NO AFTERTREATMENT

May 04, 2020	Service	6,393	Travel To/from Work Area	* FUEL ONLY * NO LABOR
Mar 08, 2020	Service	6,092	Radiator	CLEAN OUT FINS OF RAD REMOVED GAURDS AND COVERS AND CLEANED OUT FIN WITH AIR AND WATER OF RADIATOR WAS FACED PLUGGED FULL OF MUD.
Mar 08, 2020	Service	6,092	Travel To/from Work Area	* FUEL ONLY * NO LABOR
Mar 08, 2020	Service	6,092	Engine	CUSTOMER COMPLAINT: EMSSIONS CODES REPAIR PROCESS COMMENTS: DROVE BACK TO LOCATION HOOKED UP UNIT HAS ACTIVE CODE FOR E930-2 FOR DEF PRESSURE DIAG FOUND DEF PUMP WASN'T PRODUCING PRESSURE NEEDS PUMP REPLACED AND RETESTED. REPAIR PROCESS COMMENTS: R/R DEF PUMP, HAD TO CHISEL OUT FROZEN MUD AT LEAST 8 IN DEEP ALL THE WAUY AROUND TANK IN ORDER TO GAIN ACCES TO BOLTS. FINALLY GOT OUT R/R PUMP TESTED PRESSURE ARE AT 135PSI NOW EVERYTHING WORKING PROPERLY. Wont regen WONT REGEN
Feb 21, 2020	Parts			
Feb 11, 2020	Service	6,039	Engine	CUSTOMER COMPLAINT: ENGINE CODES REPAIR PROCESS COMMENTS: ENGINE CODES FOUND CODE E930-2 ACTIVE AND T/S FOUND RETURN LINE TO TANK WAS FROZEN STILL CREATING HIGH PRESSURE REMOVED ICE AND DEBRIS TESTED AFTERTREATMENT FUNCTIONAL TEST PASSED WORKING PROPERLY
Feb 11, 2020	Service	6,039	Travel To/from Work Area	* FUEL ONLY * NO LABOR

Feb 03, 2020	Service	6,025	Perform Pm 4	<p>*NOTICE* THE FOLLOWING DEFINITION IS A GENERAL STATEMENT AND MAY NOT COVER ALL THE CHECKS THAT PERTAIN TO THE MODEL YOU ARE WORKING ON. ALWAYS FOLLOW CATERPILLAR OPERATIONAL MAINTENANCE MANUAL FOR SPECIFIC INSTRUCTIONS FOR THE SERVICE YOU ARE PERFORMING. -CHANGE ENGINE OIL AND FILTER - CHANGE TRANSMISSION OIL AND FILTER -CLEAN AND INSPECT MAGNETIC SCREEN -CHANGE HYDRAULIC OIL AND FILTERS -CHANGE DIFFERENTIAL AND FINAL DRIVE OIL - CHANGE SWING DRIVE OIL (WHEN APPLICABLE) -ADJUST ENGINE VALVE LASH &amp; CHECK ROTATORS -OBTAIN SCHEDULED OIL SAMPLES - THE RESULTS OF THESE WILL BE SENT TO YOU UPON COMPLETION -CHANGE ENGINE COOLANT IF RECOMMENDED OR CHECK COOLANT CONDITION AND ADD INHIBITOR IF NECESSARY -ADJUST ENGINE VALVE LASH AND CHECK ROTATORS -CLEAN AIR INTAKE PRE-CLEANER BOWL -CHECK ALL FLUID LEVELS - CLEAN ENGINE CRANKCASE BREATHER -DRAIN WATER SEPARATOR -CLEAN PRIMARY FUEL FILTER AND REPLACE SECONDARY -PERFORM VISUAL OPERATIONAL INSPECTION</p> <p>*****</p> <p>CUSTOMER IS RESPONSIBLE FOR THE FOLLOWING: WHEN REQUIRED ITEMS, 10 HOUR OR DAILY, 50 HOUR OR WEEKLY, 100 HOUR OR BI-MONTHLY SERVICE INTERVALS. TO INCLUDE ALL PARTS (I.E. ENGINE AND CAB AIR FILTERS, MAKEUP OIL AND G.E.T.), ADJUSTMENT OF BALL SOCKETS, CIRCLES, ADJUSTMENT AND REPACKING OF ROLLERS (WHEN APPLICABLE).</p> <p>*****</p> <p>Perform pm 4 due 1/30 PERFORM PM 4 DUE 1/30</p>
Feb 03, 2020	Service	6,025	Add Parts Pm 4	
Jan 13, 2020	Service	5,923	Perform Maintenance	5180-LOOKED OVER MACHINE AND HAD DEF CODES WORKING WITH NO CODES. RAN MACHINE AND INSPECTED FOR LEAKS, DID NOT FIND ANY MAJOR LEAKS. CHECKED ALL FLUIDS AND ADJUSTED AS NEEDED. FRONT GRILL HARDWARE MISSING AND THE BOLT HOLES NEEDED TAPED OUT, TAPPED HOLES AND INSTALLED NEW BOLTS. BOLT MISSING ON THE REAR ENGINE AIR TUBE FOR THE CLAMP INSTALLED NEW BOLT IN CLAMP. Look over machine chech fluids change aire filters
Jan 13, 2020	Service	5,923	Repair Diesel Exhaust Fluid Tank	TANK WAS EMPTY. FILLED DEF TANK AND STARTED MACHINE AND DEF STARTED LEAKING OUT OF 432-4687 DEF HOSE, REPLACED DEF HOSE. FILLED DEF TANK BACK UP Replace leaking def line REPLACE LEAKING DEF LINE
Jan 13, 2020	Service	5,923	Inspect Machine	Inspect machine INSPECT MACHINE



Jan 13, 2020	Service	5,923	Repair Eng Electronic Cont Sys	REPAIR PROCESS COMMENTS: 5180-LOOKED OVER MACHINE AND HAD DEF CODES MACHINE HAD CODE 3609-12 REPLACED. INSTALLED NEW 339-8822 SENSOR AND CLEARED ALL CODES WITH FACTORY PASSWORD ON MACHINE. 4690-USED ET AND CLEARED DEF CODES WITH FACTORY PASSWORD AND DID A MANUAL REGENERATION OF THE MACHINE AND THE REGENERATION SYSTEM IS NOW WORKING WITH NO CODES. Troubleshoot/repair machine codes TROUBLESHOOT/REPAIR MACHINE CODES
Jan 13, 2020	Service	5,923	Repair Warning Horn	HORN BUTTON 322-8568 MISSING AND INSTALLED NEW BUTTON. Repair horn not working REPAIR HORN NOT WORKING
Dec 12, 2019	Service	5,921	Troubleshoot Engine	CUSTOMER CONCERN TECH ID: 5612 -- SATURDAY, DECEMBER 07, 2019 4:35 PM - UNIT HIT OPERATOR INDUCEMENT 3 CAUSE OF FAILURE TECH ID: 5612 -- SATURDAY, DECEMBER 07, 2019 4:36 PM - DEF LINE LEAKING AT DEF INJECTOR. SYSTEM HAS NO PRESSURE. RESULTANT DAMAGE TECH ID: 5612 -- SATURDAY, DECEMBER 07, 2019 4:36 PM - SYSTEM LOCKED OUT UNIT PRESSURE TO DEF SYSTEM IS SENSED THROUGH TEST. REPAIR COMMENTS TECH ID: 5612 -- SATURDAY, DECEMBER 07, 2019 4:37 PM - FOUND LEAK AFTER RUNNING TEST ON AFTER TREATMENT. NEW LINE WAS INSTALLED ALREADY BUT SYSTEM LEAKING AT DEF INJECTOR AFTER JUST A FEW MONTHS. REPLACED BOTH THE INJECTOR AND THE DEF LINE TO SEE IF THAT HOLDS UP. RAN FUNCTION TESTS AND GOT THE SYSTEM BACK OPERATIONAL. TURNED OVER WITH CUSTOMER AND RETURNED TO SERVICE. Won't regen WON'T REGEN
Dec 12, 2019	Service	5,921	Travel To/from Work Area	

Oct 22, 2019	Service	5,436	Troubleshoot Engine	REPAIR PROCESS COMMENTS: TROUBLESHOT ARD FAILURE TO IGNITE. PASSED ALL TESTS BUT IGNITION TEST. PULLED PLUG AND FOUND EXCESSIVE CARBON. CLEANED PLUG AND CHAMBER. USED IGNITION TESTER AND FOUND IGNITION WIRE HAD BEEN WORN THROUGH BY STAINLESS STEEL WIRE TIE AND WAS SHORTING. ORDERED WIRE AND NEW PLUG. CUSTOMER COMPLAINT: FAILURE TO IGNITE EVENT CODES REPAIR PROCESS COMMENTS: 8-28 INSTALLED NEW IGNITION WIRE AND PLUG. PERFORMED ARD IGNITION TEST. STILL HAD FAILURE TO IGNITE. RESET EVENT AND TRIED A MANUAL REGEN AFTER STALLING ENGINE TO HEAT UP EXHAUST. MANUAL REGEN COMPLETED. AFTER REGEN TRIED ARD IGNITION TEST AGAIN TO VERIFY REPAIR. STILL HAD FAILURE TO IGNITE. TRIED TEST 3 MORE TIMES WITH SAME RESULT. PERFORMED ARD AIR TEST WHICH PASSED. REMOVED PANELS AND DEF TANK AND PUMP. REMOVED AND INSPECTED ARD HEAD. ARD HEAD WAS PLUGGED AND NEEDED REPLACED. ORDERED NEW ARD HEAD. INSTALLED NEW ARD HEAD AND REINSTALLED ALL REMOVED PARTS. PERFORMED ARD IGNITION TEST. IGNITION PASSED. PUT MACHINE BACK IN SERVICE. Regen issues REGEN ISSUES
Oct 22, 2019	Service	5,436	Travel To/from Work Area	
Oct 22, 2019	Service	5,436	Troubleshoot Engine	REPAIR PROCESS COMMENTS: TROUBLESHOT ARD FAILURE TO IGNITE. PASSED ALL TESTS BUT IGNITION TEST. PULLED PLUG AND FOUND EXCESSIVE CARBON. CLEANED PLUG AND CHAMBER. USED IGNITION TESTER AND FOUND IGNITION WIRE HAD BEEN WORN THROUGH BY STAINLESS STEEL WIRE TIE AND WAS SHORTING. ORDERED WIRE AND NEW PLUG. CUSTOMER COMPLAINT: FAILURE TO IGNITE EVENT CODES REPAIR PROCESS COMMENTS: 8-28 INSTALLED NEW IGNITION WIRE AND PLUG. PERFORMED ARD IGNITION TEST. STILL HAD FAILURE TO IGNITE. RESET EVENT AND TRIED A MANUAL REGEN AFTER STALLING ENGINE TO HEAT UP EXHAUST. MANUAL REGEN COMPLETED. AFTER REGEN TRIED ARD IGNITION TEST AGAIN TO VERIFY REPAIR. STILL HAD FAILURE TO IGNITE. TRIED TEST 3 MORE TIMES WITH SAME RESULT. PERFORMED ARD AIR TEST WHICH PASSED. REMOVED PANELS AND DEF TANK AND PUMP. REMOVED AND INSPECTED ARD HEAD. ARD HEAD WAS PLUGGED AND NEEDED REPLACED. ORDERED NEW ARD HEAD. INSTALLED NEW ARD HEAD AND REINSTALLED ALL REMOVED PARTS. PERFORMED ARD IGNITION TEST. IGNITION PASSED. PUT MACHINE BACK IN SERVICE. Regen issues REGEN ISSUES
Oct 20, 2019	Service	5,330	Travel To/from Work Area	REPAIR PROCESS COMMENTS:

Oct 20, 2019	Service	5,330	Troubleshoot Engine	CUSTOMER COMPLAINT: AFTER TREATMENT CODES REPAIR PROCESS COMMENTS: THIS MACHINE HAD NO ACTIVE OR INACTIVE CODES PERTAINING TO THE AFTER TREATMENT. THE PRODUCT STATUS REPORTS ALSO SHOWS THAT IT HAS BEEN REGENERATING NORMALLY. WHEN I TALKED TO THE CUSTOMER HE THOUGHT THE OPERATOR WAS HAVING TROUBLE FORCING A REGEN BUT THERE WAS NO RECORD OF AN EVENT CODE THAT WOULD HAVE TOLD THE OPERATOR THAT A REGEN WAS NEEDED. PERFORMED A REGEN ON BOTH FRONT AND REAR ENGINE TO VERIFY NO ISSUES. For regen issues FOR REGEN ISSUES
Oct 20, 2019	Service	5,330	Troubleshoot Engine	CUSTOMER COMPLAINT: AFTER TREATMENT CODES REPAIR PROCESS COMMENTS: THIS MACHINE HAD NO ACTIVE OR INACTIVE CODES PERTAINING TO THE AFTER TREATMENT. THE PRODUCT STATUS REPORTS ALSO SHOWS THAT IT HAS BEEN REGENERATING NORMALLY. WHEN I TALKED TO THE CUSTOMER HE THOUGHT THE OPERATOR WAS HAVING TROUBLE FORCING A REGEN BUT THERE WAS NO RECORD OF AN EVENT CODE THAT WOULD HAVE TOLD THE OPERATOR THAT A REGEN WAS NEEDED. PERFORMED A REGEN ON BOTH FRONT AND REAR ENGINE TO VERIFY NO ISSUES. For regen issues FOR REGEN ISSUES
Oct 20, 2019	Service	5,330	Travel To/from Work Area	REPAIR PROCESS COMMENTS:
Oct 15, 2019	Parts			
Sep 27, 2019	Parts			
Sep 15, 2019	Service	7,178	R/i Replace With Reman Turbocharger	CUSTOMER COMPLAINT: DIAG TURBO LEAKS OIL CAUSE OF FAILURE: FAILED BEARING RESULTANT DAMAGE: TURBO FAILED REPAIR PROCESS COMMENTS: DIAG FAILED TURBO GOT PARTS ORDERED REPAIR PROCESS COMMENTS: R/R REAR ENGINE TURBO DUE TO ENGINEER SAYING IT WAS FAULTY. TESTED UNIT EVERYTHING WORKING PROPERLY NOW. **REPAIR SPECIFICATION INCLUDES** -R&I REPLACE TURBOCHARGER WITH REMAN BEFORE FAILURE (REAR) - REPLACE WITH CAT REMAN AND A FULL CORE CREDIT - REPLACE GASKETS AND SEALS (AS NECESSARY) -MOUNTING HARDWARE -USED WHEN CAT REMAN IS NOT AVAILABLE **AVAILABLE AS NEEDED AT ADDITIONAL COST** -REPLACE EXHAUST MANIFOLD -REPLACE EXHAUST COUPLING AND FLANGE OR MUFFLER -CLEANOUT AIR SYSTEM -REPAIR OF ENGINE DAMAGE -WORK PERFORMED OUTSIDE OF NORMAL HOURS -MILEAGE AND TRAVEL TIME Turbo leaking at exhaust joints TURBO LEAKING AT EXHAUST JOINTS
Sep 15, 2019	Service	7,178	Travel To/from Work Area	

Sep 10, 2019	Service	5,330	Troubleshoot Engine	CUSTOMER COMPLAINT: AFTER TREATMENT CODES REPAIR PROCESS COMMENTS: THIS MACHINE HAD NO ACTIVE OR INACTIVE CODES PERTAINING TO THE AFTER TREATMENT. THE PRODUCT STATUS REPORTS ALSO SHOWS THAT IT HAS BEEN REGENERATING NORMALLY. WHEN I TALKED TO THE CUSTOMER HE THOUGHT THE OPERATOR WAS HAVING TROUBLE FORCING A REGEN BUT THERE WAS NO RECORD OF AN EVENT CODE THAT WOULD HAVE TOLD THE OPERATOR THAT A REGEN WAS NEEDED. PERFORMED A REGEN ON BOTH FRONT AND REAR ENGINE TO VERIFY NO ISSUES. For regen issues FOR REGEN ISSUES
Sep 10, 2019	Service	5,330	Travel To/from Work Area	REPAIR PROCESS COMMENTS:
Aug 19, 2019	Parts			
Aug 19, 2019	Parts			
Aug 15, 2019	Service	5,077	Repair For Warranty Drive Shaft	CUSTOMER COMPLAINT: SERVICE LETTER PS53992 WAS APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED INPUT SHAFT AND UPDATED THE BRAKE COOLING AND SHAFT COOLING LINES AS INSTRUCTED BY PS53992. WHILE DOING THE UPDATE I REMOVED THE BREATHER FOR THE TANK TO GAIN BETTER ACCESS TO THE INPUT SHAFT HOUSING. REPLACED GROMMET 8T2525 DUE TO BEING DAMAGED. WHILE REINSTALLING THE HOUSING BOLTS I FOUND THAT ONE BOLT HAD MESSED UP THREADS. REPLACED WITH NEW BOLT 8T8916. WHILE 5K-9090, 0T-0319, 1P-3703, AND 3K-0360. ALSO USED THE EYE BOLTS 1P-7407 TO REMOVED SHAFTS FOR UPDATE. CUSTOMER COMPLAINT: SERVICE LETTER PS53992 WAS APPROVED BY CAT CAUSE OF FAILURE: SOFT SHAFT RESULTANT DAMAGE: WORN SPLINES REPAIR PROCESS COMMENTS: REPLACED INPUT SHAFT AND UPDATED THE BRAKE COOLING AND SHAFT COOLING LINES AS INSTRUCTED BY PS53992. WHILE DOING THE UPDATE I NOTICED THE HAVE LASTED VERY MUCH LONGER. REMOVED THE BREATHER FOR THE TANK TO GAIN BETTER ACCESS TO THE INPUT SHAFT HOUSING. REPLACED GROMMET 8T2525 DUE TO BEING DAMAGED. WHILE REINSTALLING THE HOUSING BOLTS I FOUND THAT ONE BOLT HAD MESSED UP THREADS. REPLACED WITH NEW BOLT 8T8916. WHILE REINSTALLING EXISTING LINES I REPLACED O-RING 5K-9090, 0T-0319, 1P-3703, AND 3K-0360. ALSO USED THE EYE BOLTS 1P-7407 TO REMOVED SHAFTS FOR UPDATE. Remove drive shaft tube and check splines on REMOVE DRIVE SHAFT TUBE AND CHECK SPLINES ON SHAFT BEFORE DOING THE UPDATE PS53992 UPDATING THE TORQUE LIMITER DRIVE SHAFT

Aug 15, 2019	Service	5,077	Repair For Warranty Hydraulic Control Valve	REPAIR PROCESS COMMENTS: PERFORM SERVICE LETTER (PS45999). REMOVE TUBE AND FITTING GOING INTO CUSHION HITCH VALVE. REMOVE RETAINING RING HOLDING IN CHECK VALVE 6E-5010 AND RETAINING RING WAS BROKE AND A PIECE OF THE RETAINING RING WAS STUCK IN THE CHECK VALVE TO THE OLD CHECK VALVE BEING CONTAMINATED. INSTALLED NEW UPDATED FITTING 549-4135 AND TUBE 553-1264. CUSTOMER COMPLAINT: DO AVAILABLE UPDATES PER CAT REPAIR PROCESS COMMENTS: FITTING GOING INTO CUSHION HITCH VALVE. REMOVE RETAINING RING HOLDING IN CHECK VALVE 6E-5010 AND RETAINING RING WAS BROKE AND A PIECE OF THE RETAINING RING WAS STUCK IN THE CHECK VALVE 6E-5010 . INSTALLED NEW 6E-5010 CHECK VALVE DUE TO THE OLD CHECK VALVE BEING CONTAMINATED. INSTALLED NEW UPDATED FITTING 549-4135 AND TUBE 553-1264.
Aug 15, 2019	Service	5,077	Repair For Warranty Hydraulic Hoses/lines	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAG (M0086339) FOR WARRANT AS PER CATERPILLAR. REMOVED OLD 441-3488 HYDRAULIC HOSE. INSTALLED NEW 543-5276. Service mag. m0086339 SERVICE MAG. M0086339
Aug 15, 2019	Service	5,077	Repair For Warranty Cgi Cooler	CUSTOMER COMPLAINT: CUSTOMER BROUGHT IN FOR UP DATES. CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: REPAIR PRDUCT PROGRAME PS53512. REMOVED AND
Aug 15, 2019	Service	5,077	Repair For Warranty Brake Lines	CUSTOMER COMPLAINT: BRAKE UPDATE SERVICE MAG. M0082272 CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: INSTALLED NEW VALVE AND HOSE FOR BRAKE COOLING Service mag. m0082272 SERVICE MAG. M0082272

Aug 15, 2019	Service	5,077	Repair Brakes	<p>CUSTOMER COMPLAINT: SAMPLE CAME BACK WITH OIL VISCOSITY TO THIN AND POWER TRAIN OIL WAS DARK IN COLOR CAUSE OF FAILURE: BACKUP RING FOR D-RING SEAL IN THE BRAKE CYLINDER WAS DAMAGED CAUSING THE LEAK RESULTANT DAMAGE: LOSS OF HYDRAULIC FLUID INTO THE POWER TRAIN OIL, REPAIR PROCESS COMMENTS: AFTER GETTING THE SAMPLE BACK FOR THE POWER TRAIN OIL AND HAVING THE OIL BEING DARK IT WAS DECIDED TO RESEAL BOTH FRONT BRAKES. THE MACHINE WAS TURNED TO ACCESS THE LEFT SIDE WHEEL. JACKED UP MACHINE AND SET ON JACK STAND TO SUPPORT TRACTOR. BOTH FINAL DRIVES HAD TO BE DRAINED AND THE DIFF. OIL HAD TO BE DRAINED TO REMOVE WHEELS. REMOVED FINAL DRIVE COVER, REMOVED AXLE SHAFT, AND REMOVED FINAL DRIVE ASSEMBLY. THE WHEEL WAS RIGGED UP AND SUPPORTED BY CHAINS TO THE OVERHEAD REMOVED RETAINER, SHIMS AND BEARING. THEN REMOVED THE WHEEL ASSEMBLY AND SECURED TO MACHINE TO AVOID WHEEL BEING MOVED AND FALLING. REMOVED THE DUO- CONE SEALS AND INSIDE WHEEL BEARING. THEN USED CRANE TO SUPPORT SPINDLE. REMOVED SPINDLE AND BRAKE HOUSING AS ONE UNIT AND SET STANDING UP TO BE DISASSEMBLED. REMOVED BRAKE HOUSING AND SET ON BENCH. DISASSEMBLED BRAKE HOUSING AND THE BRAKE CYLINDER IT WAS FOUND THAT THE BACK UP RINGS FOR THE D-RINGS WERE WORN AND WAS CAUSING RINGS FOR THE CYLINDER AND REASSEMBLED BRAKE CYLINDER. REPLACED ALL OTHER SEALS AND O-RINGS ON THE BRAKE HOUSING. INSTALLED BRAKE CYLINDER INTO BRAKE HOUSING AND APPLIED PRESSURE TO THE CYLINDER TO TEST SEALS. SEALS PASSED TEST. CLEANED AND INSPECTED ALL CLUTCH AND FRICTION PLATES FOR DAMAGE AND FOUND NONE. INSTALLED CLUTCHES AND FRICTION PLATES IN THE SAME ORDER. INSTALLED NEW O-RING AND RETAINER FOR CLUTCHES AND TORQUE TO SPEC. CLEANED SPINDLE AND INSTALLED BRAKE HOUSING WITH NEW O-RINGS. INSTALLED NEW O-RING AND BOLTED SPINDLE ONTO MACHINE. TORQUE INSTALLED INSIDE WHEEL BEARING. PICKED UP TIRE WITH CHAINS USING THE CRANE AND TRIED TO INSTALL WHEEL ASSEMBLY ONTO THE MACHINE. DURING THE PROCESS OF REBUILDING THE BRAKE ASSEMBLY THE WHEEL HAD BEEN MOVED AND WAS SITTING AT THE WRONG ANGLE. THIS TOOK EXTRA TIME TO GET THE WHEEL TO LINE UP PROPERLY AND GET THE CORRECT ANGLE TO BE INSTALLED ON THE MACHINE. ONCE WHEEL WAS INSTALLED THE OUTSIDE WHEEL BEARING WAS INSTALLED. THEN THE SHIMS AND RETAINER AND FINAL DRIVE ASSEMBLY WAS INSTALLED. THE AXLE SHAFT WAS REINSTALLED. A NEW O-RING AND COVER FOR FINAL DRIVE WAS INSTALLED. MACHINE WAS THEN JACKED UP AND SET BACK DOWN. THE MACHINE WAS REPOSITIONED IN THE SHOP AND JACKED UP TO REPEAT THE PROCESS SAME PROCESS WAS USED ON THE RIGHT SIDE WHEEL. ALSO THE SAME BACKUP RING WAS FOUND TO HAVE DAMAGE CAUSING THE LEAK ON THE RIGHT SIDE AS WELL. THERE WAS ALSO EXTRA TIME NEEDED TO</p>
--------------	---------	-------	---------------	---

WAS ASSEMBLED THE MACHINE WAS SET DOWN. THEN THE DIFF HOUSING WAS FILLED WITH FLUID AND THE FINAL DRIVES WERE FILLED WITH FLUID. Oil transferring into diff OIL TRANSFERING INTO DIFF

Aug 15, 2019	Service	5,077	Repair For Warranty Hydraulic Fan Motor	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAGAZINE M0078677 AS PER CATERPILLAR REQUEST FOR WARRANTY. REMOVE OLD BYPASS VALVE 168-0360, TUBES AND HOSE GOING TO VALVE AND DISPOSED OF. INSTALLED NEW 260-3789 VALVE, INSTALLED NEW TUBES AND LINE GOING TO NEW VALVE. Service mag m0078677 SERVICE MAG M0078677
Aug 15, 2019	Service	5,077	Repair For Warranty Wiring Harness	WITH EJECTOR AND BOWL RAISE FUNCTIONS WHICH WAS CAUSED BY HITCH HARNESS WHICH WAS STRETCHED. SERV MAG M0069049 ADDRESSES THE PROBLEM CUSTOMER COMPLAINT: CUSTOMER HAS BEEN HAVING INTERMITTENT ISSUES WITH EJECTOR AND RISE FUNCTIONS. CAUSE OF FAILURE: WIRE HARNESS RESULTANT DAMAGE: FUNCTIONS NOT WORKING. REPAIR PROCESS COMMENTS: REPLACE WIRE HARNESS AND REROUTE TO NEW CAT SPEC. PERFORM SERVICE LETTER MOO69049. Customer has been having intermittent issues CUSTOMER HAS BEEN HAVING INTERMITTENT ISSUES WITH EJECTOR AND BOWL RAISE FUNCTIONS. PERFORM SERVICE MAG M0069049
Aug 15, 2019	Service	5,077	Repair For Warranty Hydraulic Hoses/lines	CUSTOMER COMPLAINT: SERVICE MAGAZINE MOO83551 APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED TUBE 432-8898 WITH NEW TUBE 528-1494. REMOVED DIFF FILL TUBE, REMOVED HYDRAULIC LINES THAT WERE ROUTED OVER THE TUBE, REMOVED DRIVESHAFT TUBE, AND DISCONNECTED WHERE PARK BRAKE VALVE MOUNTS SO THAT I WAS ABLE TO MANEUVER THE TUBE OUT OF THE MACHINE. AFTER TUBE WAS REMOVED I INSTALLED THE NEW TUBE INTO THE SAME POSITION AS THE OLD ONE. INSTALLED DRIVE SHAFT TUBE. MOUNTED PARK BRAKE VALVE. RE CONNECTED ALL REINSTALLED THE DIFF FILL TUBE WITH NEW GASKET 5H7844. ALSO WHILE REMOVING HARDWARE TO REMOVE TUBE I FOUND THAT A BRACKET WAS BROKEN AND MISSING HARDWARE. I REPAIRED THE BRACKET BY WELDING IT BACK TOGETHER AND PAINTING IT. INSTALLED MISSING HARDWARE AS WELL. Service mag. m0083551 SERVICE MAG. M0083551
Aug 15, 2019	Service	5,077	Repair For Warranty Wiring Harness	CUSTOMER COMPLAINT: CUSTOMER MACHINE WAS IN FOR UPDATES. CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: PERFORM SERVICE LETTER PS53224. Perform service letter ps53224.

Aug 15, 2019	Service	5,077	Repair For Warranty Cgi Cooler	CUSTOMER COMPLAINT: COOLANT LEAK CAUSE OF FAILURE: NRS COOLER LEAKING COOLANT INTO EXHAUST RESULTANT DAMAGE: FILLED UP INTAKE SYSTEM WITH COOLANT REPAIR PROCESS COMMENTS: ENGINE HYDROLOCKED DRAINED SYSTEM, PULLED NRS OUTLET CLAMP COOLANT PRESENT. TRAVELED TO SHOP ORDERED PARTS AND PULLED PARTS. TRAVEL BACK TO SITE AND INSTALLED PARTS. GOING TO PULL INJECTORS ON MONDAY ENGINE IS LOCKED UP. GO HOME FOR THE DAY TRAVEL TO SITE WITH INJECTOR PARTS FOR R&R. ENGINE CRANK OVER AFTER SITTING A FEW DAYS. STARTED ENGINE AND TOPPED OFF COOLANT FINISHED PUTTING ON COVERS. RAN SOME ENGINE TESTS THEN RELEASED TO CUSTOMER. CUSTOMER COMPLAINT: COOLANT LEAK CAUSE OF FAILURE: NRS COOLER LEAKING COOLANT INTO EXHAUST RESULTANT DAMAGE: FILLED UP INTAKE SYSTEM WITH COOLANT REPAIR PROCESS COMMENTS: ENGINE HYDROLOCKED DRAINED SYSTEM, PULLED NRS OUTLET CLAMP COOLANT PRESENT. TRAVELED TO SHOP ORDERED PARTS AND PULLED PARTS. TRAVEL BACK TO SITE AND INSTALLED PARTS. GOING TO PULL INJECTORS ON MONDAY ENGINE IS LOCKED UP. GO HOME FOR THE DAY ENGINE CRANK OVER AFTER SITTING A FEW DAYS. STARTED ENGINE AND TOPPED OFF COOLANT FINISHED PUTTING ON COVERS. RAN SOME ENGINE TESTS THEN RELEASED TO CUSTOMER.
Aug 15, 2019	Service	5,077	Repair For Warranty Main System Relief Valve	WARRANTY AS PER CATERPILLAR PERFORM SERVICE MAG (M0079958). REMOVE OLD BAIL HITCH VALVE AND INSTALLED NEW BAIL HITCH VALVE (524-1514). Service mag. m0079958 SERVICE MAG. M0079958
Aug 15, 2019	Service	5,077	Repair For Warranty Drive Train Oil Lines	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAG (M0076884) FOR WARRANT AS PER REQUEST BY CATERPILLAR. REMOVED OLD SOS SAMPLE VALVE AND ELBOW ON THE REAR OF THE TRANSMISSION. INSTALLED NEW ELBOW IN REAR OF TRANSMISSION AND INSTALLED BRACKET AND SOS FITTING ON FENDER FOR THE REMOTE SOS SAMPLING VALVE. Service mag. m0076884 SERVICE MAG. M0076884
Aug 15, 2019	Service	5,077	Repair V-belt(s)	CUSTOMER COMPLAINT: CUSTOMER BROUGHT IN FOR UPDATES. CAUSE OF FAILURE: BELT NEEDED UP DATE. RESULTANT DAMAGE: HAD CUT IN BELT REPAIR PROCESS COMMENTS: REMOVED OLD BELT AND INSTALLED NEW SERPENTINE BELT AND ACCESSORY BELT. M0101421 service mag article on rear fan belt M0101421 SERVICE MAG ARTICLE ON REAR FAN BELT
Aug 15, 2019	Service	5,077	Repair For Warranty Wiring Harness	CUSTOMER COMPLAINT: SERVICE MAGAZINE M0087325 WAS APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED IMU MOUNTING BRACKET WITH NEW BRACKET AND RUBBER MOUNTS. Service mag. m0087325 SERVICE MAG. M0087325



Aug 15, 2019	Service	5,077	Perform 5000 Service Hour Maint	PERFORM 5000 HR SERVICE ON DEF AFTER TREATMENT FILTER. REMOVED FILTERS AND SENT THEM TO BE CLEANED. INSTALLED FILTERS AFTER BEING CLEANED AND INSTALLED WITH NEW CLAMPS. WHILE REMOVING THE AIR LINE GOING TO THE FILTER, THE LINE AND FITTING SEIZED TOGETHER AND COULDN'T BE SALVAGED. INSTALLED NEW LINE AND FITTING. WHILE REMOVING THE SPARK PLUG TO BE CLEANED THE SPARK PLUG BROKE AND HAD TO INSTALL A NEW SPARK PLUG. INSTALLED R and i dpf and have it cleaned out, clean def R AND I DPF AND HAVE IT CLEANED OUT, CLEAN DEF FILTER
Aug 15, 2019	Service	5,077	Perform 5000 Service Hour Maint	CUSTOMER COMPLAINT: DUE FOR 5000 HOUR SERVICE REPAIR PROCESS COMMENTS: REMOVED CEM PACKAGE FROM REAR ENGINE. REMOVED DPF AND DOC TO BE SENT OFF TO BE CLEANED. THE DPF DID NOT PASS AND NEEDED TO BE REPLACED. INSTALLED CLEANED DOC AND REMAN DPF FILTER KIT. INSTALLED CEM PACKAGE. TESTED MACHINE AND MADE SURE REAR R and i dpf and have it cleaned out, clean def R AND I DPF AND HAVE IT CLEANED OUT, CLEAN DEF FILTER
Aug 15, 2019	Service	5,077	Remove & Install Guard	REPAIR PROCESS COMMENTS: REMOVED ALL THREE BELLY PANS FROM THE TRACTOR TO GAIN ACCESS FOR TROUBLESHOOTING AND TO REPAIR MACHINE. REINSTALLED BELLY PANS ONCE ALL REPAIRS WERE MADE AND MACHINE WAS INSPECTED. Belly pans BELLY PANS
Aug 15, 2019	Service	5,077	Inspect Machine	REPAIR PROCESS COMMENTS: FINAL INSPECT MACHINE. RAN MACHINE TO OPERATING TEMP AND ALL MACHINE FUNCTION WORK. DIDN'T NOT SEE ANY LEAKS. BRAKES WORKED WELL. REPAIR PROCESS COMMENTS: INSPECTED MACHINE FOR OTHER DAMAGE FOR ADD ON QUOTE. TOOK PRODUCT STATUS REPORT FOR WHEN MACHINE ARRIVED. UPDATED ALL SOFTWARE FILES. TOOK ANOTHER PRODUCT STATUS REPORT WITH NEW SOFTWARE FILES. AFTER ALL REPAIRS AND UPDATES WERE COMPLETE ANOTHER PRODUCT STATUS REPORT WAS TAKEN BEFORE DELIVERY. PRODUCT STATUS REPORTS ARE ATTACHED TO THIS SERVICE REPORT.
Aug 15, 2019	Service	5,077	Inspect Transmission & Drive Line	CUSTOMER COMPLAINT: DARK FLUID FOR POWER TRAIN OIL. REPAIR PROCESS COMMENTS: TOOK OIL SAMPLE AND HAD A RUSH ORDER TO HAVE SAMPLE LOOKED AT FOR ENGINE OIL AND CONTAMINANTS. REPLACED TRANS FILTER ELEMENT. CUT APART OLD ALSO REMOVED TRANS FILTER SCREEN. INSPECTED SCREEN AND CLEANED SCREEN WITH BRAKE CLEAN AND REINSTALLED. Inspect for trans dark fluid INSPECT FOR TRANS DARK FLUID

Aug 15, 2019	Service	5,077	Troubleshoot Differential Lock	REPAIR PROCESS COMMENTS: DIFFERENTIAL OVERFULL. TEST DIFF LOCK WITH HYDRAULIC PRESSURE AND DIFF HELD PRESSURE FOR 15 MIN AT 850 PSI. DIFF OIL DOES NOT LOOK TO BE DILUTED WITH 10W OIL, APPEARS THE DIFF WAS JUST OVERFILLED. HYDRAULIC AND TRANSMISSION FLUIDS WERE NOT LOW. DRAINED DIFF TO CORRECT LEVEL. OBTAINED SOS SAMPLE OF FLUID. Diff over full t/s DIFF OVER FULL T/S
Aug 15, 2019	Service	5,077	Repair Hydraulic Hoses/lines	REPAIR PROCESS COMMENTS: T/S HYDRAULIC LEAK IN CUSHION HITCH. LOTS OF OIL IN THE BELLY OF THE CUSHION HITCH AND OIL DRIPPING ON THE GROUND. GOT MACHINE HOT AND T/S LEAK. LEAK WAS COMING FROM AND TUBE THAT WILL BE UPDATED IN SERVICE MAGAZINE (M0083551). LEAKS WERE IN A HARD SPOT TO SEE. T/s hyd leak cushion hitch T/S HYD LEAK CUSHION HITCH
Aug 15, 2019	Service	5,077	Troubleshoot Brake Accumulator	ACCUMULATOR BLEEDING DOWN REGULARLY. RELEASED HYDRAULIC PRESSURE FROM BRAKE ACCUMULATORS AND CHECKED THE NITROGEN PRESSURE ON BOTH ACCUMULATORS. ONE OF THE ACCUMULATORS IS CHARGED TO SPEC AND ONE IS AT 0 PSI. REPLACED THE ACCUMULATOR THAT WAS LOW WITH THE ONE CUSTOMER PROVIDED AND RECHARGED BOTH. Accumulator 368-3015 bleeding down regularly ACCUMULATOR 368-3015 BLEEDING DOWN REGULARLY
Aug 15, 2019	Service	5,077	Troubleshoot Differential Lock	REPAIR PROCESS COMMENTS: DIFFERENTIAL OVERFULL. TEST DIFF LOCK WITH HYDRAULIC PRESSURE AND DIFF HELD PRESSURE FOR 15 MIN AT 850 PSI. DIFF OIL DOES NOT LOOK TO BE DILUTED WITH 10W OIL, APPEARS THE DIFF WAS JUST OVERFILLED. HYDRAULIC AND TRANSMISSION FLUIDS WERE NOT LOW. DRAINED DIFF TO CORRECT LEVEL. OBTAINED SOS SAMPLE OF FLUID. Diff over full t/s DIFF OVER FULL T/S
Aug 15, 2019	Service	5,077	Repair For Warranty Wiring Harness	REPAIR PROCESS COMMENTS: REMOVED SEAT, REMOVED FUSE PANEL COVER, REMOVED FUSE PANEL, REMOVED CONTROLLER. UPON FURTHER INSPECTION IT WAS NOTICED THAT THE SERVICE LETTER WAS NOT AN UPDATE. IT WAS TO REPLACE THE SEQUENCE ASSIST AND LOAD ASSIST SWITCHES. THIS MACHINE DID NOT HAVE THE BUTTONS THAT NEED TO BE REPLACED. RE INSTALLED CONTROLLER, RE INSTALLED FUSE PANEL AND COVERS, RE INSTALLED SEAT. REPAIR PROCESS COMMENTS: REMOVED SEAT, REMOVED FUSE PANEL COVER, REMOVED WAS NOT AN UPDATE. IT WAS TO REPLACE THE SEQUENCE ASSIST AND LOAD ASSIST SWITCHES. THIS MACHINE DID INSTALLED CONTROL ER, RE INSTALLED FUSE PANEL AND COVERS, RE INSTALLED SEAT.

Aug 15, 2019	Service	5,077	Repair For Warranty Main System Relief Valve	WARRANTY AS PER CATERPILLAR PERFORM SERVICE MAG (M0079958). REMOVE OLD BAIL HITCH VALVE AND INSTALLED NEW BAIL HITCH VALVE (524-1514). Service mag. m0079958 SERVICE MAG. M0079958
Aug 15, 2019	Service	5,077	Clean Machine	
Aug 15, 2019	Service	5,077	Repair V-belt(s)	CUSTOMER COMPLAINT: CUSTOMER BROUGHT IN FOR UPDATES. CAUSE OF FAILURE: BELT NEEDED UP DATE. RESULTANT DAMAGE: HAD CUT IN BELT REPAIR PROCESS COMMENTS: REMOVED OLD BELT AND INSTALLED NEW SERPENTINE BELT AND ACCESSORY BELT. M0101421 service mag article on rear fan belt M0101421 SERVICE MAG ARTICLE ON REAR FAN BELT
Aug 15, 2019	Service	5,077	Repair Hydraulic Hoses/lines	REPAIR PROCESS COMMENTS: T/S HYDRAULIC LEAK IN CUSHION HITCH. LOTS OF OIL IN THE BELLY OF THE CUSHION HITCH AND OIL DRIPPING ON THE GROUND. GOT MACHINE HOT AND T/S LEAK. LEAK WAS COMING FROM AND TUBE THAT WILL BE UPDATED IN SERVICE MAGAZINE (M0083551). LEAKS WERE IN A HARD SPOT TO SEE. T/s hyd leak cushion hitch T/S HYD LEAK CUSHION HITCH
Aug 15, 2019	Service	5,077	Repair For Warranty Wiring Harness	CUSTOMER COMPLAINT: SERVICE MAGAZINE M0087325 WAS APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED IMU MOUNTING BRACKET WITH NEW BRACKET AND RUBBER MOUNTS. Service mag. m0087325 SERVICE MAG. M0087325
Aug 15, 2019	Service	5,077	Repair For Warranty Hydraulic Hoses/lines	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAG (M0086339) FOR WARRANT AS PER CATERPILLAR. REMOVED OLD 441-3488 HYDRAULIC HOSE. INSTALLED NEW 543-5276. Service mag. m0086339 SERVICE MAG. M0086339
Aug 15, 2019	Service	5,077	Repair Air Conditioner	REPAIR PROCESS COMMENTS: OPERATING TEMPERATURE AND RAN A/C ON HIGH IT COOLING TO 40 DEGREES FOR 15 MIN A/C IS WORKING WELL. FAN IS NOT BLOWING AS HARD AS IT SHOULD. REPLACED CAB FILTERS WHICH HELPED TO RESTORE AIR SPEED.

Aug 15, 2019	Service	5,077	Repair Brakes	<p>CUSTOMER COMPLAINT: SAMPLE CAME BACK WITH OIL VISCOSITY TO THIN AND POWER TRAIN OIL WAS DARK IN COLOR CAUSE OF FAILURE: BACKUP RING FOR D-RING SEAL IN THE BRAKE CYLINDER WAS DAMAGED CAUSING THE LEAK RESULTANT DAMAGE: LOSS OF HYDRAULIC FLUID INTO THE POWER TRAIN OIL, REPAIR PROCESS COMMENTS: AFTER GETTING THE SAMPLE BACK FOR THE POWER TRAIN OIL AND HAVING THE OIL BEING DARK IT WAS DECIDED TO RESEAL BOTH FRONT BRAKES. THE MACHINE WAS TURNED TO ACCESS THE LEFT SIDE WHEEL. JACKED UP MACHINE AND SET ON JACK STAND TO SUPPORT TRACTOR. BOTH FINAL DRIVES HAD TO BE DRAINED AND THE DIFF. OIL HAD TO BE DRAINED TO REMOVE WHEELS. REMOVED FINAL DRIVE COVER, REMOVED AXLE SHAFT, AND REMOVED FINAL DRIVE ASSEMBLY. THE WHEEL WAS RIGGED UP AND SUPPORTED BY CHAINS TO THE OVERHEAD REMOVED RETAINER, SHIMS AND BEARING. THEN REMOVED THE WHEEL ASSEMBLY AND SECURED TO MACHINE TO AVOID WHEEL BEING MOVED AND FALLING. REMOVED THE DUO- CONE SEALS AND INSIDE WHEEL BEARING. THEN USED CRANE TO SUPPORT SPINDLE. REMOVED SPINDLE AND BRAKE HOUSING AS ONE UNIT AND SET STANDING UP TO BE DISASSEMBLED. REMOVED BRAKE HOUSING AND SET ON BENCH. DISASSEMBLED BRAKE HOUSING AND THE BRAKE CYLINDER IT WAS FOUND THAT THE BACK UP RINGS FOR THE D-RINGS WERE WORN AND WAS CAUSING RINGS FOR THE CYLINDER AND REASSEMBLED BRAKE CYLINDER. REPLACED ALL OTHER SEALS AND O-RINGS ON THE BRAKE HOUSING. INSTALLED BRAKE CYLINDER INTO BRAKE HOUSING AND APPLIED PRESSURE TO THE CYLINDER TO TEST SEALS. SEALS PASSED TEST. CLEANED AND INSPECTED ALL CLUTCH AND FRICTION PLATES FOR DAMAGE AND FOUND NONE. INSTALLED CLUTCHES AND FRICTION PLATES IN THE SAME ORDER. INSTALLED NEW O-RING AND RETAINER FOR CLUTCHES AND TORQUE TO SPEC. CLEANED SPINDLE AND INSTALLED BRAKE HOUSING WITH NEW O-RINGS. INSTALLED NEW O-RING AND BOLTED SPINDLE ONTO MACHINE. TORQUE INSTALLED INSIDE WHEEL BEARING. PICKED UP TIRE WITH CHAINS USING THE CRANE AND TRIED TO INSTALL WHEEL ASSEMBLY ONTO THE MACHINE. DURING THE PROCESS OF REBUILDING THE BRAKE ASSEMBLY THE WHEEL HAD BEEN MOVED AND WAS SITTING AT THE WRONG ANGLE. THIS TOOK EXTRA TIME TO GET THE WHEEL TO LINE UP PROPERLY AND GET THE CORRECT ANGLE TO BE INSTALLED ON THE MACHINE. ONCE WHEEL WAS INSTALLED THE OUTSIDE WHEEL BEARING WAS INSTALLED. THEN THE SHIMS AND RETAINER AND FINAL DRIVE ASSEMBLY WAS INSTALLED. THE AXLE SHAFT WAS REINSTALLED. A NEW O-RING AND COVER FOR FINAL DRIVE WAS INSTALLED. MACHINE WAS THEN JACKED UP AND SET BACK DOWN. THE MACHINE WAS REPOSITIONED IN THE SHOP AND JACKED UP TO REPEAT THE PROCESS SAME PROCESS WAS USED ON THE RIGHT SIDE WHEEL. ALSO THE SAME BACKUP RING WAS FOUND TO HAVE DAMAGE CAUSING THE LEAK ON THE RIGHT SIDE AS WELL. THERE WAS ALSO EXTRA TIME NEEDED TO</p>
--------------	---------	-------	---------------	---

				WAS ASSEMBLED THE MACHINE WAS SET DOWN. THEN THE DIFF HOUSING WAS FILLED WITH FLUID AND THE FINAL DRIVES WERE FILLED WITH FLUID. Oil transferring into diff OIL TRANSFERING INTO DIFF
Aug 15, 2019	Service	5,077	Travel To/from Work Area	
Aug 15, 2019	Service	5,077	Repair For Warranty Wiring Harness	CUSTOMER COMPLAINT: CUSTOMER MACHINE WAS IN FOR UPDATES. CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: PERFORM SERVICE LETTER PS53224. Perform service letter ps53224.
Aug 15, 2019	Service	5,077	Repair For Warranty Brake Lines	CUSTOMER COMPLAINT: BRAKE UPDATE SERVICE MAG. M0082272 CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: INSTALLED NEW VALVE AND HOSE FOR BRAKE COOLING Service mag. m0082272 SERVICE MAG. M0082272
Aug 15, 2019	Service	5,077	Repair Engine	REPAIR PROCESS COMMENTS: ENGINE DRAIN VALVE LEAKS. TIGHTEN UP HOSE CLAMP ON DRAIN AND LEAKS STOPPED. Engine drain valve leak ENGINE DRAIN VALVE LEAK
Aug 15, 2019	Service	5,077	Install Panels And Covers	CUSTOMER COMPLAINT: MISSING COVER UNDER CAB INSTALLED NEW COVER WITH NEW HARDWARE. TIM BARNARD APPROVED Replace missing a/c cover REPLACE MISSING A/C COVER
Aug 15, 2019	Service	5,077	Perform 5000 Service Hour Maint	CUSTOMER COMPLAINT: DUE FOR 5000 HOUR SERVICE REPAIR PROCESS COMMENTS: REMOVED CEM PACKAGE FROM REAR ENGINE. REMOVED DPF AND DOC TO BE SENT OFF TO BE CLEANED. THE DPF DID NOT PASS AND NEEDED TO BE REPLACED. INSTALLED CLEANED DOC AND REMAN DPF FILTER KIT. INSTALLED CEM PACKAGE. TESTED MACHINE AND MADE SURE REAR R and i dpf and have it cleaned out, clean def R AND I DPF AND HAVE IT CLEANED OUT, CLEAN DEF FILTER
Aug 15, 2019	Service	5,077	Remove & Install Draft Frame Trunnion	CUSTOMER COMPLAINT: WORN TRUNNIONS REPAIR PROCESS COMMENTS: REPLACED BOTH TRUNNIONS. TORQUED TRUNNION TO SPEC. WHEN TRYING TO INSTALL NEW CAPS I FOUND THAT THE CAPS WERE MANUFACTURED WRONG. ORDERED MORE CAPS AND INSTALLED OLD CAPS AND TORQUED TO CONTINUE WORK ON MACHINE. ONCE NEW CAPS ARRIVED, REMOVED OLD CAPS AND INSTALLED NEW CAPS. TORQUED NEW CAPS TO SPEC. Replace trunnions and caps for the draft arms to REPLACE TRUNNIONS AND CAPS FOR THE DRAFT ARMS TO BOWL.

Aug 15, 2019	Service	5,077	Remove & Install Water Pump	REPAIR PROCESS COMMENTS: T/S COOLANT LEAK ON FRONT ENGINE. PRESSURED UP COOLING SYSTEM AND LEAK IS COMING FROM WEEP HOLE INSTALLED ON NEW REMAN WATER PUMP. INSTALLED NEW SEALS IN ALL PLUGS FITTINGS AND NEW SEAL FOR THE WATER PUMP ELBOW. INSTALLED WATER PUMP WITH NEW SEAL. FILLED COOLING SYSTEM BACK WITH THE OLD COOLANT. **REPAIR SPECIFICATION INCLUDES** -REMOVE & INSTALL WATER PUMP (FRONT) - REPLACE MOUNT GASKETS AND SEALS -REPLACE HOSE AND BAND CLAMPS -DRAIN AND REUSE ANTIFREEZE -TOP OFF ANTIFREEZE **AVAILABLE AS NEEDED AT ADDITIONAL COST** -REPAIR OR REPLACEMENT OF WATER PUMP - REPLACE ANTIFREEZE WITH NEW -TRANSPORTATION OF MACHINE OR COMPONENTS Coolant leak front engine COOLANT LEAK FRONT ENGINE
Aug 15, 2019	Service	5,077	Repair Hydraulic Hoses/lines	CUSTOMER COMPLAINT: LEAKING HOSE CAUSE OF FAILURE: LEAKING FROM CRIMPED FITTING REPAIR PROCESS COMMENTS: REMOVED HOSE. REPLACED HOSE WITH NEW O-RINGS. CUSTOMER COMPLAINT: LEAKING HOSE CAUSE OF FAILURE: LEAKING FROM CRIMPED FITTING REPAIR PROCESS COMMENTS: REMOVED HOSE. REPLACED HOSE WITH NEW O-RINGS. Line leaking at brake fan manifold LINE LEAKING AT BRAKE FAN MANIFOLD
Aug 15, 2019	Service	5,077	Repair For Warranty Hydraulic Hoses/lines	CUSTOMER COMPLAINT: SERVICE MAGAZINE MOO83551 APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED TUBE 432-8898 WITH NEW TUBE 528-1494. REMOVED DIFF FILL TUBE, REMOVED HYDRAULIC LINES THAT WERE ROUTED OVER THE TUBE, REMOVED DRIVESHAFT TUBE, AND DISCONNECTED WHERE PARK BRAKE VALVE MOUNTS SO THAT I WAS ABLE TO MANEUVER THE TUBE OUT OF THE MACHINE. AFTER TUBE WAS REMOVED I INSTALLED THE NEW TUBE INTO THE SAME POSITION AS THE OLD ONE. INSTALLED DRIVE SHAFT TUBE. MOUNTED PARK BRAKE VALVE. RE CONNECTED ALL REINSTALLED THE DIFF FILL TUBE WITH NEW GASKET 5H7844. ALSO WHILE REMOVING HARDWARE TO REMOVE TUBE I FOUND THAT A BRACKET WAS BROKEN AND MISSING HARDWARE. I REPAIRED THE BRACKET BY WELDING IT BACK TOGETHER AND PAINTING IT. INSTALLED MISSING HARDWARE AS WELL. Service mag. m0083551 SERVICE MAG. M0083551
Aug 15, 2019	Service	5,077	Repair For Warranty Drive Train Oil Lines	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAG (M0076884) FOR WARRANT AS PER REQUEST BY CATERPILLAR. REMOVED OLD SOS SAMPLE VALVE AND ELBOW ON THE REAR OF THE TRANSMISSION. INSTALLED NEW ELBOW IN REAR OF TRANSMISSION AND INSTALLED BRACKET AND SOS FITTING ON FENDER FOR THE REMOTE SOS SAMPLING VALVE. Service mag. m0076884 SERVICE MAG. M0076884

Aug 15, 2019	Service	5,077	Repair For Warranty Drive Shaft	<p>CUSTOMER COMPLAINT: SERVICE LETTER PS53992 WAS APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED INPUT SHAFT AND UPDATED THE BRAKE COOLING AND SHAFT COOLING LINES AS INSTRUCTED BY PS53992. WHILE DOING THE UPDATE I REMOVED THE BREATHER FOR THE TANK TO GAIN BETTER ACCESS TO THE INPUT SHAFT HOUSING. REPLACED GROMMET 8T2525 DUE TO BEING DAMAGED. WHILE REINSTALLING THE HOUSING BOLTS I FOUND THAT ONE BOLT HAD MESSED UP THREADS. REPLACED WITH NEW BOLT 8T8916. WHILE 5K-9090, 0T-0319, 1P-3703, AND 3K-0360. ALSO USED THE EYE BOLTS 1P-7407 TO REMOVED SHAFTS FOR UPDATE. CUSTOMER COMPLAINT: SERVICE LETTER PS53992 WAS APPROVED BY CAT CAUSE OF FAILURE: SOFT SHAFT RESULTANT DAMAGE: WORN SPLINES REPAIR PROCESS COMMENTS: REPLACED INPUT SHAFT AND UPDATED THE BRAKE COOLING AND SHAFT COOLING LINES AS INSTRUCTED BY PS53992. WHILE DOING THE UPDATE I NOTICED THE HAVE LASTED VERY MUCH LONGER. REMOVED THE BREATHER FOR THE TANK TO GAIN BETTER ACCESS TO THE INPUT SHAFT HOUSING. REPLACED GROMMET 8T2525 DUE TO BEING DAMAGED. WHILE REINSTALLING THE HOUSING BOLTS I FOUND THAT ONE BOLT HAD MESSED UP THREADS. REPLACED WITH NEW BOLT 8T8916. WHILE REINSTALLING EXISTING LINES I REPLACED O-RING 5K-9090, 0T-0319, 1P-3703, AND 3K-0360. ALSO USED THE EYE BOLTS 1P-7407 TO REMOVED SHAFTS FOR UPDATE. Remove drive shaft tube and check splines on REMOVE DRIVE SHAFT TUBE AND CHECK SPLINES ON SHAFT BEFORE DOING THE UPDATE PS53992 UPDATING THE TORQUE LIMITER DRIVE SHAFT</p>
Aug 15, 2019	Service	5,077	Remove & Install Guard	<p>REPAIR PROCESS COMMENTS: REMOVED ALL THREE BELLY PANS FROM THE TRACTOR TO GAIN ACCESS FOR TROUBLESHOOTING AND TO REPAIR MACHINE. REINSTALLED BELLY PANS ONCE ALL REPAIRS WERE MADE AND MACHINE WAS INSPECTED. Belly pans BELLY PANS</p>

Aug 15, 2019	Service	5,077	Repair For Warranty Cgi Cooler	<p>CUSTOMER COMPLAINT: COOLANT LEAK CAUSE OF FAILURE: NRS COOLER LEAKING COOLANT INTO EXHAUST RESULTANT DAMAGE: FILLED UP INTAKE SYSTEM WITH COOLANT REPAIR PROCESS COMMENTS: ENGINE HYDROLOCKED DRAINED SYSTEM, PULLED NRS OUTLET CLAMP COOLANT PRESENT. TRAVELED TO SHOP ORDERED PARTS AND PULLED PARTS. TRAVEL BACK TO SITE AND INSTALLED PARTS. GOING TO PULL INJECTORS ON MONDAY ENGINE IS LOCKED UP. GO HOME FOR THE DAY TRAVEL TO SITE WITH INJECTOR PARTS FOR R&amp;R. ENGINE CRANK OVER AFTER SITTING A FEW DAYS. STARTED ENGINE AND TOPPED OFF COOLANT FINISHED PUTTING ON COVERS. RAN SOME ENGINE TESTS THEN RELEASED TO CUSTOMER. CUSTOMER COMPLAINT: COOLANT LEAK CAUSE OF FAILURE: NRS COOLER LEAKING COOLANT INTO EXHAUST RESULTANT DAMAGE: FILLED UP INTAKE SYSTEM WITH COOLANT REPAIR PROCESS COMMENTS: ENGINE HYDROLOCKED DRAINED SYSTEM, PULLED NRS OUTLET CLAMP COOLANT PRESENT. TRAVELED TO SHOP ORDERED PARTS AND PULLED PARTS. TRAVEL BACK TO SITE AND INSTALLED PARTS. GOING TO PULL INJECTORS ON MONDAY ENGINE IS LOCKED UP. GO HOME FOR THE DAY ENGINE CRANK OVER AFTER SITTING A FEW DAYS. STARTED ENGINE AND TOPPED OFF COOLANT FINISHED PUTTING ON COVERS. RAN SOME ENGINE TESTS THEN RELEASED TO CUSTOMER.</p>
Aug 15, 2019	Service	5,077	Inspect Machine	<p>REPAIR PROCESS COMMENTS: FINAL INSPECT MACHINE. RAN MACHINE TO OPERATING TEMP AND ALL MACHINE FUNCTION WORK. DIDN'T NOT SEE ANY LEAKS. BRAKES WORKED WELL. REPAIR PROCESS COMMENTS: INSPECTED MACHINE FOR OTHER DAMAGE FOR ADD ON QUOTE. TOOK PRODUCT STATUS REPORT FOR WHEN MACHINE ARRIVED. UPDATED ALL SOFTWARE FILES. TOOK ANOTHER PRODUCT STATUS REPORT WITH NEW SOFTWARE FILES. AFTER ALL REPAIRS AND UPDATES WERE COMPLETE ANOTHER PRODUCT STATUS REPORT WAS TAKEN BEFORE DELIVERY. PRODUCT STATUS REPORTS ARE ATTACHED TO THIS SERVICE REPORT.</p>



Aug 15, 2019	Service	5,077	Repair For Warranty Hydraulic Control Valve	REPAIR PROCESS COMMENTS: PERFORM SERVICE LETTER (PS45999). REMOVE TUBE AND FITTING GOING INTO CUSHION HITCH VALVE. REMOVE RETAINING RING HOLDING IN CHECK VALVE 6E-5010 AND RETAINING RING WAS BROKE AND A PIECE OF THE RETAINING RING WAS STUCK IN THE CHECK VALVE TO THE OLD CHECK VALVE BEING CONTAMINATED. INSTALLED NEW UPDATED FITTING 549-4135 AND TUBE 553-1264. CUSTOMER COMPLAINT: DO AVAILABLE UPDATES PER CAT REPAIR PROCESS COMMENTS: FITTING GOING INTO CUSHION HITCH VALVE. REMOVE RETAINING RING HOLDING IN CHECK VALVE 6E-5010 AND RETAINING RING WAS BROKE AND A PIECE OF THE RETAINING RING WAS STUCK IN THE CHECK VALVE 6E-5010 . INSTALLED NEW 6E-5010 CHECK VALVE DUE TO THE OLD CHECK VALVE BEING CONTAMINATED. INSTALLED NEW UPDATED FITTING 549-4135 AND TUBE 553-1264.
Aug 15, 2019	Service	5,077	Repair For Warranty Wiring Harness	WITH EJECTOR AND BOWL RAISE FUNCTIONS WHICH WAS CAUSED BY HITCH HARNESS WHICH WAS STRETCHED. SERV MAG M0069049 ADDRESSES THE PROBLEM CUSTOMER COMPLAINT: CUSTOMER HAS BEEN HAVING INTERMITTENT ISSUES WITH EJECTOR AND RISE FUNCTIONS. CAUSE OF FAILURE: WIRE HARNESS RESULTANT DAMAGE: FUNCTIONS NOT WORKING. REPAIR PROCESS COMMENTS: REPLACE WIRE HARNESS AND REROUTE TO NEW CAT SPEC. PERFORM SERVICE LETTER MOO69049. Customer has been having intermittent issues CUSTOMER HAS BEEN HAVING INTERMITTENT ISSUES WITH EJECTOR AND BOWL RAISE FUNCTIONS. PERFORM SERVICE MAG M0069049
Aug 15, 2019	Service	5,077	Troubleshoot Brake Accumulator	ACCUMULATOR BLEEDING DOWN REGULARLY. RELEASED HYDRAULIC PRESSURE FROM BRAKE ACCUMULATORS AND CHECKED THE NITROGEN PRESSURE ON BOTH ACCUMULATORS. ONE OF THE ACCUMULATORS IS CHARGED TO SPEC AND ONE IS AT 0 PSI. REPLACED THE ACCUMULATOR THAT WAS LOW WITH THE ONE CUSTOMER PROVIDED AND RECHARGED BOTH. Accumulator 368-3015 bleeding down regularly ACCUMULATOR 368-3015 BLEEDING DOWN REGULARLY
Aug 15, 2019	Service	5,077	Repair For Warranty Hydraulic Fan Motor	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAGAZINE M0078677 AS PER CATERPILLAR REQUEST FOR WARRANTY. REMOVE OLD BYPASS VALVE 168-0360, TUBES AND HOSE GOING TO VALVE AND DISPOSED OF. INSTALLED NEW 260-3789 VALVE, INSTALLED NEW TUBES AND LINE GOING TO NEW VALVE. Service mag m0078677 SERVICE MAG M0078677

Aug 15, 2019	Service	5,077	Perform 5000 Service Hour Maint	PERFORM 5000 HR SERVICE ON DEF AFTER TREATMENT FILTER. REMOVED FILTERS AND SENT THEM TO BE CLEANED. INSTALLED FILTERS AFTER BEING CLEANED AND INSTALLED WITH NEW CLAMPS. WHILE REMOVING THE AIR LINE GOING TO THE FILTER, THE LINE AND FITTING SEIZED TOGETHER AND COULDN'T BE SALVAGED. INSTALLED NEW LINE AND FITTING. WHILE REMOVING THE SPARK PLUG TO BE CLEANED THE SPARK PLUG BROKE AND HAD TO INSTALL A NEW SPARK PLUG. INSTALLED R and i dpf and have it cleaned out, clean def R AND I DPF AND HAVE IT CLEANED OUT, CLEAN DEF FILTER
Aug 15, 2019	Service	5,077	Inspect Transmission & Drive Line	CUSTOMER COMPLAINT: DARK FLUID FOR POWER TRAIN OIL. REPAIR PROCESS COMMENTS: TOOK OIL SAMPLE AND HAD A RUSH ORDER TO HAVE SAMPLE LOOKED AT FOR ENGINE OIL AND CONTAMINANTS. REPLACED TRANS FILTER ELEMENT. CUT APART OLD ALSO REMOVED TRANS FILTER SCREEN. INSPECTED SCREEN AND CLEANED SCREEN WITH BRAKE CLEAN AND REINSTALLED. Inspect for trans dark fluid INSPECT FOR TRANS DARK FLUID
Aug 15, 2019	Service	5,077	Troubleshoot Engine	REGEN LOCKED OUT CAUSE OF FAILURE: CODES FOR LOW FUEL PRESSURE PRESENT ACTIVE LOCKED OUT REGEN 120% SOOT LOAD ON 9.3 LITER REPAIR PROCESS COMMENTS: CLEAR CODES AND REGEN ENGINES,9.3 LITER AND C13. FLASHED THE ECMS WITH CURRENT FLASHES. RAN AFTERTREATMENT FUNCTION TEST ON ENGINES. C13 ENGINE DIDN'T PRIME ON FUNCTION TEST CHECKED FILTER ON DEF MODULE CLEANED AND INSTALLED. REASSEMBLE COVERS FOR DEF FILTER CHECK SYSTEM ONE MORE TIME ALL CLEAR RELEASED TO CUSTOMER Won't regen WON'T REGEN * MOVED FROM 9D70865
Aug 15, 2019	Service	5,077	Replace***use Code 510*** Crankshaft Rear Seal	CUSTOMER COMPLAINT: REPLACED WHILE LIMITER WAS REMOVED. REPAIR PROCESS COMMENTS: REMOVED FLYWHEEL AND TORQUE LIMITER ASSEMBLY FROM REAR OF ENGINE. DRAINED ENGINE OIL. REMOVED REAR MAIN SEAL. INSTALLED NEW SEAL. ADDED NEW OIL TO LIMITER ASSEMBLY AND FLYWHEEL. TORQUED BOLTS TO SPEC.
Aug 15, 2019	Service	5,077	Repair For Warranty Cgi Cooler	CUSTOMER COMPLAINT: CUSTOMER BROUGHT IN FOR UP DATES. CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: REPAIR PRDUCT PROGRAME PS53512. REMOVED AND

Aug 15, 2019	Service	5,077	Repair Engine	<p>CUSTOMER COMPLAINT: ECM IS COMMUNICATING CAUSE OF FAILURE: UNKNOWN 11-13-18 CHECK ALL FLUIDS OPERATE UNIT AND THE FRONT ENGINE TEMP WENT TO 223 CHECK AND FIND THAT THE TANK HAS A LITTLE STAIN ON IT AND NEEDED COOLANT ADDED 8 GALLONS OF COOLANT TO UNIT TO FILL IT UP IS RUBBING ON A HOSE CLAMP AND HAS A HOLE IN IT, TOMORROW UNIT HAS CODE FOR LOW AFTER TREATMENT FUEL PRESSURE FOR REAR ENGINE START TO TROUBLE SHOOT IT AFTER FRONT ENGINE WAS FILLED REPAIR PROCESS COMMENTS: 11-14-18 -INSTALL T TO CHECK THE FUEL PRESSURE FOR THE # 2 AFTERTREATMENT NO PRESSURE TAP RELAY AND THE PRESSURE CAME UP THE RELAY IS BAD ORDER IN RELAY TRACY SAID HE WOULD PICK IT UP AND INSTALL THE RELAY T/s engine issues T/S ENGINE ISSUES * TRANSFERED FROM 9D70528</p>
--------------	---------	-------	---------------	---

Aug 14, 2019	Service	5,077	Repair For Warranty Drive Shaft	<p>CUSTOMER COMPLAINT: SERVICE LETTER PS53992 WAS APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED INPUT SHAFT AND UPDATED THE BRAKE COOLING AND SHAFT COOLING LINES AS INSTRUCTED BY PS53992. WHILE DOING THE UPDATE I REMOVED THE BREATHER FOR THE TANK TO GAIN BETTER ACCESS TO THE INPUT SHAFT HOUSING. REPLACED GROMMET 8T2525 DUE TO BEING DAMAGED. WHILE REINSTALLING THE HOUSING BOLTS I FOUND THAT ONE BOLT HAD MESSED UP THREADS. REPLACED WITH NEW BOLT 8T8916. WHILE 5K-9090, 0T-0319, 1P-3703, AND 3K-0360. ALSO USED THE EYE BOLTS 1P-7407 TO REMOVED SHAFTS FOR UPDATE. CUSTOMER COMPLAINT: SERVICE LETTER PS53992 WAS APPROVED BY CAT CAUSE OF FAILURE: SOFT SHAFT RESULTANT DAMAGE: WORN SPLINES REPAIR PROCESS COMMENTS: REPLACED INPUT SHAFT AND UPDATED THE BRAKE COOLING AND SHAFT COOLING LINES AS INSTRUCTED BY PS53992. WHILE DOING THE UPDATE I NOTICED THE HAVE LASTED VERY MUCH LONGER. REMOVED THE BREATHER FOR THE TANK TO GAIN BETTER ACCESS TO THE INPUT SHAFT HOUSING. REPLACED GROMMET 8T2525 DUE TO BEING DAMAGED. WHILE REINSTALLING THE HOUSING BOLTS I FOUND THAT ONE BOLT HAD MESSED UP THREADS. REPLACED WITH NEW BOLT 8T8916. WHILE REINSTALLING EXISTING LINES I REPLACED O-RING 5K-9090, 0T-0319, 1P-3703, AND 3K-0360. ALSO USED THE EYE BOLTS 1P-7407 TO REMOVED SHAFTS FOR UPDATE. Remove drive shaft tube and check splines on REMOVE DRIVE SHAFT TUBE AND CHECK SPLINES ON SHAFT BEFORE DOING THE UPDATE PS53992 UPDATING THE TORQUE LIMITER DRIVE SHAFT</p>
--------------	---------	-------	---------------------------------	--

Aug 14, 2019	Service	5,077	Repair For Warranty Hydraulic Control Valve	REPAIR PROCESS COMMENTS: PERFORM SERVICE LETTER (PS45999). REMOVE TUBE AND FITTING GOING INTO CUSHION HITCH VALVE. REMOVE RETAINING RING HOLDING IN CHECK VALVE 6E-5010 AND RETAINING RING WAS BROKE AND A PIECE OF THE RETAINING RING WAS STUCK IN THE CHECK VALVE TO THE OLD CHECK VALVE BEING CONTAMINATED. INSTALLED NEW UPDATED FITTING 549-4135 AND TUBE 553-1264. CUSTOMER COMPLAINT: DO AVAILABLE UPDATES PER CAT REPAIR PROCESS COMMENTS: FITTING GOING INTO CUSHION HITCH VALVE. REMOVE RETAINING RING HOLDING IN CHECK VALVE 6E-5010 AND RETAINING RING WAS BROKE AND A PIECE OF THE RETAINING RING WAS STUCK IN THE CHECK VALVE 6E-5010 . INSTALLED NEW 6E-5010 CHECK VALVE DUE TO THE OLD CHECK VALVE BEING CONTAMINATED. INSTALLED NEW UPDATED FITTING 549-4135 AND TUBE 553-1264.
Aug 14, 2019	Service	5,077	Repair For Warranty Wiring Harness	CUSTOMER COMPLAINT: SERVICE MAGAZINE M0087325 WAS APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED IMU MOUNTING BRACKET WITH NEW BRACKET AND RUBBER MOUNTS. Service mag. m0087325 SERVICE MAG. M0087325
Aug 14, 2019	Service	5,077	Repair For Warranty Brake Lines	CUSTOMER COMPLAINT: BRAKE UPDATE SERVICE MAG. M0082272 CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: INSTALLED NEW VALVE AND HOSE FOR BRAKE COOLING Service mag. m0082272 SERVICE MAG. M0082272
Aug 14, 2019	Service	5,077	Repair For Warranty Main System Relief Valve	WARRANTY AS PER CATERPILLAR PERFORM SERVICE MAG (M0079958). REMOVE OLD BAIL HITCH VALVE AND INSTALLED NEW BAIL HITCH VALVE (524-1514). Service mag. m0079958 SERVICE MAG. M0079958
Aug 14, 2019	Service	5,077	Repair For Warranty Cgi Cooler	CUSTOMER COMPLAINT: CUSTOMER BROUGHT IN FOR UP DATES. CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: REPAIR PRDUCT PROGRAME PS53512. REMOVED AND
Aug 14, 2019	Service	5,077	Repair For Warranty Hydraulic Fan Motor	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAGAZINE M0078677 AS PER CATERPILLAR REQUEST FOR WARRANTY. REMOVE OLD BYPASS VALVE 168-0360, TUBES AND HOSE GOING TO VALVE AND DISPOSED OF. INSTALLED NEW 260-3789 VALVE, INSTALLED NEW TUBES AND LINE GOING TO NEW VALVE. Service mag m0078677 SERVICE MAG M0078677
Aug 14, 2019	Service	5,077	Repair For Warranty Hydraulic Hoses/lines	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAG (M0086339) FOR WARRANT AS PER CATERPILLAR. REMOVED OLD 441-3488 HYDRAULIC HOSE. INSTALLED NEW 543-5276. Service mag. m0086339 SERVICE MAG. M0086339

Aug 14, 2019	Service	5,077	Repair V-belt(s)	CUSTOMER COMPLAINT: CUSTOMER BROUGHT IN FOR UPDATES. CAUSE OF FAILURE: BELT NEEDED UP DATE. RESULTANT DAMAGE: HAD CUT IN BELT REPAIR PROCESS COMMENTS: REMOVED OLD BELT AND INSTALLED NEW SERPENTINE BELT AND ACCESSORY BELT. M0101421 service mag article on rear fan belt M0101421 SERVICE MAG ARTICLE ON REAR FAN BELT
Aug 14, 2019	Service	5,077	Repair For Warranty Hydraulic Hoses/lines	CUSTOMER COMPLAINT: SERVICE MAGAZINE MOO83551 APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED TUBE 432-8898 WITH NEW TUBE 528-1494. REMOVED DIFF FILL TUBE, REMOVED HYDRAULIC LINES THAT WERE ROUTED OVER THE TUBE, REMOVED DRIVESHAFT TUBE, AND DISCONNECTED WHERE PARK BRAKE VALVE MOUNTS SO THAT I WAS ABLE TO MANEUVER THE TUBE OUT OF THE MACHINE. AFTER TUBE WAS REMOVED I INSTALLED THE NEW TUBE INTO THE SAME POSITION AS THE OLD ONE. INSTALLED DRIVE SHAFT TUBE. MOUNTED PARK BRAKE VALVE. RE CONNECTED ALL REINSTALLED THE DIFF FILL TUBE WITH NEW GASKET 5H7844. ALSO WHILE REMOVING HARDWARE TO REMOVE TUBE I FOUND THAT A BRACKET WAS BROKEN AND MISSING HARDWARE. I REPAIRED THE BRACKET BY WELDING IT BACK TOGETHER AND PAINTING IT. INSTALLED MISSING HARDWARE AS WELL. Service mag. m0083551 SERVICE MAG. M0083551
Aug 14, 2019	Service	5,077	Repair For Warranty Wiring Harness	WITH EJECTOR AND BOWL RAISE FUNCTIONS WHICH WAS CAUSED BY HITCH HARNESS WHICH WAS STRETCHED. SERV MAG M0069049 ADDRESSES THE PROBLEM CUSTOMER COMPLAINT: CUSTOMER HAS BEEN HAVING INTERMITTENT ISSUES WITH EJECTOR AND RISE FUNCTIONS. CAUSE OF FAILURE: WIRE HARNESS RESULTANT DAMAGE: FUNCTIONS NOT WORKING. REPAIR PROCESS COMMENTS: REPLACE WIRE HARNESS AND REROUTE TO NEW CAT SPEC. PERFORM SERVICE LETTER MOO69049. Customer has been having intermittent issues CUSTOMER HAS BEEN HAVING INTERMITTENT ISSUES WITH EJECTOR AND BOWL RAISE FUNCTIONS. PERFORM SERVICE MAG M0069049

Aug 14, 2019	Service	5,077	Repair Brakes	<p>CUSTOMER COMPLAINT: SAMPLE CAME BACK WITH OIL VISCOSITY TO THIN AND POWER TRAIN OIL WAS DARK IN COLOR CAUSE OF FAILURE: BACKUP RING FOR D-RING SEAL IN THE BRAKE CYLINDER WAS DAMAGED CAUSING THE LEAK RESULTANT DAMAGE: LOSS OF HYDRAULIC FLUID INTO THE POWER TRAIN OIL, REPAIR PROCESS COMMENTS: AFTER GETTING THE SAMPLE BACK FOR THE POWER TRAIN OIL AND HAVING THE OIL BEING DARK IT WAS DECIDED TO RESEAL BOTH FRONT BRAKES. THE MACHINE WAS TURNED TO ACCESS THE LEFT SIDE WHEEL. JACKED UP MACHINE AND SET ON JACK STAND TO SUPPORT TRACTOR. BOTH FINAL DRIVES HAD TO BE DRAINED AND THE DIFF. OIL HAD TO BE DRAINED TO REMOVE WHEELS. REMOVED FINAL DRIVE COVER, REMOVED AXLE SHAFT, AND REMOVED FINAL DRIVE ASSEMBLY. THE WHEEL WAS RIGGED UP AND SUPPORTED BY CHAINS TO THE OVERHEAD REMOVED RETAINER, SHIMS AND BEARING. THEN REMOVED THE WHEEL ASSEMBLY AND SECURED TO MACHINE TO AVOID WHEEL BEING MOVED AND FALLING. REMOVED THE DUO- CONE SEALS AND INSIDE WHEEL BEARING. THEN USED CRANE TO SUPPORT SPINDLE. REMOVED SPINDLE AND BRAKE HOUSING AS ONE UNIT AND SET STANDING UP TO BE DISASSEMBLED. REMOVED BRAKE HOUSING AND SET ON BENCH. DISASSEMBLED BRAKE HOUSING AND THE BRAKE CYLINDER IT WAS FOUND THAT THE BACK UP RINGS FOR THE D-RINGS WERE WORN AND WAS CAUSING RINGS FOR THE CYLINDER AND REASSEMBLED BRAKE CYLINDER. REPLACED ALL OTHER SEALS AND O-RINGS ON THE BRAKE HOUSING. INSTALLED BRAKE CYLINDER INTO BRAKE HOUSING AND APPLIED PRESSURE TO THE CYLINDER TO TEST SEALS. SEALS PASSED TEST. CLEANED AND INSPECTED ALL CLUTCH AND FRICTION PLATES FOR DAMAGE AND FOUND NONE. INSTALLED CLUTCHES AND FRICTION PLATES IN THE SAME ORDER. INSTALLED NEW O-RING AND RETAINER FOR CLUTCHES AND TORQUE TO SPEC. CLEANED SPINDLE AND INSTALLED BRAKE HOUSING WITH NEW O-RINGS. INSTALLED NEW O-RING AND BOLTED SPINDLE ONTO MACHINE. TORQUE INSTALLED INSIDE WHEEL BEARING. PICKED UP TIRE WITH CHAINS USING THE CRANE AND TRIED TO INSTALL WHEEL ASSEMBLY ONTO THE MACHINE. DURING THE PROCESS OF REBUILDING THE BRAKE ASSEMBLY THE WHEEL HAD BEEN MOVED AND WAS SITTING AT THE WRONG ANGLE. THIS TOOK EXTRA TIME TO GET THE WHEEL TO LINE UP PROPERLY AND GET THE CORRECT ANGLE TO BE INSTALLED ON THE MACHINE. ONCE WHEEL WAS INSTALLED THE OUTSIDE WHEEL BEARING WAS INSTALLED. THEN THE SHIMS AND RETAINER AND FINAL DRIVE ASSEMBLY WAS INSTALLED. THE AXLE SHAFT WAS REINSTALLED. A NEW O-RING AND COVER FOR FINAL DRIVE WAS INSTALLED. MACHINE WAS THEN JACKED UP AND SET BACK DOWN. THE MACHINE WAS REPOSITIONED IN THE SHOP AND JACKED UP TO REPEAT THE PROCESS SAME PROCESS WAS USED ON THE RIGHT SIDE WHEEL. ALSO THE SAME BACKUP RING WAS FOUND TO HAVE DAMAGE CAUSING THE LEAK ON THE RIGHT SIDE AS WELL. THERE WAS ALSO EXTRA TIME NEEDED TO</p>
--------------	---------	-------	---------------	---

WAS ASSEMBLED THE MACHINE WAS SET DOWN. THEN THE DIFF HOUSING WAS FILLED WITH FLUID AND THE FINAL DRIVES WERE FILLED WITH FLUID. Oil transferring into diff OIL TRANSFERING INTO DIFF

Aug 14, 2019	Service	5,077	Repair For Warranty Wiring Harness	CUSTOMER COMPLAINT: CUSTOMER MACHINE WAS IN FOR UPDATES. CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N.A REPAIR PROCESS COMMENTS: PERFORM SERVICE LETTER PS53224. Perform service letter ps53224.
Aug 14, 2019	Service	5,077	Repair For Warranty Drive Train Oil Lines	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAG (M0076884) FOR WARRANT AS PER REQUEST BY CATERPILLAR. REMOVED OLD SOS SAMPLE VALVE AND ELBOW ON THE REAR OF THE TRANSMISSION. INSTALLED NEW ELBOW IN REAR OF TRANSMISSION AND INSTALLED BRACKET AND SOS FITTING ON FENDER FOR THE REMOTE SOS SAMPLING VALVE. Service mag. m0076884 SERVICE MAG. M0076884
Aug 14, 2019	Service	5,077	Repair For Warranty Cgi Cooler	CUSTOMER COMPLAINT: COOLANT LEAK CAUSE OF FAILURE: NRS COOLER LEAKING COOLANT INTO EXHAUST RESULTANT DAMAGE: FILLED UP INTAKE SYSTEM WITH COOLANT REPAIR PROCESS COMMENTS: ENGINE HYDROLOCKED DRAINED SYSTEM, PULLED NRS OUTLET CLAMP COOLANT PRESENT. TRAVELED TO SHOP ORDERED PARTS AND PULLED PARTS. TRAVEL BACK TO SITE AND INSTALLED PARTS. GOING TO PULL INJECTORS ON MONDAY ENGINE IS LOCKED UP. GO HOME FOR THE DAY TRAVEL TO SITE WITH INJECTOR PARTS FOR R&R. ENGINE CRANK OVER AFTER SITTING A FEW DAYS. STARTED ENGINE AND TOPPED OFF COOLANT FINISHED PUTTING ON COVERS. RAN SOME ENGINE TESTS THEN RELEASED TO CUSTOMER. CUSTOMER COMPLAINT: COOLANT LEAK CAUSE OF FAILURE: NRS COOLER LEAKING COOLANT INTO EXHAUST RESULTANT DAMAGE: FILLED UP INTAKE SYSTEM WITH COOLANT REPAIR PROCESS COMMENTS: ENGINE HYDROLOCKED DRAINED SYSTEM, PULLED NRS OUTLET CLAMP COOLANT PRESENT. TRAVELED TO SHOP ORDERED PARTS AND PULLED PARTS. TRAVEL BACK TO SITE AND INSTALLED PARTS. GOING TO PULL INJECTORS ON MONDAY ENGINE IS LOCKED UP. GO HOME FOR THE DAY ENGINE CRANK OVER AFTER SITTING A FEW DAYS. STARTED ENGINE AND TOPPED OFF COOLANT FINISHED PUTTING ON COVERS. RAN SOME ENGINE TESTS THEN RELEASED TO CUSTOMER.

Aug 14, 2019	Service	5,077	Repair Brakes	<p>CUSTOMER COMPLAINT: SAMPLE CAME BACK WITH OIL VISCOSITY TO THIN AND POWER TRAIN OIL WAS DARK IN COLOR CAUSE OF FAILURE: BACKUP RING FOR D-RING SEAL IN THE BRAKE CYLINDER WAS DAMAGED CAUSING THE LEAK RESULTANT DAMAGE: LOSS OF HYDRAULIC FLUID INTO THE POWER TRAIN OIL, REPAIR PROCESS COMMENTS: AFTER GETTING THE SAMPLE BACK FOR THE POWER TRAIN OIL AND HAVING THE OIL BEING DARK IT WAS DECIDED TO RESEAL BOTH FRONT BRAKES. THE MACHINE WAS TURNED TO ACCESS THE LEFT SIDE WHEEL. JACKED UP MACHINE AND SET ON JACK STAND TO SUPPORT TRACTOR. BOTH FINAL DRIVES HAD TO BE DRAINED AND THE DIFF. OIL HAD TO BE DRAINED TO REMOVE WHEELS. REMOVED FINAL DRIVE COVER, REMOVED AXLE SHAFT, AND REMOVED FINAL DRIVE ASSEMBLY. THE WHEEL WAS RIGGED UP AND SUPPORTED BY CHAINS TO THE OVERHEAD REMOVED RETAINER, SHIMS AND BEARING. THEN REMOVED THE WHEEL ASSEMBLY AND SECURED TO MACHINE TO AVOID WHEEL BEING MOVED AND FALLING. REMOVED THE DUO- CONE SEALS AND INSIDE WHEEL BEARING. THEN USED CRANE TO SUPPORT SPINDLE. REMOVED SPINDLE AND BRAKE HOUSING AS ONE UNIT AND SET STANDING UP TO BE DISASSEMBLED. REMOVED BRAKE HOUSING AND SET ON BENCH. DISASSEMBLED BRAKE HOUSING AND THE BRAKE CYLINDER IT WAS FOUND THAT THE BACK UP RINGS FOR THE D-RINGS WERE WORN AND WAS CAUSING RINGS FOR THE CYLINDER AND REASSEMBLED BRAKE CYLINDER. REPLACED ALL OTHER SEALS AND O-RINGS ON THE BRAKE HOUSING. INSTALLED BRAKE CYLINDER INTO BRAKE HOUSING AND APPLIED PRESSURE TO THE CYLINDER TO TEST SEALS. SEALS PASSED TEST. CLEANED AND INSPECTED ALL CLUTCH AND FRICTION PLATES FOR DAMAGE AND FOUND NONE. INSTALLED CLUTCHES AND FRICTION PLATES IN THE SAME ORDER. INSTALLED NEW O-RING AND RETAINER FOR CLUTCHES AND TORQUE TO SPEC. CLEANED SPINDLE AND INSTALLED BRAKE HOUSING WITH NEW O-RINGS. INSTALLED NEW O-RING AND BOLTED SPINDLE ONTO MACHINE. TORQUE INSTALLED INSIDE WHEEL BEARING. PICKED UP TIRE WITH CHAINS USING THE CRANE AND TRIED TO INSTALL WHEEL ASSEMBLY ONTO THE MACHINE. DURING THE PROCESS OF REBUILDING THE BRAKE ASSEMBLY THE WHEEL HAD BEEN MOVED AND WAS SITTING AT THE WRONG ANGLE. THIS TOOK EXTRA TIME TO GET THE WHEEL TO LINE UP PROPERLY AND GET THE CORRECT ANGLE TO BE INSTALLED ON THE MACHINE. ONCE WHEEL WAS INSTALLED THE OUTSIDE WHEEL BEARING WAS INSTALLED. THEN THE SHIMS AND RETAINER AND FINAL DRIVE ASSEMBLY WAS INSTALLED. THE AXLE SHAFT WAS REINSTALLED. A NEW O-RING AND COVER FOR FINAL DRIVE WAS INSTALLED. MACHINE WAS THEN JACKED UP AND SET BACK DOWN. THE MACHINE WAS REPOSITIONED IN THE SHOP AND JACKED UP TO REPEAT THE PROCESS SAME PROCESS WAS USED ON THE RIGHT SIDE WHEEL. ALSO THE SAME BACKUP RING WAS FOUND TO HAVE DAMAGE CAUSING THE LEAK ON THE RIGHT SIDE AS WELL. THERE WAS ALSO EXTRA TIME NEEDED TO</p>
--------------	---------	-------	---------------	---



WAS ASSEMBLED THE MACHINE WAS SET DOWN. THEN THE DIFF HOUSING WAS FILLED WITH FLUID AND THE FINAL DRIVES WERE FILLED WITH FLUID. Oil transferring into diff OIL TRANSFERING INTO DIFF

Aug 14, 2019	Service	5,077	Repair For Warranty Cgi Cooler	CUSTOMER COMPLAINT: CUSTOMER BROUGHT IN FOR UP DATES. CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: REPAIR PRDUCT PROGRAME PS53512. REMOVED AND
Aug 14, 2019	Service	5,077	Replace***use Code 510*** Crankshaft Rear Seal	CUSTOMER COMPLAINT: REPLACED WHILE LIMITER WAS REMOVED. REPAIR PROCESS COMMENTS: REMOVED FLYWHEEL AND TORQUE LIMITER ASSEMBLY FROM REAR OF ENGINE. DRAINED ENGINE OIL. REMOVED REAR MAIN SEAL. INSTALLED NEW SEAL. ADDED NEW OIL TO LIMITER ASSEMBLY AND FLYWHEEL. TORQUED BOLTS TO SPEC.
Aug 14, 2019	Service	5,077	Troubleshoot Engine	REGEN LOCKED OUT CAUSE OF FAILURE: CODES FOR LOW FUEL PRESSURE PRESENT ACTIVE LOCKED OUT REGEN 120% SOOT LOAD ON 9.3 LITER REPAIR PROCESS COMMENTS: CLEAR CODES AND REGEN ENGINES,9.3 LITER AND C13. FLASHED THE ECMS WITH CURRENT FLASHES. RAN AFTERTREATMENT FUNCTION TEST ON ENGINES. C13 ENGINE DIDN'T PRIME ON FUNCTION TEST CHECKED FILTER ON DEF MODULE CLEANED AND INSTALLED. REASSEMBLE COVERS FOR DEF FILTER CHECK SYSTEM ONE MORE TIME ALL CLEAR RELEASED TO CUSTOMER Won't regen WON'T REGEN * MOVED FROM 9D70865
Aug 14, 2019	Service	5,077	Repair Engine	REPAIR PROCESS COMMENTS: ENGINE DRAIN VALVE LEAKS. TIGHTEN UP HOSE CLAMP ON DRAIN AND LEAKS STOPPED. Engine drain valve leak ENGINE DRAIN VALVE LEAK
Aug 14, 2019	Service	5,077	Perform 5000 Service Hour Maint	PERFORM 5000 HR SERVICE ON DEF AFTER TREATMENT FILTER. REMOVED FILTERS AND SENT THEM TO BE CLEANED. INSTALLED FILTERS AFTER BEING CLEANED AND INSTALLED WITH NEW CLAMPS. WHILE REMOVING THE AIR LINE GOING TO THE FILTER, THE LINE AND FITTING SEIZED TOGETHER AND COULDN'T BE SALVAGED. INSTALLED NEW LINE AND FITTING. WHILE REMOVING THE SPARK PLUG TO BE CLEANED THE SPARK PLUG BROKE AND HAD TO INSTALL A NEW SPARK PLUG. INSTALLED R and i dpf and have it cleaned out, clean def R AND I DPF AND HAVE IT CLEANED OUT, CLEAN DEF FILTER

Aug 14, 2019	Service	5,077	Inspect Machine	REPAIR PROCESS COMMENTS: FINAL INSPECT MACHINE. RAN MACHINE TO OPERATING TEMP AND ALL MACHINE FUNCTION WORK. DIDN'T NOT SEE ANY LEAKS. BRAKES WORKED WELL. REPAIR PROCESS COMMENTS: INSPECTED MACHINE FOR OTHER DAMAGE FOR ADD ON QUOTE. TOOK PRODUCT STATUS REPORT FOR WHEN MACHINE ARRIVED. UPDATED ALL SOFTWARE FILES. TOOK ANOTHER PRODUCT STATUS REPORT WITH NEW SOFTWARE FILES. AFTER ALL REPAIRS AND UPDATES WERE COMPLETE ANOTHER PRODUCT STATUS REPORT WAS TAKEN BEFORE DELIVERY. PRODUCT STATUS REPORTS ARE ATTACHED TO THIS SERVICE REPORT.
Aug 14, 2019	Service	5,077	Repair Engine	CUSTOMER COMPLAINT: ECM IS COMMUNICATING CAUSE OF FAILURE: UNKNOWN 11-13-18 CHECK ALL FLUIDS OPERATE UNIT AND THE FRONT ENGINE TEMP WENT TO 223 CHECK AND FIND THAT THE TANK HAS A LITTLE STAIN ON IT AND NEEDED COOLANT ADDED 8 GALLONS OF COOLANT TO UNIT TO FILL IT UP IS RUBBING ON A HOSE CLAMP AND HAS A HOLE IN IT, TOMORROW UNIT HAS CODE FOR LOW AFTER TREATMENT FUEL PRESSURE FOR REAR ENGINE START TO TROUBLE SHOOT IT AFTER FRONT ENGINE WAS FILLED REPAIR PROCESS COMMENTS: 11-14-18 -INSTALL T TO CHECK THE FUEL PRESSURE FOR THE # 2 AFTERTREATMENT NO PRESSURE TAP RELAY AND THE PRESSURE CAME UP THE RELAY IS BAD ORDER IN RELAY TRACY SAID HE WOULD PICK IT UP AND INSTALL THE RELAY T/s engine issues T/S ENGINE ISSUES * TRANSFERED FROM 9D70528
Aug 14, 2019	Service	5,077	Repair Hydraulic Hoses/lines	REPAIR PROCESS COMMENTS: T/S HYDRAULIC LEAK IN CUSHION HITCH. LOTS OF OIL IN THE BELLY OF THE CUSHION HITCH AND OIL DRIPPING ON THE GROUND. GOT MACHINE HOT AND T/S LEAK. LEAK WAS COMING FROM AND TUBE THAT WILL BE UPDATED IN SERVICE MAGAZINE (M0083551). LEAKS WERE IN A HARD SPOT TO SEE. T/s hyd leak cushion hitch T/S HYD LEAK CUSHION HITCH
Aug 14, 2019	Service	5,077	Clean Machine	
Aug 14, 2019	Service	5,077	Repair For Warranty Wiring Harness	CUSTOMER COMPLAINT: SERVICE MAGAZINE M0087325 WAS APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED IMU MOUNTING BRACKET WITH NEW BRACKET AND RUBBER MOUNTS. Service mag. m0087325 SERVICE MAG. M0087325
Aug 14, 2019	Service	5,077	Travel To/from Work Area	

Aug 14, 2019	Service	5,077	Perform 5000 Service Hour Maint	CUSTOMER COMPLAINT: DUE FOR 5000 HOUR SERVICE REPAIR PROCESS COMMENTS: REMOVED CEM PACKAGE FROM REAR ENGINE. REMOVED DPF AND DOC TO BE SENT OFF TO BE CLEANED. THE DPF DID NOT PASS AND NEEDED TO BE REPLACED. INSTALLED CLEANED DOC AND REMAN DPF FILTER KIT. INSTALLED CEM PACKAGE. TESTED MACHINE AND MADE SURE REAR R and i dpf and have it cleaned out, clean def R AND I DPF AND HAVE IT CLEANED OUT, CLEAN DEF FILTER
Aug 14, 2019	Service	5,077	Install Panels And Covers	CUSTOMER COMPLAINT: MISSING COVER UNDER CAB INSTALLED NEW COVER WITH NEW HARDWARE. TIM BARNARD APPROVED Replace missing a/c cover REPLACE MISSING A/C COVER
Aug 14, 2019	Service	5,077	Repair For Warranty Brake Lines	CUSTOMER COMPLAINT: BRAKE UPDATE SERVICE MAG. M0082272 CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: INSTALLED NEW VALVE AND HOSE FOR BRAKE COOLING Service mag. m0082272 SERVICE MAG. M0082272
Aug 14, 2019	Service	5,077	Repair V-belt(s)	CUSTOMER COMPLAINT: CUSTOMER BROUGHT IN FOR UPDATES. CAUSE OF FAILURE: BELT NEEDED UP DATE. RESULTANT DAMAGE: HAD CUT IN BELT REPAIR PROCESS COMMENTS: REMOVED OLD BELT AND INSTALLED NEW SERPENTINE BELT AND ACCESSORY BELT. M0101421 service mag article on rear fan belt M0101421 SERVICE MAG ARTICLE ON REAR FAN BELT
Aug 14, 2019	Service	5,077	Remove & Install Draft Frame Trunnion	CUSTOMER COMPLAINT: WORN TRUNNIONS REPAIR PROCESS COMMENTS: REPLACED BOTH TRUNNIONS. TORQUED TRUNNION TO SPEC. WHEN TRYING TO INSTALL NEW CAPS I FOUND THAT THE CAPS WERE MANUFACTURED WRONG. ORDERED MORE CAPS AND INSTALLED OLD CAPS AND TORQUED TO CONTINUE WORK ON MACHINE. ONCE NEW CAPS ARRIVED, REMOVED OLD CAPS AND INSTALLED NEW CAPS. TORQUED NEW CAPS TO SPEC. Replace trunnions and caps for the draft arms to REPLACE TRUNNIONS AND CAPS FOR THE DRAFT ARMS TO BOWL.
Aug 14, 2019	Service	5,077	Repair Air Conditioner	REPAIR PROCESS COMMENTS: OPERATING TEMPERATURE AND RAN A/C ON HIGH IT COOLING TO 40 DEGREES FOR 15 MIN A/C IS WORKING WELL. FAN IS NOT BLOWING AS HARD AS IT SHOULD. REPLACED CAB FILTERS WHICH HELPED TO RESTORE AIR SPEED.

Aug 14, 2019	Service	5,077	Repair For Warranty Drive Train Oil Lines	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAG (M0076884) FOR WARRANT AS PER REQUEST BY CATERPILLAR. REMOVED OLD SOS SAMPLE VALVE AND ELBOW ON THE REAR OF THE TRANSMISSION. INSTALLED NEW ELBOW IN REAR OF TRANSMISSION AND INSTALLED BRACKET AND SOS FITTING ON FENDER FOR THE REMOTE SOS SAMPLING VALVE. Service mag. m0076884 SERVICE MAG. M0076884
Aug 14, 2019	Service	5,077	Troubleshoot Differential Lock	REPAIR PROCESS COMMENTS: DIFFERENTIAL OVERFULL. TEST DIFF LOCK WITH HYDRAULIC PRESSURE AND DIFF HELD PRESSURE FOR 15 MIN AT 850 PSI. DIFF OIL DOES NOT LOOK TO BE DILUTED WITH 10W OIL, APPEARS THE DIFF WAS JUST OVERFILLED. HYDRAULIC AND TRANSMISSION FLUIDS WERE NOT LOW. DRAINED DIFF TO CORRECT LEVEL. OBTAINED SOS SAMPLE OF FLUID. Diff over full t/s DIFF OVER FULL T/S
Aug 14, 2019	Service	5,077	Repair For Warranty Drive Shaft	CUSTOMER COMPLAINT: SERVICE LETTER PS53992 WAS APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED INPUT SHAFT AND UPDATED THE BRAKE COOLING AND SHAFT COOLING LINES AS INSTRUCTED BY PS53992. WHILE DOING THE UPDATE I REMOVED THE BREATHER FOR THE TANK TO GAIN BETTER ACCESS TO THE INPUT SHAFT HOUSING. REPLACED GROMMET 8T2525 DUE TO BEING DAMAGED. WHILE REINSTALLING THE HOUSING BOLTS I FOUND THAT ONE BOLT HAD MESSED UP THREADS. REPLACED WITH NEW BOLT 8T8916. WHILE 5K-9090, 0T-0319, 1P-3703, AND 3K-0360. ALSO USED THE EYE BOLTS 1P-7407 TO REMOVED SHAFTS FOR UPDATE. CUSTOMER COMPLAINT: SERVICE LETTER PS53992 WAS APPROVED BY CAT CAUSE OF FAILURE: SOFT SHAFT RESULTANT DAMAGE: WORN SPLINES REPAIR PROCESS COMMENTS: REPLACED INPUT SHAFT AND UPDATED THE BRAKE COOLING AND SHAFT COOLING LINES AS INSTRUCTED BY PS53992. WHILE DOING THE UPDATE I NOTICED THE HAVE LASTED VERY MUCH LONGER. REMOVED THE BREATHER FOR THE TANK TO GAIN BETTER ACCESS TO THE INPUT SHAFT HOUSING. REPLACED GROMMET 8T2525 DUE TO BEING DAMAGED. WHILE REINSTALLING THE HOUSING BOLTS I FOUND THAT ONE BOLT HAD MESSED UP THREADS. REPLACED WITH NEW BOLT 8T8916. WHILE REINSTALLING EXISTING LINES I REPLACED O-RING 5K-9090, 0T-0319, 1P-3703, AND 3K-0360. ALSO USED THE EYE BOLTS 1P-7407 TO REMOVED SHAFTS FOR UPDATE. Remove drive shaft tube and check splines on REMOVE DRIVE SHAFT TUBE AND CHECK SPLINES ON SHAFT BEFORE DOING THE UPDATE PS53992 UPDATING THE TORQUE LIMITER DRIVE SHAFT

Aug 14, 2019	Service	5,077	Repair For Warranty Hydraulic Fan Motor	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAGAZINE M0078677 AS PER CATERPILLAR REQUEST FOR WARRANTY. REMOVE OLD BYPASS VALVE 168-0360, TUBES AND HOSE GOING TO VALVE AND DISPOSED OF. INSTALLED NEW 260-3789 VALVE, INSTALLED NEW TUBES AND LINE GOING TO NEW VALVE. Service mag m0078677 SERVICE MAG M0078677
Aug 14, 2019	Service	5,077	Repair For Warranty Hydraulic Hoses/lines	CUSTOMER COMPLAINT: SERVICE MAGAZINE MOO83551 APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED TUBE 432-8898 WITH NEW TUBE 528-1494. REMOVED DIFF FILL TUBE, REMOVED HYDRAULIC LINES THAT WERE ROUTED OVER THE TUBE, REMOVED DRIVESHAFT TUBE, AND DISCONNECTED WHERE PARK BRAKE VALVE MOUNTS SO THAT I WAS ABLE TO MANEUVER THE TUBE OUT OF THE MACHINE. AFTER TUBE WAS REMOVED I INSTALLED THE NEW TUBE INTO THE SAME POSITION AS THE OLD ONE. INSTALLED DRIVE SHAFT TUBE. MOUNTED PARK BRAKE VALVE. RE CONNECTED ALL REINSTALLED THE DIFF FILL TUBE WITH NEW GASKET 5H7844. ALSO WHILE REMOVING HARDWARE TO REMOVE TUBE I FOUND THAT A BRACKET WAS BROKEN AND MISSING HARDWARE. I REPAIRED THE BRACKET BY WELDING IT BACK TOGETHER AND PAINTING IT. INSTALLED MISSING HARDWARE AS WELL. Service mag. m0083551 SERVICE MAG. M0083551
Aug 14, 2019	Service	5,077	Repair For Warranty Cgi Cooler	CUSTOMER COMPLAINT: COOLANT LEAK CAUSE OF FAILURE: NRS COOLER LEAKING COOLANT INTO EXHAUST RESULTANT DAMAGE: FILLED UP INTAKE SYSTEM WITH COOLANT REPAIR PROCESS COMMENTS: ENGINE HYDROLOCKED DRAINED SYSTEM, PULLED NRS OUTLET CLAMP COOLANT PRESENT. TRAVELED TO SHOP ORDERED PARTS AND PULLED PARTS. TRAVEL BACK TO SITE AND INSTALLED PARTS. GOING TO PULL INJECTORS ON MONDAY ENGINE IS LOCKED UP. GO HOME FOR THE DAY TRAVEL TO SITE WITH INJECTOR PARTS FOR R&R. ENGINE CRANK OVER AFTER SITTING A FEW DAYS. STARTED ENGINE AND TOPPED OFF COOLANT FINISHED PUTTING ON COVERS. RAN SOME ENGINE TESTS THEN RELEASED TO CUSTOMER. CUSTOMER COMPLAINT: COOLANT LEAK CAUSE OF FAILURE: NRS COOLER LEAKING COOLANT INTO EXHAUST RESULTANT DAMAGE: FILLED UP INTAKE SYSTEM WITH COOLANT REPAIR PROCESS COMMENTS: ENGINE HYDROLOCKED DRAINED SYSTEM, PULLED NRS OUTLET CLAMP COOLANT PRESENT. TRAVELED TO SHOP ORDERED PARTS AND PULLED PARTS. TRAVEL BACK TO SITE AND INSTALLED PARTS. GOING TO PULL INJECTORS ON MONDAY ENGINE IS LOCKED UP. GO HOME FOR THE DAY ENGINE CRANK OVER AFTER SITTING A FEW DAYS. STARTED ENGINE AND TOPPED OFF COOLANT FINISHED PUTTING ON COVERS. RAN SOME ENGINE TESTS THEN RELEASED TO CUSTOMER.

Aug 14, 2019	Service	5,077	Repair For Warranty Wiring Harness	WITH EJECTOR AND BOWL RAISE FUNCTIONS WHICH WAS CAUSED BY HITCH HARNESS WHICH WAS STRETCHED. SERV MAG M0069049 ADDRESSES THE PROBLEM CUSTOMER COMPLAINT: CUSTOMER HAS BEEN HAVING INTERMITTENT ISSUES WITH EJECTOR AND RISE FUNCTIONS. CAUSE OF FAILURE: WIRE HARNESS RESULTANT DAMAGE: FUNCTIONS NOT WORKING. REPAIR PROCESS COMMENTS: REPLACE WIRE HARNESS AND REROUTE TO NEW CAT SPEC. PERFORM SERVICE LETTER MOO69049. Customer has been having intermittent issues CUSTOMER HAS BEEN HAVING INTERMITTENT ISSUES WITH EJECTOR AND BOWL RAISE FUNCTIONS. PERFORM SERVICE MAG M0069049
Aug 14, 2019	Service	5,077	Repair For Warranty Main System Relief Valve	WARRANTY AS PER CATERPILLAR PERFORM SERVICE MAG (M0079958). REMOVE OLD BAIL HITCH VALVE AND INSTALLED NEW BAIL HITCH VALVE (524-1514). Service mag. m0079958 SERVICE MAG. M0079958
Aug 14, 2019	Service	5,077	Repair For Warranty Wiring Harness	REPAIR PROCESS COMMENTS: REMOVED SEAT, REMOVED FUSE PANEL COVER, REMOVED FUSE PANEL, REMOVED CONTROLLER. UPON FURTHER INSPECTION IT WAS NOTICED THAT THE SERVICE LETTER WAS NOT AN UPDATE. IT WAS TO REPLACE THE SEQUENCE ASSIST AND LOAD ASSIST SWITCHES. THIS MACHINE DID NOT HAVE THE BUTTONS THAT NEED TO BE REPLACED. RE INSTALLED CONTROLLER, RE INSTALLED FUSE PANEL AND COVERS, RE INSTALLED SEAT. REPAIR PROCESS COMMENTS: REMOVED SEAT, REMOVED FUSE PANEL COVER, REMOVED WAS NOT AN UPDATE. IT WAS TO REPLACE THE SEQUENCE ASSIST AND LOAD ASSIST SWITCHES. THIS MACHINE DID INSTALLED CONTROL ER, RE INSTALLED FUSE PANEL AND COVERS, RE INSTALLED SEAT.
Aug 14, 2019	Service	5,077	Troubleshoot Brake Accumulator	ACCUMULATOR BLEEDING DOWN REGULARLY. RELEASED HYDRAULIC PRESSURE FROM BRAKE ACCUMULATORS AND CHECKED THE NITROGEN PRESSURE ON BOTH ACCUMULATORS. ONE OF THE ACCUMULATORS IS CHARGED TO SPEC AND ONE IS AT 0 PSI. REPLACED THE ACCUMULATOR THAT WAS LOW WITH THE ONE CUSTOMER PROVIDED AND RECHARGED BOTH. Accumulator 368-3015 bleeding down regularly ACCUMULATOR 368-3015 BLEEDING DOWN REGULARLY

Aug 14, 2019	Service	5,077	Remove & Install Water Pump	REPAIR PROCESS COMMENTS: T/S COOLANT LEAK ON FRONT ENGINE. PRESSURED UP COOLING SYSTEM AND LEAK IS COMING FROM WEEP HOLE INSTALLED ON NEW REMAN WATER PUMP. INSTALLED NEW SEALS IN ALL PLUGS FITTINGS AND NEW SEAL FOR THE WATER PUMP ELBOW. INSTALLED WATER PUMP WITH NEW SEAL. FILLED COOLING SYSTEM BACK WITH THE OLD COOLANT. **REPAIR SPECIFICATION INCLUDES** -REMOVE & INSTALL WATER PUMP (FRONT) - REPLACE MOUNT GASKETS AND SEALS -REPLACE HOSE AND BAND CLAMPS -DRAIN AND REUSE ANTIFREEZE -TOP OFF ANTIFREEZE **AVAILABLE AS NEEDED AT ADDITIONAL COST** -REPAIR OR REPLACEMENT OF WATER PUMP - REPLACE ANTIFREEZE WITH NEW -TRANSPORTATION OF MACHINE OR COMPONENTS Coolant leak front engine COOLANT LEAK FRONT ENGINE
Aug 14, 2019	Service	5,077	Repair For Warranty Hydraulic Hoses/lines	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAG (M0086339) FOR WARRANT AS PER CATERPILLAR. REMOVED OLD 441-3488 HYDRAULIC HOSE. INSTALLED NEW 543-5276. Service mag. m0086339 SERVICE MAG. M0086339
Aug 14, 2019	Service	5,077	Repair For Warranty Wiring Harness	CUSTOMER COMPLAINT: CUSTOMER MACHINE WAS IN FOR UPDATES. CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: PERFORM SERVICE LETTER PS53224. Perform service letter ps53224.
Aug 14, 2019	Service	5,077	Remove & Install Guard	REPAIR PROCESS COMMENTS: REMOVED ALL THREE BELLY PANS FROM THE TRACTOR TO GAIN ACCESS FOR TROUBLESHOOTING AND TO REPAIR MACHINE. REINSTALLED BELLY PANS ONCE ALL REPAIRS WERE MADE AND MACHINE WAS INSPECTED. Belly pans BELLY PANS
Aug 14, 2019	Service	5,077	Repair Hydraulic Hoses/lines	CUSTOMER COMPLAINT: LEAKING HOSE CAUSE OF FAILURE: LEAKING FROM CRIMPED FITTING REPAIR PROCESS COMMENTS: REMOVED HOSE. REPLACED HOSE WITH NEW O-RINGS. CUSTOMER COMPLAINT: LEAKING HOSE CAUSE OF FAILURE: LEAKING FROM CRIMPED FITTING REPAIR PROCESS COMMENTS: REMOVED HOSE. REPLACED HOSE WITH NEW O-RINGS. Line leaking at brake fan manifold LINE LEAKING AT BRAKE FAN MANIFOLD

Aug 14, 2019	Service	5,077	Repair For Warranty Hydraulic Control Valve	REPAIR PROCESS COMMENTS: PERFORM SERVICE LETTER (PS45999). REMOVE TUBE AND FITTING GOING INTO CUSHION HITCH VALVE. REMOVE RETAINING RING HOLDING IN CHECK VALVE 6E-5010 AND RETAINING RING WAS BROKE AND A PIECE OF THE RETAINING RING WAS STUCK IN THE CHECK VALVE TO THE OLD CHECK VALVE BEING CONTAMINATED. INSTALLED NEW UPDATED FITTING 549-4135 AND TUBE 553-1264. CUSTOMER COMPLAINT: DO AVAILABLE UPDATES PER CAT REPAIR PROCESS COMMENTS: FITTING GOING INTO CUSHION HITCH VALVE. REMOVE RETAINING RING HOLDING IN CHECK VALVE 6E-5010 AND RETAINING RING WAS BROKE AND A PIECE OF THE RETAINING RING WAS STUCK IN THE CHECK VALVE 6E-5010 . INSTALLED NEW 6E-5010 CHECK VALVE DUE TO THE OLD CHECK VALVE BEING CONTAMINATED. INSTALLED NEW UPDATED FITTING 549-4135 AND TUBE 553-1264.
Aug 14, 2019	Service	5,077	Inspect Transmission & Drive Line	CUSTOMER COMPLAINT: DARK FLUID FOR POWER TRAIN OIL. REPAIR PROCESS COMMENTS: TOOK OIL SAMPLE AND HAD A RUSH ORDER TO HAVE SAMPLE LOOKED AT FOR ENGINE OIL AND CONTAMINANTS. REPLACED TRANS FILTER ELEMENT. CUT APART OLD ALSO REMOVED TRANS FILTER SCREEN. INSPECTED SCREEN AND CLEANED SCREEN WITH BRAKE CLEAN AND REINSTALLED. Inspect for trans dark fluid INSPECT FOR TRANS DARK FLUID
Aug 06, 2019	Service	5,077	Repair For Warranty Hydraulic Control Valve	REPAIR PROCESS COMMENTS: PERFORM SERVICE LETTER (PS45999). REMOVE TUBE AND FITTING GOING INTO CUSHION HITCH VALVE. REMOVE RETAINING RING HOLDING IN CHECK VALVE 6E-5010 AND RETAINING RING WAS BROKE AND A PIECE OF THE RETAINING RING WAS STUCK IN THE CHECK VALVE TO THE OLD CHECK VALVE BEING CONTAMINATED. INSTALLED NEW UPDATED FITTING 549-4135 AND TUBE 553-1264. CUSTOMER COMPLAINT: DO AVAILABLE UPDATES PER CAT REPAIR PROCESS COMMENTS: FITTING GOING INTO CUSHION HITCH VALVE. REMOVE RETAINING RING HOLDING IN CHECK VALVE 6E-5010 AND RETAINING RING WAS BROKE AND A PIECE OF THE RETAINING RING WAS STUCK IN THE CHECK VALVE 6E-5010 . INSTALLED NEW 6E-5010 CHECK VALVE DUE TO THE OLD CHECK VALVE BEING CONTAMINATED. INSTALLED NEW UPDATED FITTING 549-4135 AND TUBE 553-1264.



Aug 06, 2019	Service	5,077	Repair For Warranty Drive Shaft	<p>CUSTOMER COMPLAINT: SERVICE LETTER PS53992 WAS APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED INPUT SHAFT AND UPDATED THE BRAKE COOLING AND SHAFT COOLING LINES AS INSTRUCTED BY PS53992. WHILE DOING THE UPDATE I REMOVED THE BREATHER FOR THE TANK TO GAIN BETTER ACCESS TO THE INPUT SHAFT HOUSING. REPLACED GROMMET 8T2525 DUE TO BEING DAMAGED. WHILE REINSTALLING THE HOUSING BOLTS I FOUND THAT ONE BOLT HAD MESSED UP THREADS. REPLACED WITH NEW BOLT 8T8916. WHILE 5K-9090, 0T-0319, 1P-3703, AND 3K-0360. ALSO USED THE EYE BOLTS 1P-7407 TO REMOVED SHAFTS FOR UPDATE. CUSTOMER COMPLAINT: SERVICE LETTER PS53992 WAS APPROVED BY CAT CAUSE OF FAILURE: SOFT SHAFT RESULTANT DAMAGE: WORN SPLINES REPAIR PROCESS COMMENTS: REPLACED INPUT SHAFT AND UPDATED THE BRAKE COOLING AND SHAFT COOLING LINES AS INSTRUCTED BY PS53992. WHILE DOING THE UPDATE I NOTICED THE HAVE LASTED VERY MUCH LONGER. REMOVED THE BREATHER FOR THE TANK TO GAIN BETTER ACCESS TO THE INPUT SHAFT HOUSING. REPLACED GROMMET 8T2525 DUE TO BEING DAMAGED. WHILE REINSTALLING THE HOUSING BOLTS I FOUND THAT ONE BOLT HAD MESSED UP THREADS. REPLACED WITH NEW BOLT 8T8916. WHILE REINSTALLING EXISTING LINES I REPLACED O-RING 5K-9090, 0T-0319, 1P-3703, AND 3K-0360. ALSO USED THE EYE BOLTS 1P-7407 TO REMOVED SHAFTS FOR UPDATE. Remove drive shaft tube and check splines on REMOVE DRIVE SHAFT TUBE AND CHECK SPLINES ON SHAFT BEFORE DOING THE UPDATE PS53992 UPDATING THE TORQUE LIMITER DRIVE SHAFT</p>
Aug 06, 2019	Service	5,077	Repair For Warranty Brake Lines	<p>CUSTOMER COMPLAINT: BRAKE UPDATE SERVICE MAG. M0082272 CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: INSTALLED NEW VALVE AND HOSE FOR BRAKE COOLING Service mag. m0082272 SERVICE MAG. M0082272</p>
Aug 06, 2019	Service	5,077	Repair For Warranty Cgi Cooler	<p>CUSTOMER COMPLAINT: CUSTOMER BROUGHT IN FOR UP DATES. CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: REPAIR PRDUCT PROGRAME PS53512. REMOVED AND</p>

Aug 06, 2019	Service	5,077	Repair Brakes	<p>CUSTOMER COMPLAINT: SAMPLE CAME BACK WITH OIL VISCOSITY TO THIN AND POWER TRAIN OIL WAS DARK IN COLOR CAUSE OF FAILURE: BACKUP RING FOR D-RING SEAL IN THE BRAKE CYLINDER WAS DAMAGED CAUSING THE LEAK RESULTANT DAMAGE: LOSS OF HYDRAULIC FLUID INTO THE POWER TRAIN OIL, REPAIR PROCESS COMMENTS: AFTER GETTING THE SAMPLE BACK FOR THE POWER TRAIN OIL AND HAVING THE OIL BEING DARK IT WAS DECIDED TO RESEAL BOTH FRONT BRAKES. THE MACHINE WAS TURNED TO ACCESS THE LEFT SIDE WHEEL. JACKED UP MACHINE AND SET ON JACK STAND TO SUPPORT TRACTOR. BOTH FINAL DRIVES HAD TO BE DRAINED AND THE DIFF. OIL HAD TO BE DRAINED TO REMOVE WHEELS. REMOVED FINAL DRIVE COVER, REMOVED AXLE SHAFT, AND REMOVED FINAL DRIVE ASSEMBLY. THE WHEEL WAS RIGGED UP AND SUPPORTED BY CHAINS TO THE OVERHEAD REMOVED RETAINER, SHIMS AND BEARING. THEN REMOVED THE WHEEL ASSEMBLY AND SECURED TO MACHINE TO AVOID WHEEL BEING MOVED AND FALLING. REMOVED THE DUO- CONE SEALS AND INSIDE WHEEL BEARING. THEN USED CRANE TO SUPPORT SPINDLE. REMOVED SPINDLE AND BRAKE HOUSING AS ONE UNIT AND SET STANDING UP TO BE DISASSEMBLED. REMOVED BRAKE HOUSING AND SET ON BENCH. DISASSEMBLED BRAKE HOUSING AND THE BRAKE CYLINDER IT WAS FOUND THAT THE BACK UP RINGS FOR THE D-RINGS WERE WORN AND WAS CAUSING RINGS FOR THE CYLINDER AND REASSEMBLED BRAKE CYLINDER. REPLACED ALL OTHER SEALS AND O-RINGS ON THE BRAKE HOUSING. INSTALLED BRAKE CYLINDER INTO BRAKE HOUSING AND APPLIED PRESSURE TO THE CYLINDER TO TEST SEALS. SEALS PASSED TEST. CLEANED AND INSPECTED ALL CLUTCH AND FRICTION PLATES FOR DAMAGE AND FOUND NONE. INSTALLED CLUTCHES AND FRICTION PLATES IN THE SAME ORDER. INSTALLED NEW O-RING AND RETAINER FOR CLUTCHES AND TORQUE TO SPEC. CLEANED SPINDLE AND INSTALLED BRAKE HOUSING WITH NEW O-RINGS. INSTALLED NEW O-RING AND BOLTED SPINDLE ONTO MACHINE. TORQUE INSTALLED INSIDE WHEEL BEARING. PICKED UP TIRE WITH CHAINS USING THE CRANE AND TRIED TO INSTALL WHEEL ASSEMBLY ONTO THE MACHINE. DURING THE PROCESS OF REBUILDING THE BRAKE ASSEMBLY THE WHEEL HAD BEEN MOVED AND WAS SITTING AT THE WRONG ANGLE. THIS TOOK EXTRA TIME TO GET THE WHEEL TO LINE UP PROPERLY AND GET THE CORRECT ANGLE TO BE INSTALLED ON THE MACHINE. ONCE WHEEL WAS INSTALLED THE OUTSIDE WHEEL BEARING WAS INSTALLED. THEN THE SHIMS AND RETAINER AND FINAL DRIVE ASSEMBLY WAS INSTALLED. THE AXLE SHAFT WAS REINSTALLED. A NEW O-RING AND COVER FOR FINAL DRIVE WAS INSTALLED. MACHINE WAS THEN JACKED UP AND SET BACK DOWN. THE MACHINE WAS REPOSITIONED IN THE SHOP AND JACKED UP TO REPEAT THE PROCESS SAME PROCESS WAS USED ON THE RIGHT SIDE WHEEL. ALSO THE SAME BACKUP RING WAS FOUND TO HAVE DAMAGE CAUSING THE LEAK ON THE RIGHT SIDE AS WELL. THERE WAS ALSO EXTRA TIME NEEDED TO</p>
--------------	---------	-------	---------------	---

				WAS ASSEMBLED THE MACHINE WAS SET DOWN. THEN THE DIFF HOUSING WAS FILLED WITH FLUID AND THE FINAL DRIVES WERE FILLED WITH FLUID. Oil transferring into diff OIL TRANSFERING INTO DIFF
Aug 06, 2019	Service	5,077	Repair For Warranty Hydraulic Hoses/lines	CUSTOMER COMPLAINT: SERVICE MAGAZINE MOO83551 APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED TUBE 432-8898 WITH NEW TUBE 528-1494. REMOVED DIFF FILL TUBE, REMOVED HYDRAULIC LINES THAT WERE ROUTED OVER THE TUBE, REMOVED DRIVESHAFT TUBE, AND DISCONNECTED WHERE PARK BRAKE VALVE MOUNTS SO THAT I WAS ABLE TO MANEUVER THE TUBE OUT OF THE MACHINE. AFTER TUBE WAS REMOVED I INSTALLED THE NEW TUBE INTO THE SAME POSITION AS THE OLD ONE. INSTALLED DRIVE SHAFT TUBE. MOUNTED PARK BRAKE VALVE. RE CONNECTED ALL REINSTALLED THE DIFF FILL TUBE WITH NEW GASKET 5H7844. ALSO WHILE REMOVING HARDWARE TO REMOVE TUBE I FOUND THAT A BRACKET WAS BROKEN AND MISSING HARDWARE. I REPAIRED THE BRACKET BY WELDING IT BACK TOGETHER AND PAINTING IT. INSTALLED MISSING HARDWARE AS WELL. Service mag. m0083551 SERVICE MAG. M0083551
Aug 06, 2019	Service	5,077	Repair V-belt(s)	CUSTOMER COMPLAINT: CUSTOMER BROUGHT IN FOR UPDATES. CAUSE OF FAILURE: BELT NEEDED UP DATE. RESULTANT DAMAGE: HAD CUT IN BELT REPAIR PROCESS COMMENTS: REMOVED OLD BELT AND INSTALLED NEW SERPENTINE BELT AND ACCESSORY BELT. M0101421 service mag article on rear fan belt M0101421 SERVICE MAG ARTICLE ON REAR FAN BELT
Aug 06, 2019	Service	5,077	Repair For Warranty Hydraulic Hoses/lines	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAG (M0086339) FOR WARRANT AS PER CATERPILLAR. REMOVED OLD 441-3488 HYDRAULIC HOSE. INSTALLED NEW 543-5276. Service mag. m0086339 SERVICE MAG. M0086339
Aug 06, 2019	Service	5,077	Repair For Warranty Wiring Harness	CUSTOMER COMPLAINT: SERVICE MAGAZINE M0087325 WAS APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED IMU MOUNTING BRACKET WITH NEW BRACKET AND RUBBER MOUNTS. Service mag. m0087325 SERVICE MAG. M0087325
Aug 06, 2019	Service	5,077	Repair For Warranty Wiring Harness	CUSTOMER COMPLAINT: CUSTOMER MACHINE WAS IN FOR UPDATES. CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: PERFORM SERVICE LETTER PS53224. Perform service letter ps53224.
Aug 06, 2019	Service	5,077	Repair For Warranty Main System Relief Valve	WARRANTY AS PER CATERPILLAR PERFORM SERVICE MAG (M0079958). REMOVE OLD BAIL HITCH VALVE AND INSTALLED NEW BAIL HITCH VALVE (524-1514). Service mag. m0079958 SERVICE MAG. M0079958

Aug 06, 2019	Service	5,077	Repair For Warranty Wiring Harness	WITH EJECTOR AND BOWL RAISE FUNCTIONS WHICH WAS CAUSED BY HITCH HARNESS WHICH WAS STRETCHED. SERV MAG M0069049 ADDRESSES THE PROBLEM CUSTOMER COMPLAINT: CUSTOMER HAS BEEN HAVING INTERMITTENT ISSUES WITH EJECTOR AND RISE FUNCTIONS. CAUSE OF FAILURE: WIRE HARNESS RESULTANT DAMAGE: FUNCTIONS NOT WORKING. REPAIR PROCESS COMMENTS: REPLACE WIRE HARNESS AND REROUTE TO NEW CAT SPEC. PERFORM SERVICE LETTER MOO69049. Customer has been having intermittent issues CUSTOMER HAS BEEN HAVING INTERMITTENT ISSUES WITH EJECTOR AND BOWL RAISE FUNCTIONS. PERFORM SERVICE MAG M0069049
Aug 06, 2019	Service	5,077	Repair For Warranty Drive Train Oil Lines	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAG (M0076884) FOR WARRANT AS PER REQUEST BY CATERPILLAR. REMOVED OLD SOS SAMPLE VALVE AND ELBOW ON THE REAR OF THE TRANSMISSION. INSTALLED NEW ELBOW IN REAR OF TRANSMISSION AND INSTALLED BRACKET AND SOS FITTING ON FENDER FOR THE REMOTE SOS SAMPLING VALVE. Service mag. m0076884 SERVICE MAG. M0076884
Aug 06, 2019	Service	5,077	Repair For Warranty Hydraulic Fan Motor	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAGAZINE M0078677 AS PER CATERPILLAR REQUEST FOR WARRANTY. REMOVE OLD BYPASS VALVE 168-0360, TUBES AND HOSE GOING TO VALVE AND DISPOSED OF. INSTALLED NEW 260-3789 VALVE, INSTALLED NEW TUBES AND LINE GOING TO NEW VALVE. Service mag m0078677 SERVICE MAG M0078677

Aug 06, 2019	Service	5,077	Repair For Warranty Cgi Cooler	<p>CUSTOMER COMPLAINT: COOLANT LEAK CAUSE OF FAILURE: NRS COOLER LEAKING COOLANT INTO EXHAUST RESULTANT DAMAGE: FILLED UP INTAKE SYSTEM WITH COOLANT REPAIR PROCESS COMMENTS: ENGINE HYDROLOCKED DRAINED SYSTEM, PULLED NRS OUTLET CLAMP COOLANT PRESENT. TRAVELED TO SHOP ORDERED PARTS AND PULLED PARTS. TRAVEL BACK TO SITE AND INSTALLED PARTS. GOING TO PULL INJECTORS ON MONDAY ENGINE IS LOCKED UP. GO HOME FOR THE DAY TRAVEL TO SITE WITH INJECTOR PARTS FOR R&amp;R. ENGINE CRANK OVER AFTER SITTING A FEW DAYS. STARTED ENGINE AND TOPPED OFF COOLANT FINISHED PUTTING ON COVERS. RAN SOME ENGINE TESTS THEN RELEASED TO CUSTOMER. CUSTOMER COMPLAINT: COOLANT LEAK CAUSE OF FAILURE: NRS COOLER LEAKING COOLANT INTO EXHAUST RESULTANT DAMAGE: FILLED UP INTAKE SYSTEM WITH COOLANT REPAIR PROCESS COMMENTS: ENGINE HYDROLOCKED DRAINED SYSTEM, PULLED NRS OUTLET CLAMP COOLANT PRESENT. TRAVELED TO SHOP ORDERED PARTS AND PULLED PARTS. TRAVEL BACK TO SITE AND INSTALLED PARTS. GOING TO PULL INJECTORS ON MONDAY ENGINE IS LOCKED UP. GO HOME FOR THE DAY ENGINE CRANK OVER AFTER SITTING A FEW DAYS. STARTED ENGINE AND TOPPED OFF COOLANT FINISHED PUTTING ON COVERS. RAN SOME ENGINE TESTS THEN RELEASED TO CUSTOMER.</p>
Aug 06, 2019	Service	5,077	Repair For Warranty Cgi Cooler	<p>CUSTOMER COMPLAINT: COOLANT LEAK CAUSE OF FAILURE: NRS COOLER LEAKING COOLANT INTO EXHAUST RESULTANT DAMAGE: FILLED UP INTAKE SYSTEM WITH COOLANT REPAIR PROCESS COMMENTS: ENGINE HYDROLOCKED DRAINED SYSTEM, PULLED NRS OUTLET CLAMP COOLANT PRESENT. TRAVELED TO SHOP ORDERED PARTS AND PULLED PARTS. TRAVEL BACK TO SITE AND INSTALLED PARTS. GOING TO PULL INJECTORS ON MONDAY ENGINE IS LOCKED UP. GO HOME FOR THE DAY TRAVEL TO SITE WITH INJECTOR PARTS FOR R&amp;R. ENGINE CRANK OVER AFTER SITTING A FEW DAYS. STARTED ENGINE AND TOPPED OFF COOLANT FINISHED PUTTING ON COVERS. RAN SOME ENGINE TESTS THEN RELEASED TO CUSTOMER. CUSTOMER COMPLAINT: COOLANT LEAK CAUSE OF FAILURE: NRS COOLER LEAKING COOLANT INTO EXHAUST RESULTANT DAMAGE: FILLED UP INTAKE SYSTEM WITH COOLANT REPAIR PROCESS COMMENTS: ENGINE HYDROLOCKED DRAINED SYSTEM, PULLED NRS OUTLET CLAMP COOLANT PRESENT. TRAVELED TO SHOP ORDERED PARTS AND PULLED PARTS. TRAVEL BACK TO SITE AND INSTALLED PARTS. GOING TO PULL INJECTORS ON MONDAY ENGINE IS LOCKED UP. GO HOME FOR THE DAY ENGINE CRANK OVER AFTER SITTING A FEW DAYS. STARTED ENGINE AND TOPPED OFF COOLANT FINISHED PUTTING ON COVERS. RAN SOME ENGINE TESTS THEN RELEASED TO CUSTOMER.</p>

Aug 06, 2019	Service	5,077	Repair For Warranty Wiring Harness	WITH EJECTOR AND BOWL RAISE FUNCTIONS WHICH WAS CAUSED BY HITCH HARNESS WHICH WAS STRETCHED. SERV MAG M0069049 ADDRESSES THE PROBLEM CUSTOMER COMPLAINT: CUSTOMER HAS BEEN HAVING INTERMITTENT ISSUES WITH EJECTOR AND RISE FUNCTIONS. CAUSE OF FAILURE: WIRE HARNESS RESULTANT DAMAGE: FUNCTIONS NOT WORKING. REPAIR PROCESS COMMENTS: REPLACE WIRE HARNESS AND REROUTE TO NEW CAT SPEC. PERFORM SERVICE LETTER MOO69049. Customer has been having intermittent issues CUSTOMER HAS BEEN HAVING INTERMITTENT ISSUES WITH EJECTOR AND BOWL RAISE FUNCTIONS. PERFORM SERVICE MAG M0069049
Aug 06, 2019	Service	5,077	Repair Hydraulic Hoses/lines	CUSTOMER COMPLAINT: LEAKING HOSE CAUSE OF FAILURE: LEAKING FROM CRIMPED FITTING REPAIR PROCESS COMMENTS: REMOVED HOSE. REPLACED HOSE WITH NEW O-RINGS. CUSTOMER COMPLAINT: LEAKING HOSE CAUSE OF FAILURE: LEAKING FROM CRIMPED FITTING REPAIR PROCESS COMMENTS: REMOVED HOSE. REPLACED HOSE WITH NEW O-RINGS. Line leaking at brake fan manifold LINE LEAKING AT BRAKE FAN MANIFOLD
Aug 06, 2019	Service	5,077	Repair Air Conditioner	REPAIR PROCESS COMMENTS: OPERATING TEMPERATURE AND RAN A/C ON HIGH IT COOLING TO 40 DEGREES FOR 15 MIN A/C IS WORKING WELL. FAN IS NOT BLOWING AS HARD AS IT SHOULD. REPLACED CAB FILTERS WHICH HELPED TO RESTORE AIR SPEED.
Aug 06, 2019	Service	5,077	Repair For Warranty Main System Relief Valve	WARRANTY AS PER CATERPILLAR PERFORM SERVICE MAG (M0079958). REMOVE OLD BAIL HITCH VALVE AND INSTALLED NEW BAIL HITCH VALVE (524-1514). Service mag. m0079958 SERVICE MAG. M0079958
Aug 06, 2019	Service	5,077	Repair For Warranty Hydraulic Control Valve	REPAIR PROCESS COMMENTS: PERFORM SERVICE LETTER (PS45999). REMOVE TUBE AND FITTING GOING INTO CUSHION HITCH VALVE. REMOVE RETAINING RING HOLDING IN CHECK VALVE 6E-5010 AND RETAINING RING WAS BROKE AND A PIECE OF THE RETAINING RING WAS STUCK IN THE CHECK VALVE TO THE OLD CHECK VALVE BEING CONTAMINATED. INSTALLED NEW UPDATED FITTING 549-4135 AND TUBE 553-1264. CUSTOMER COMPLAINT: DO AVAILABLE UPDATES PER CAT REPAIR PROCESS COMMENTS: FITTING GOING INTO CUSHION HITCH VALVE. REMOVE RETAINING RING HOLDING IN CHECK VALVE 6E-5010 AND RETAINING RING WAS BROKE AND A PIECE OF THE RETAINING RING WAS STUCK IN THE CHECK VALVE 6E-5010 . INSTALLED NEW 6E-5010 CHECK VALVE DUE TO THE OLD CHECK VALVE BEING CONTAMINATED. INSTALLED NEW UPDATED FITTING 549-4135 AND TUBE 553-1264.

Aug 06, 2019	Service	5,077	Remove & Install Guard	REPAIR PROCESS COMMENTS: REMOVED ALL THREE BELLY PANS FROM THE TRACTOR TO GAIN ACCESS FOR TROUBLESHOOTING AND TO REPAIR MACHINE. REINSTALLED BELLY PANS ONCE ALL REPAIRS WERE MADE AND MACHINE WAS INSPECTED. Belly pans BELLY PANS
Aug 06, 2019	Service	5,077	Repair For Warranty Drive Shaft	CUSTOMER COMPLAINT: SERVICE LETTER PS53992 WAS APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED INPUT SHAFT AND UPDATED THE BRAKE COOLING AND SHAFT COOLING LINES AS INSTRUCTED BY PS53992. WHILE DOING THE UPDATE I REMOVED THE BREATHER FOR THE TANK TO GAIN BETTER ACCESS TO THE INPUT SHAFT HOUSING. REPLACED GROMMET 8T2525 DUE TO BEING DAMAGED. WHILE REINSTALLING THE HOUSING BOLTS I FOUND THAT ONE BOLT HAD MESSED UP THREADS. REPLACED WITH NEW BOLT 8T8916. WHILE 5K-9090, 0T-0319, 1P-3703, AND 3K-0360. ALSO USED THE EYE BOLTS 1P-7407 TO REMOVED SHAFTS FOR UPDATE. CUSTOMER COMPLAINT: SERVICE LETTER PS53992 WAS APPROVED BY CAT CAUSE OF FAILURE: SOFT SHAFT RESULTANT DAMAGE: WORN SPLINES REPAIR PROCESS COMMENTS: REPLACED INPUT SHAFT AND UPDATED THE BRAKE COOLING AND SHAFT COOLING LINES AS INSTRUCTED BY PS53992. WHILE DOING THE UPDATE I NOTICED THE HAVE LASTED VERY MUCH LONGER. REMOVED THE BREATHER FOR THE TANK TO GAIN BETTER ACCESS TO THE INPUT SHAFT HOUSING. REPLACED GROMMET 8T2525 DUE TO BEING DAMAGED. WHILE REINSTALLING THE HOUSING BOLTS I FOUND THAT ONE BOLT HAD MESSED UP THREADS. REPLACED WITH NEW BOLT 8T8916. WHILE REINSTALLING EXISTING LINES I REPLACED O-RING 5K-9090, 0T-0319, 1P-3703, AND 3K-0360. ALSO USED THE EYE BOLTS 1P-7407 TO REMOVED SHAFTS FOR UPDATE. Remove drive shaft tube and check splines on REMOVE DRIVE SHAFT TUBE AND CHECK SPLINES ON SHAFT BEFORE DOING THE UPDATE PS53992 UPDATING THE TORQUE LIMITER DRIVE SHAFT
Aug 06, 2019	Service	5,077	Install Panels And Covers	CUSTOMER COMPLAINT: MISSING COVER UNDER CAB INSTALLED NEW COVER WITH NEW HARDWARE. TIM BARNARD APPROVED Replace missing a/c cover REPLACE MISSING A/C COVER
Aug 06, 2019	Service	5,077	Repair For Warranty Drive Train Oil Lines	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAG (M0076884) FOR WARRANT AS PER REQUEST BY CATERPILLAR. REMOVED OLD SOS SAMPLE VALVE AND ELBOW ON THE REAR OF THE TRANSMISSION. INSTALLED NEW ELBOW IN REAR OF TRANSMISSION AND INSTALLED BRACKET AND SOS FITTING ON FENDER FOR THE REMOTE SOS SAMPLING VALVE. Service mag. m0076884 SERVICE MAG. M0076884

Aug 06, 2019	Service	5,077	Troubleshoot Differential Lock	REPAIR PROCESS COMMENTS: DIFFERENTIAL OVERFULL. TEST DIFF LOCK WITH HYDRAULIC PRESSURE AND DIFF HELD PRESSURE FOR 15 MIN AT 850 PSI. DIFF OIL DOES NOT LOOK TO BE DILUTED WITH 10W OIL, APPEARS THE DIFF WAS JUST OVERFILLED. HYDRAULIC AND TRANSMISSION FLUIDS WERE NOT LOW. DRAINED DIFF TO CORRECT LEVEL. OBTAINED SOS SAMPLE OF FLUID. Diff over full t/s DIFF OVER FULL T/S
Aug 06, 2019	Service	5,077	Clean Machine	
Aug 06, 2019	Service	5,077	Repair For Warranty Wiring Harness	REPAIR PROCESS COMMENTS: REMOVED SEAT, REMOVED FUSE PANEL COVER, REMOVED FUSE PANEL, REMOVED CONTROLLER. UPON FURTHER INSPECTION IT WAS NOTICED THAT THE SERVICE LETTER WAS NOT AN UPDATE. IT WAS TO REPLACE THE SEQUENCE ASSIST AND LOAD ASSIST SWITCHES. THIS MACHINE DID NOT HAVE THE BUTTONS THAT NEED TO BE REPLACED. RE INSTALLED CONTROLLER, RE INSTALLED FUSE PANEL AND COVERS, RE INSTALLED SEAT. REPAIR PROCESS COMMENTS: REMOVED SEAT, REMOVED FUSE PANEL COVER, REMOVED WAS NOT AN UPDATE. IT WAS TO REPLACE THE SEQUENCE ASSIST AND LOAD ASSIST SWITCHES. THIS MACHINE DID INSTALLED CONTROL ER, RE INSTALLED FUSE PANEL AND COVERS, RE INSTALLED SEAT.
Aug 06, 2019	Service	5,077	Repair For Warranty Cgi Cooler	CUSTOMER COMPLAINT: CUSTOMER BROUGHT IN FOR UP DATES. CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: REPAIR PRDUCT PROGRAME PS53512. REMOVED AND
Aug 06, 2019	Service	5,077	Repair For Warranty Hydraulic Hoses/lines	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAG (M0086339) FOR WARRANT AS PER CATERPILLAR. REMOVED OLD 441-3488 HYDRAULIC HOSE. INSTALLED NEW 543-5276. Service mag. m0086339 SERVICE MAG. M0086339



Aug 06, 2019	Service	5,077	Repair For Warranty Hydraulic Hoses/lines	CUSTOMER COMPLAINT: SERVICE MAGAZINE MOO83551 APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED TUBE 432-8898 WITH NEW TUBE 528-1494. REMOVED DIFF FILL TUBE, REMOVED HYDRAULIC LINES THAT WERE ROUTED OVER THE TUBE, REMOVED DRIVESHAFT TUBE, AND DISCONNECTED WHERE PARK BRAKE VALVE MOUNTS SO THAT I WAS ABLE TO MANEUVER THE TUBE OUT OF THE MACHINE. AFTER TUBE WAS REMOVED I INSTALLED THE NEW TUBE INTO THE SAME POSITION AS THE OLD ONE. INSTALLED DRIVE SHAFT TUBE. MOUNTED PARK BRAKE VALVE. RE CONNECTED ALL REINSTALLED THE DIFF FILL TUBE WITH NEW GASKET 5H7844. ALSO WHILE REMOVING HARDWARE TO REMOVE TUBE I FOUND THAT A BRACKET WAS BROKEN AND MISSING HARDWARE. I REPAIRED THE BRACKET BY WELDING IT BACK TOGETHER AND PAINTING IT. INSTALLED MISSING HARDWARE AS WELL. Service mag. m0083551 SERVICE MAG. M0083551
Aug 06, 2019	Service	5,077	Repair V-belt(s)	CUSTOMER COMPLAINT: CUSTOMER BROUGHT IN FOR UPDATES. CAUSE OF FAILURE: BELT NEEDED UP DATE. RESULTANT DAMAGE: HAD CUT IN BELT REPAIR PROCESS COMMENTS: REMOVED OLD BELT AND INSTALLED NEW SERPENTINE BELT AND ACCESSORY BELT. M0101421 service mag article on rear fan belt M0101421 SERVICE MAG ARTICLE ON REAR FAN BELT
Aug 06, 2019	Service	5,077	Repair Engine	CUSTOMER COMPLAINT: ECM IS COMMUNICATING CAUSE OF FAILURE: UNKNOWN 11-13-18 CHECK ALL FLUIDS OPERATE UNIT AND THE FRONT ENGINE TEMP WENT TO 223 CHECK AND FIND THAT THE TANK HAS A LITTLE STAIN ON IT AND NEEDED COOLANT ADDED 8 GALLONS OF COOLANT TO UNIT TO FILL IT UP IS RUBBING ON A HOSE CLAMP AND HAS A HOLE IN IT, TOMORROW UNIT HAS CODE FOR LOW AFTER TREATMENT FUEL PRESSURE FOR REAR ENGINE START TO TROUBLE SHOOT IT AFTER FRONT ENGINE WAS FILLED REPAIR PROCESS COMMENTS: 11-14-18 -INSTALL T TO CHECK THE FUEL PRESSURE FOR THE # 2 AFTERTREATMENT NO PRESSURE TAP RELAY AND THE PRESSURE CAME UP THE RELAY IS BAD ORDER IN RELAY TRACY SAID HE WOULD PICK IT UP AND INSTALL THE RELAY T/s engine issues T/S ENGINE ISSUES * TRANSFERED FROM 9D70528
Aug 06, 2019	Service	5,077	Troubleshoot Brake Accumulator	ACCUMULATOR BLEEDING DOWN REGULARLY. RELEASED HYDRAULIC PRESSURE FROM BRAKE ACCUMULATORS AND CHECKED THE NITROGEN PRESSURE ON BOTH ACCUMULATORS. ONE OF THE ACCUMULATORS IS CHARGED TO SPEC AND ONE IS AT 0 PSI. REPLACED THE ACCUMULATOR THAT WAS LOW WITH THE ONE CUSTOMER PROVIDED AND RECHARGED BOTH. Accumulator 368-3015 bleeding down regularly ACCUMULATOR 368-3015 BLEEDING DOWN REGULARLY

Aug 06, 2019	Service	5,077	Inspect Transmission & Drive Line	CUSTOMER COMPLAINT: DARK FLUID FOR POWER TRAIN OIL. REPAIR PROCESS COMMENTS: TOOK OIL SAMPLE AND HAD A RUSH ORDER TO HAVE SAMPLE LOOKED AT FOR ENGINE OIL AND CONTAMINANTS. REPLACED TRANS FILTER ELEMENT. CUT APART OLD ALSO REMOVED TRANS FILTER SCREEN. INSPECTED SCREEN AND CLEANED SCREEN WITH BRAKE CLEAN AND REINSTALLED. Inspect for trans dark fluid INSPECT FOR TRANS DARK FLUID
Aug 06, 2019	Service	5,077	Perform 5000 Service Hour Maint	PERFORM 5000 HR SERVICE ON DEF AFTER TREATMENT FILTER. REMOVED FILTERS AND SENT THEM TO BE CLEANED. INSTALLED FILTERS AFTER BEING CLEANED AND INSTALLED WITH NEW CLAMPS. WHILE REMOVING THE AIR LINE GOING TO THE FILTER, THE LINE AND FITTING SEIZED TOGETHER AND COULDN'T BE SALVAGED. INSTALLED NEW LINE AND FITTING. WHILE REMOVING THE SPARK PLUG TO BE CLEANED THE SPARK PLUG BROKE AND HAD TO INSTALL A NEW SPARK PLUG. INSTALLED R and i dpf and have it cleaned out, clean def R AND I DPF AND HAVE IT CLEANED OUT, CLEAN DEF FILTER
Aug 06, 2019	Service	5,077	Replace***use Code 510*** Crankshaft Rear Seal	CUSTOMER COMPLAINT: REPLACED WHILE LIMITER WAS REMOVED. REPAIR PROCESS COMMENTS: REMOVED FLYWHEEL AND TORQUE LIMITER ASSEMBLY FROM REAR OF ENGINE. DRAINED ENGINE OIL. REMOVED REAR MAIN SEAL. INSTALLED NEW SEAL. ADDED NEW OIL TO LIMITER ASSEMBLY AND FLYWHEEL. TORQUED BOLTS TO SPEC.
Aug 06, 2019	Service	5,077	Inspect Machine	REPAIR PROCESS COMMENTS: FINAL INSPECT MACHINE. RAN MACHINE TO OPERATING TEMP AND ALL MACHINE FUNCTION WORK. DIDN'T NOT SEE ANY LEAKS. BRAKES WORKED WELL. REPAIR PROCESS COMMENTS: INSPECTED MACHINE FOR OTHER DAMAGE FOR ADD ON QUOTE. TOOK PRODUCT STATUS REPORT FOR WHEN MACHINE ARRIVED. UPDATED ALL SOFTWARE FILES. TOOK ANOTHER PRODUCT STATUS REPORT WITH NEW SOFTWARE FILES. AFTER ALL REPAIRS AND UPDATES WERE COMPLETE ANOTHER PRODUCT STATUS REPORT WAS TAKEN BEFORE DELIVERY. PRODUCT STATUS REPORTS ARE ATTACHED TO THIS SERVICE REPORT.

Aug 06, 2019	Service	5,077	Remove & Install Water Pump	REPAIR PROCESS COMMENTS: T/S COOLANT LEAK ON FRONT ENGINE. PRESSURED UP COOLING SYSTEM AND LEAK IS COMING FROM WEEP HOLE INSTALLED ON NEW REMAN WATER PUMP. INSTALLED NEW SEALS IN ALL PLUGS FITTINGS AND NEW SEAL FOR THE WATER PUMP ELBOW. INSTALLED WATER PUMP WITH NEW SEAL. FILLED COOLING SYSTEM BACK WITH THE OLD COOLANT. **REPAIR SPECIFICATION INCLUDES** -REMOVE & INSTALL WATER PUMP (FRONT) - REPLACE MOUNT GASKETS AND SEALS -REPLACE HOSE AND BAND CLAMPS -DRAIN AND REUSE ANTIFREEZE -TOP OFF ANTIFREEZE **AVAILABLE AS NEEDED AT ADDITIONAL COST** -REPAIR OR REPLACEMENT OF WATER PUMP - REPLACE ANTIFREEZE WITH NEW -TRANSPORTATION OF MACHINE OR COMPONENTS Coolant leak front engine COOLANT LEAK FRONT ENGINE
Aug 06, 2019	Service	5,077	Repair For Warranty Wiring Harness	CUSTOMER COMPLAINT: CUSTOMER MACHINE WAS IN FOR UPDATES. CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: PERFORM SERVICE LETTER PS53224. Perform service letter ps53224.
Aug 06, 2019	Service	5,077	Repair For Warranty Hydraulic Fan Motor	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAGAZINE M0078677 AS PER CATERPILLAR REQUEST FOR WARRANTY. REMOVE OLD BYPASS VALVE 168-0360, TUBES AND HOSE GOING TO VALVE AND DISPOSED OF. INSTALLED NEW 260-3789 VALVE, INSTALLED NEW TUBES AND LINE GOING TO NEW VALVE. Service mag m0078677 SERVICE MAG M0078677
Aug 06, 2019	Service	5,077	Repair Engine	REPAIR PROCESS COMMENTS: ENGINE DRAIN VALVE LEAKS. TIGHTEN UP HOSE CLAMP ON DRAIN AND LEAKS STOPPED. Engine drain valve leak ENGINE DRAIN VALVE LEAK
Aug 06, 2019	Service	5,077	Repair For Warranty Brake Lines	CUSTOMER COMPLAINT: BRAKE UPDATE SERVICE MAG. M0082272 CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: INSTALLED NEW VALVE AND HOSE FOR BRAKE COOLING Service mag. m0082272 SERVICE MAG. M0082272
Aug 06, 2019	Service	5,077	Troubleshoot Engine	REGEN LOCKED OUT CAUSE OF FAILURE: CODES FOR LOW FUEL PRESSURE PRESENT ACTIVE LOCKED OUT REGEN 120% SOOT LOAD ON 9.3 LITER REPAIR PROCESS COMMENTS: CLEAR CODES AND REGEN ENGINES,9.3 LITER AND C13. FLASHED THE ECMS WITH CURRENT FLASHES. RAN AFTERTREATMENT FUNCTION TEST ON ENGINES. C13 ENGINE DIDN'T PRIME ON FUNCTION TEST CHECKED FILTER ON DEF MODULE CLEANED AND INSTALLED. REASSEMBLE COVERS FOR DEF FILTER CHECK SYSTEM ONE MORE TIME ALL CLEAR RELEASED TO CUSTOMER Won't regen WON'T REGEN * MOVED FROM 9D70865

Aug 06, 2019	Service	5,077	Perform 5000 Service Hour Maint	CUSTOMER COMPLAINT: DUE FOR 5000 HOUR SERVICE REPAIR PROCESS COMMENTS: REMOVED CEM PACKAGE FROM REAR ENGINE. REMOVED DPF AND DOC TO BE SENT OFF TO BE CLEANED. THE DPF DID NOT PASS AND NEEDED TO BE REPLACED. INSTALLED CLEANED DOC AND REMAN DPF FILTER KIT. INSTALLED CEM PACKAGE. TESTED MACHINE AND MADE SURE REAR R and i dpf and have it cleaned out, clean def R AND I DPF AND HAVE IT CLEANED OUT, CLEAN DEF FILTER
Aug 06, 2019	Service	5,077	Repair For Warranty Wiring Harness	CUSTOMER COMPLAINT: SERVICE MAGAZINE M0087325 WAS APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED IMU MOUNTING BRACKET WITH NEW BRACKET AND RUBBER MOUNTS. Service mag. m0087325 SERVICE MAG. M0087325
Aug 06, 2019	Service	5,077	Repair Hydraulic Hoses/lines	REPAIR PROCESS COMMENTS: T/S HYDRAULIC LEAK IN CUSHION HITCH. LOTS OF OIL IN THE BELLY OF THE CUSHION HITCH AND OIL DRIPPING ON THE GROUND. GOT MACHINE HOT AND T/S LEAK. LEAK WAS COMING FROM AND TUBE THAT WILL BE UPDATED IN SERVICE MAGAZINE (M0083551). LEAKS WERE IN A HARD SPOT TO SEE. T/s hyd leak cushion hitch T/S HYD LEAK CUSHION HITCH

Aug 06, 2019	Service	5,077	Repair Brakes	<p>CUSTOMER COMPLAINT: SAMPLE CAME BACK WITH OIL VISCOSITY TO THIN AND POWER TRAIN OIL WAS DARK IN COLOR CAUSE OF FAILURE: BACKUP RING FOR D-RING SEAL IN THE BRAKE CYLINDER WAS DAMAGED CAUSING THE LEAK RESULTANT DAMAGE: LOSS OF HYDRAULIC FLUID INTO THE POWER TRAIN OIL, REPAIR PROCESS COMMENTS: AFTER GETTING THE SAMPLE BACK FOR THE POWER TRAIN OIL AND HAVING THE OIL BEING DARK IT WAS DECIDED TO RESEAL BOTH FRONT BRAKES. THE MACHINE WAS TURNED TO ACCESS THE LEFT SIDE WHEEL. JACKED UP MACHINE AND SET ON JACK STAND TO SUPPORT TRACTOR. BOTH FINAL DRIVES HAD TO BE DRAINED AND THE DIFF. OIL HAD TO BE DRAINED TO REMOVE WHEELS. REMOVED FINAL DRIVE COVER, REMOVED AXLE SHAFT, AND REMOVED FINAL DRIVE ASSEMBLY. THE WHEEL WAS RIGGED UP AND SUPPORTED BY CHAINS TO THE OVERHEAD REMOVED RETAINER, SHIMS AND BEARING. THEN REMOVED THE WHEEL ASSEMBLY AND SECURED TO MACHINE TO AVOID WHEEL BEING MOVED AND FALLING. REMOVED THE DUO- CONE SEALS AND INSIDE WHEEL BEARING. THEN USED CRANE TO SUPPORT SPINDLE. REMOVED SPINDLE AND BRAKE HOUSING AS ONE UNIT AND SET STANDING UP TO BE DISASSEMBLED. REMOVED BRAKE HOUSING AND SET ON BENCH. DISASSEMBLED BRAKE HOUSING AND THE BRAKE CYLINDER IT WAS FOUND THAT THE BACK UP RINGS FOR THE D-RINGS WERE WORN AND WAS CAUSING RINGS FOR THE CYLINDER AND REASSEMBLED BRAKE CYLINDER. REPLACED ALL OTHER SEALS AND O-RINGS ON THE BRAKE HOUSING. INSTALLED BRAKE CYLINDER INTO BRAKE HOUSING AND APPLIED PRESSURE TO THE CYLINDER TO TEST SEALS. SEALS PASSED TEST. CLEANED AND INSPECTED ALL CLUTCH AND FRICTION PLATES FOR DAMAGE AND FOUND NONE. INSTALLED CLUTCHES AND FRICTION PLATES IN THE SAME ORDER. INSTALLED NEW O-RING AND RETAINER FOR CLUTCHES AND TORQUE TO SPEC. CLEANED SPINDLE AND INSTALLED BRAKE HOUSING WITH NEW O-RINGS. INSTALLED NEW O-RING AND BOLTED SPINDLE ONTO MACHINE. TORQUE INSTALLED INSIDE WHEEL BEARING. PICKED UP TIRE WITH CHAINS USING THE CRANE AND TRIED TO INSTALL WHEEL ASSEMBLY ONTO THE MACHINE. DURING THE PROCESS OF REBUILDING THE BRAKE ASSEMBLY THE WHEEL HAD BEEN MOVED AND WAS SITTING AT THE WRONG ANGLE. THIS TOOK EXTRA TIME TO GET THE WHEEL TO LINE UP PROPERLY AND GET THE CORRECT ANGLE TO BE INSTALLED ON THE MACHINE. ONCE WHEEL WAS INSTALLED THE OUTSIDE WHEEL BEARING WAS INSTALLED. THEN THE SHIMS AND RETAINER AND FINAL DRIVE ASSEMBLY WAS INSTALLED. THE AXLE SHAFT WAS REINSTALLED. A NEW O-RING AND COVER FOR FINAL DRIVE WAS INSTALLED. MACHINE WAS THEN JACKED UP AND SET BACK DOWN. THE MACHINE WAS REPOSITIONED IN THE SHOP AND JACKED UP TO REPEAT THE PROCESS SAME PROCESS WAS USED ON THE RIGHT SIDE WHEEL. ALSO THE SAME BACKUP RING WAS FOUND TO HAVE DAMAGE CAUSING THE LEAK ON THE RIGHT SIDE AS WELL. THERE WAS ALSO EXTRA TIME NEEDED TO</p>
--------------	---------	-------	---------------	---

WAS ASSEMBLED THE MACHINE WAS SET DOWN. THEN THE DIFF HOUSING WAS FILLED WITH FLUID AND THE FINAL DRIVES WERE FILLED WITH FLUID. Oil transferring into diff OIL TRANSFERING INTO DIFF

Aug 06, 2019	Service	5,077	Remove & Install Draft Frame Trunnion	CUSTOMER COMPLAINT: WORN TRUNNIONS REPAIR PROCESS COMMENTS: REPLACED BOTH TRUNNIONS. TORQUED TRUNNION TO SPEC. WHEN TRYING TO INSTALL NEW CAPS I FOUND THAT THE CAPS WERE MANUFACTURED WRONG. ORDERED MORE CAPS AND INSTALLED OLD CAPS AND TORQUED TO CONTINUE WORK ON MACHINE. ONCE NEW CAPS ARRIVED, REMOVED OLD CAPS AND INSTALLED NEW CAPS. TORQUED NEW CAPS TO SPEC. Replace trunnions and caps for the draft arms to REPLACE TRUNNIONS AND CAPS FOR THE DRAFT ARMS TO BOWL.
Aug 06, 2019	Service	5,077	Travel To/from Work Area	
Aug 04, 2019	Service	5,077	Repair For Warranty Hydraulic Control Valve	REPAIR PROCESS COMMENTS: PERFORM SERVICE LETTER (PS45999). REMOVE TUBE AND FITTING GOING INTO CUSHION HITCH VALVE. REMOVE RETAINING RING HOLDING IN CHECK VALVE 6E-5010 AND RETAINING RING WAS BROKE AND A PIECE OF THE RETAINING RING WAS STUCK IN THE CHECK VALVE TO THE OLD CHECK VALVE BEING CONTAMINATED. INSTALLED NEW UPDATED FITTING 549-4135 AND TUBE 553-1264. CUSTOMER COMPLAINT: DO AVAILABLE UPDATES PER CAT REPAIR PROCESS COMMENTS: FITTING GOING INTO CUSHION HITCH VALVE. REMOVE RETAINING RING HOLDING IN CHECK VALVE 6E-5010 AND RETAINING RING WAS BROKE AND A PIECE OF THE RETAINING RING WAS STUCK IN THE CHECK VALVE 6E-5010 . INSTALLED NEW 6E-5010 CHECK VALVE DUE TO THE OLD CHECK VALVE BEING CONTAMINATED. INSTALLED NEW UPDATED FITTING 549-4135 AND TUBE 553-1264.

Aug 04, 2019	Service	5,077	Repair For Warranty Drive Shaft	<p>CUSTOMER COMPLAINT: SERVICE LETTER PS53992 WAS APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED INPUT SHAFT AND UPDATED THE BRAKE COOLING AND SHAFT COOLING LINES AS INSTRUCTED BY PS53992. WHILE DOING THE UPDATE I REMOVED THE BREATHER FOR THE TANK TO GAIN BETTER ACCESS TO THE INPUT SHAFT HOUSING. REPLACED GROMMET 8T2525 DUE TO BEING DAMAGED. WHILE REINSTALLING THE HOUSING BOLTS I FOUND THAT ONE BOLT HAD MESSED UP THREADS. REPLACED WITH NEW BOLT 8T8916. WHILE 5K-9090, 0T-0319, 1P-3703, AND 3K-0360. ALSO USED THE EYE BOLTS 1P-7407 TO REMOVED SHAFTS FOR UPDATE. CUSTOMER COMPLAINT: SERVICE LETTER PS53992 WAS APPROVED BY CAT CAUSE OF FAILURE: SOFT SHAFT RESULTANT DAMAGE: WORN SPLINES REPAIR PROCESS COMMENTS: REPLACED INPUT SHAFT AND UPDATED THE BRAKE COOLING AND SHAFT COOLING LINES AS INSTRUCTED BY PS53992. WHILE DOING THE UPDATE I NOTICED THE HAVE LASTED VERY MUCH LONGER. REMOVED THE BREATHER FOR THE TANK TO GAIN BETTER ACCESS TO THE INPUT SHAFT HOUSING. REPLACED GROMMET 8T2525 DUE TO BEING DAMAGED. WHILE REINSTALLING THE HOUSING BOLTS I FOUND THAT ONE BOLT HAD MESSED UP THREADS. REPLACED WITH NEW BOLT 8T8916. WHILE REINSTALLING EXISTING LINES I REPLACED O-RING 5K-9090, 0T-0319, 1P-3703, AND 3K-0360. ALSO USED THE EYE BOLTS 1P-7407 TO REMOVED SHAFTS FOR UPDATE. Remove drive shaft tube and check splines on REMOVE DRIVE SHAFT TUBE AND CHECK SPLINES ON SHAFT BEFORE DOING THE UPDATE PS53992 UPDATING THE TORQUE LIMITER DRIVE SHAFT</p>
--------------	---------	-------	------------------------------------	--

Aug 04, 2019	Service	5,077	Repair Brakes	<p>CUSTOMER COMPLAINT: SAMPLE CAME BACK WITH OIL VISCOSITY TO THIN AND POWER TRAIN OIL WAS DARK IN COLOR CAUSE OF FAILURE: BACKUP RING FOR D-RING SEAL IN THE BRAKE CYLINDER WAS DAMAGED CAUSING THE LEAK RESULTANT DAMAGE: LOSS OF HYDRAULIC FLUID INTO THE POWER TRAIN OIL, REPAIR PROCESS COMMENTS: AFTER GETTING THE SAMPLE BACK FOR THE POWER TRAIN OIL AND HAVING THE OIL BEING DARK IT WAS DECIDED TO RESEAL BOTH FRONT BRAKES. THE MACHINE WAS TURNED TO ACCESS THE LEFT SIDE WHEEL. JACKED UP MACHINE AND SET ON JACK STAND TO SUPPORT TRACTOR. BOTH FINAL DRIVES HAD TO BE DRAINED AND THE DIFF. OIL HAD TO BE DRAINED TO REMOVE WHEELS. REMOVED FINAL DRIVE COVER, REMOVED AXLE SHAFT, AND REMOVED FINAL DRIVE ASSEMBLY. THE WHEEL WAS RIGGED UP AND SUPPORTED BY CHAINS TO THE OVERHEAD REMOVED RETAINER, SHIMS AND BEARING. THEN REMOVED THE WHEEL ASSEMBLY AND SECURED TO MACHINE TO AVOID WHEEL BEING MOVED AND FALLING. REMOVED THE DUO- CONE SEALS AND INSIDE WHEEL BEARING. THEN USED CRANE TO SUPPORT SPINDLE. REMOVED SPINDLE AND BRAKE HOUSING AS ONE UNIT AND SET STANDING UP TO BE DISASSEMBLED. REMOVED BRAKE HOUSING AND SET ON BENCH. DISASSEMBLED BRAKE HOUSING AND THE BRAKE CYLINDER IT WAS FOUND THAT THE BACK UP RINGS FOR THE D-RINGS WERE WORN AND WAS CAUSING RINGS FOR THE CYLINDER AND REASSEMBLED BRAKE CYLINDER. REPLACED ALL OTHER SEALS AND O-RINGS ON THE BRAKE HOUSING. INSTALLED BRAKE CYLINDER INTO BRAKE HOUSING AND APPLIED PRESSURE TO THE CYLINDER TO TEST SEALS. SEALS PASSED TEST. CLEANED AND INSPECTED ALL CLUTCH AND FRICTION PLATES FOR DAMAGE AND FOUND NONE. INSTALLED CLUTCHES AND FRICTION PLATES IN THE SAME ORDER. INSTALLED NEW O-RING AND RETAINER FOR CLUTCHES AND TORQUE TO SPEC. CLEANED SPINDLE AND INSTALLED BRAKE HOUSING WITH NEW O-RINGS. INSTALLED NEW O-RING AND BOLTED SPINDLE ONTO MACHINE. TORQUE INSTALLED INSIDE WHEEL BEARING. PICKED UP TIRE WITH CHAINS USING THE CRANE AND TRIED TO INSTALL WHEEL ASSEMBLY ONTO THE MACHINE. DURING THE PROCESS OF REBUILDING THE BRAKE ASSEMBLY THE WHEEL HAD BEEN MOVED AND WAS SITTING AT THE WRONG ANGLE. THIS TOOK EXTRA TIME TO GET THE WHEEL TO LINE UP PROPERLY AND GET THE CORRECT ANGLE TO BE INSTALLED ON THE MACHINE. ONCE WHEEL WAS INSTALLED THE OUTSIDE WHEEL BEARING WAS INSTALLED. THEN THE SHIMS AND RETAINER AND FINAL DRIVE ASSEMBLY WAS INSTALLED. THE AXLE SHAFT WAS REINSTALLED. A NEW O-RING AND COVER FOR FINAL DRIVE WAS INSTALLED. MACHINE WAS THEN JACKED UP AND SET BACK DOWN. THE MACHINE WAS REPOSITIONED IN THE SHOP AND JACKED UP TO REPEAT THE PROCESS SAME PROCESS WAS USED ON THE RIGHT SIDE WHEEL. ALSO THE SAME BACKUP RING WAS FOUND TO HAVE DAMAGE CAUSING THE LEAK ON THE RIGHT SIDE AS WELL. THERE WAS ALSO EXTRA TIME NEEDED TO</p>
--------------	---------	-------	---------------	---



				WAS ASSEMBLED THE MACHINE WAS SET DOWN. THEN THE DIFF HOUSING WAS FILLED WITH FLUID AND THE FINAL DRIVES WERE FILLED WITH FLUID. Oil transferring into diff OIL TRANSFERING INTO DIFF
Aug 04, 2019	Service	5,077	Repair For Warranty Brake Lines	CUSTOMER COMPLAINT: BRAKE UPDATE SERVICE MAG. M0082272 CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: INSTALLED NEW VALVE AND HOSE FOR BRAKE COOLING Service mag. m0082272 SERVICE MAG. M0082272
Aug 04, 2019	Service	5,077	Repair For Warranty Main System Relief Valve	WARRANTY AS PER CATERPILLAR PERFORM SERVICE MAG (M0079958). REMOVE OLD BAIL HITCH VALVE AND INSTALLED NEW BAIL HITCH VALVE (524-1514). Service mag. m0079958 SERVICE MAG. M0079958
Aug 04, 2019	Service	5,077	Repair For Warranty Cgi Cooler	CUSTOMER COMPLAINT: COOLANT LEAK CAUSE OF FAILURE: NRS COOLER LEAKING COOLANT INTO EXHAUST RESULTANT DAMAGE: FILLED UP INTAKE SYSTEM WITH COOLANT REPAIR PROCESS COMMENTS: ENGINE HYDROLOCKED DRAINED SYSTEM, PULLED NRS OUTLET CLAMP COOLANT PRESENT. TRAVELED TO SHOP ORDERED PARTS AND PULLED PARTS. TRAVEL BACK TO SITE AND INSTALLED PARTS. GOING TO PULL INJECTORS ON MONDAY ENGINE IS LOCKED UP. GO HOME FOR THE DAY TRAVEL TO SITE WITH INJECTOR PARTS FOR R&R. ENGINE CRANK OVER AFTER SITTING A FEW DAYS. STARTED ENGINE AND TOPPED OFF COOLANT FINISHED PUTTING ON COVERS. RAN SOME ENGINE TESTS THEN RELEASED TO CUSTOMER. CUSTOMER COMPLAINT: COOLANT LEAK CAUSE OF FAILURE: NRS COOLER LEAKING COOLANT INTO EXHAUST RESULTANT DAMAGE: FILLED UP INTAKE SYSTEM WITH COOLANT REPAIR PROCESS COMMENTS: ENGINE HYDROLOCKED DRAINED SYSTEM, PULLED NRS OUTLET CLAMP COOLANT PRESENT. TRAVELED TO SHOP ORDERED PARTS AND PULLED PARTS. TRAVEL BACK TO SITE AND INSTALLED PARTS. GOING TO PULL INJECTORS ON MONDAY ENGINE IS LOCKED UP. GO HOME FOR THE DAY ENGINE CRANK OVER AFTER SITTING A FEW DAYS. STARTED ENGINE AND TOPPED OFF COOLANT FINISHED PUTTING ON COVERS. RAN SOME ENGINE TESTS THEN RELEASED TO CUSTOMER.
Aug 04, 2019	Service	5,077	Repair For Warranty Cgi Cooler	CUSTOMER COMPLAINT: CUSTOMER BROUGHT IN FOR UP DATES. CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: REPAIR PRDUCT PROGRAME PS53512. REMOVED AND
Aug 04, 2019	Service	5,077	Repair For Warranty Hydraulic Hoses/lines	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAG (M0086339) FOR WARRANT AS PER CATERPILLAR. REMOVED OLD 441-3488 HYDRAULIC HOSE. INSTALLED NEW 543-5276. Service mag. m0086339 SERVICE MAG. M0086339

Aug 04, 2019	Service	5,077	Repair For Warranty Wiring Harness	CUSTOMER COMPLAINT: CUSTOMER MACHINE WAS IN FOR UPDATES. CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N.A REPAIR PROCESS COMMENTS: PERFORM SERVICE LETTER PS53224. Perform service letter ps53224.
Aug 04, 2019	Service	5,077	Repair For Warranty Hydraulic Fan Motor	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAGAZINE M0078677 AS PER CATERPILLAR REQUEST FOR WARRANTY. REMOVE OLD BYPASS VALVE 168-0360, TUBES AND HOSE GOING TO VALVE AND DISPOSED OF. INSTALLED NEW 260-3789 VALVE, INSTALLED NEW TUBES AND LINE GOING TO NEW VALVE. Service mag m0078677 SERVICE MAG M0078677
Aug 04, 2019	Service	5,077	Repair For Warranty Wiring Harness	CUSTOMER COMPLAINT: SERVICE MAGAZINE M0087325 WAS APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED IMU MOUNTING BRACKET WITH NEW BRACKET AND RUBBER MOUNTS. Service mag. m0087325 SERVICE MAG. M0087325
Aug 04, 2019	Service	5,077	Repair For Warranty Drive Train Oil Lines	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAG (M0076884) FOR WARRANT AS PER REQUEST BY CATERPILLAR. REMOVED OLD SOS SAMPLE VALVE AND ELBOW ON THE REAR OF THE TRANSMISSION. INSTALLED NEW ELBOW IN REAR OF TRANSMISSION AND INSTALLED BRACKET AND SOS FITTING ON FENDER FOR THE REMOTE SOS SAMPLING VALVE. Service mag. m0076884 SERVICE MAG. M0076884
Aug 04, 2019	Service	5,077	Repair For Warranty Wiring Harness	WITH EJECTOR AND BOWL RAISE FUNCTIONS WHICH WAS CAUSED BY HITCH HARNESS WHICH WAS STRETCHED. SERV MAG M0069049 ADDRESSES THE PROBLEM CUSTOMER COMPLAINT: CUSTOMER HAS BEEN HAVING INTERMITTENT ISSUES WITH EJECTOR AND RISE FUNCTIONS. CAUSE OF FAILURE: WIRE HARNESS RESULTANT DAMAGE: FUNCTIONS NOT WORKING. REPAIR PROCESS COMMENTS: REPLACE WIRE HARNESS AND REROUTE TO NEW CAT SPEC. PERFORM SERVICE LETTER MOO69049. Customer has been having intermittent issues CUSTOMER HAS BEEN HAVING INTERMITTENT ISSUES WITH EJECTOR AND BOWL RAISE FUNCTIONS. PERFORM SERVICE MAG M0069049

Aug 04, 2019	Service	5,077	Repair For Warranty Hydraulic Hoses/lines	CUSTOMER COMPLAINT: SERVICE MAGAZINE MOO83551 APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED TUBE 432-8898 WITH NEW TUBE 528-1494. REMOVED DIFF FILL TUBE, REMOVED HYDRAULIC LINES THAT WERE ROUTED OVER THE TUBE, REMOVED DRIVESHAFT TUBE, AND DISCONNECTED WHERE PARK BRAKE VALVE MOUNTS SO THAT I WAS ABLE TO MANEUVER THE TUBE OUT OF THE MACHINE. AFTER TUBE WAS REMOVED I INSTALLED THE NEW TUBE INTO THE SAME POSITION AS THE OLD ONE. INSTALLED DRIVE SHAFT TUBE. MOUNTED PARK BRAKE VALVE. RE CONNECTED ALL REINSTALLED THE DIFF FILL TUBE WITH NEW GASKET 5H7844. ALSO WHILE REMOVING HARDWARE TO REMOVE TUBE I FOUND THAT A BRACKET WAS BROKEN AND MISSING HARDWARE. I REPAIRED THE BRACKET BY WELDING IT BACK TOGETHER AND PAINTING IT. INSTALLED MISSING HARDWARE AS WELL. Service mag. m0083551 SERVICE MAG. M0083551
Aug 04, 2019	Service	5,077	Repair V-belt(s)	CUSTOMER COMPLAINT: CUSTOMER BROUGHT IN FOR UPDATES. CAUSE OF FAILURE: BELT NEEDED UP DATE. RESULTANT DAMAGE: HAD CUT IN BELT REPAIR PROCESS COMMENTS: REMOVED OLD BELT AND INSTALLED NEW SERPENTINE BELT AND ACCESSORY BELT. M0101421 service mag article on rear fan belt M0101421 SERVICE MAG ARTICLE ON REAR FAN BELT
Aug 04, 2019	Service	5,077	Repair For Warranty Hydraulic Hoses/lines	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAG (M0086339) FOR WARRANT AS PER CATERPILLAR. REMOVED OLD 441-3488 HYDRAULIC HOSE. INSTALLED NEW 543-5276. Service mag. m0086339 SERVICE MAG. M0086339
Aug 04, 2019	Service	5,077	Repair Engine	CUSTOMER COMPLAINT: ECM IS COMMUNICATING CAUSE OF FAILURE: UNKNOWN 11-13-18 CHECK ALL FLUIDS OPERATE UNIT AND THE FRONT ENGINE TEMP WENT TO 223 CHECK AND FIND THAT THE TANK HAS A LITTLE STAIN ON IT AND NEEDED COOLANT ADDED 8 GALLONS OF COOLANT TO UNIT TO FILL IT UP IS RUBBING ON A HOSE CLAMP AND HAS A HOLE IN IT, TOMORROW UNIT HAS CODE FOR LOW AFTER TREATMENT FUEL PRESSURE FOR REAR ENGINE START TO TROUBLE SHOOT IT AFTER FRONT ENGINE WAS FILLED REPAIR PROCESS COMMENTS: 11-14-18 -INSTALL T TO CHECK THE FUEL PRESSURE FOR THE # 2 AFTERTREATMENT NO PRESSURE TAP RELAY AND THE PRESSURE CAME UP THE RELAY IS BAD ORDER IN RELAY TRACY SAID HE WOULD PICK IT UP AND INSTALL THE RELAY T/s engine issues T/S ENGINE ISSUES * TRANSFERED FROM 9D70528

Aug 04, 2019	Service	5,077	Troubleshoot Engine	<p>REGEN LOCKED OUT CAUSE OF FAILURE: CODES FOR LOW FUEL PRESSURE PRESENT ACTIVE LOCKED OUT REGEN 120% SOOT LOAD ON 9.3 LITER REPAIR PROCESS COMMENTS: CLEAR CODES AND REGEN ENGINES,9.3 LITER AND C13. FLASHED THE ECMS WITH CURRENT FLASHES. RAN AFTERTREATMENT FUNCTION TEST ON ENGINES. C13 ENGINE DIDN'T PRIME ON FUNCTION TEST CHECKED FILTER ON DEF MODULE CLEANED AND INSTALLED. REASSEMBLE COVERS FOR DEF FILTER CHECK SYSTEM ONE MORE TIME ALL CLEAR RELEASED TO CUSTOMER Won't regen WON'T REGEN * MOVED FROM 9D70865</p>
Aug 04, 2019	Service	5,077	Perform 5000 Service Hour Maint	<p>CUSTOMER COMPLAINT: DUE FOR 5000 HOUR SERVICE REPAIR PROCESS COMMENTS: REMOVED CEM PACKAGE FROM REAR ENGINE. REMOVED DPF AND DOC TO BE SENT OFF TO BE CLEANED. THE DPF DID NOT PASS AND NEEDED TO BE REPLACED. INSTALLED CLEANED DOC AND REMAN DPF FILTER KIT. INSTALLED CEM PACKAGE. TESTED MACHINE AND MADE SURE REAR R and i dpf and have it cleaned out, clean def R AND I DPF AND HAVE IT CLEANED OUT, CLEAN DEF FILTER</p>
Aug 04, 2019	Service	5,077	Repair For Warranty Wiring Harness	<p>WITH EJECTOR AND BOWL RAISE FUNCTIONS WHICH WAS CAUSED BY HITCH HARNESS WHICH WAS STRETCHED. SERV MAG M0069049 ADDRESSES THE PROBLEM CUSTOMER COMPLAINT: CUSTOMER HAS BEEN HAVING INTERMITTENT ISSUES WITH EJECTOR AND RISE FUNCTIONS. CAUSE OF FAILURE: WIRE HARNESS RESULTANT DAMAGE: FUNCTIONS NOT WORKING. REPAIR PROCESS COMMENTS: REPLACE WIRE HARNESS AND REROUTE TO NEW CAT SPEC. PERFORM SERVICE LETTER MOO69049. Customer has been having intermittent issues CUSTOMER HAS BEEN HAVING INTERMITTENT ISSUES WITH EJECTOR AND BOWL RAISE FUNCTIONS. PERFORM SERVICE MAG M0069049</p>
Aug 04, 2019	Service	5,077	Troubleshoot Brake Accumulator	<p>ACCUMULATOR BLEEDING DOWN REGULARLY. RELEASED HYDRAULIC PRESSURE FROM BRAKE ACCUMULATORS AND CHECKED THE NITROGEN PRESSURE ON BOTH ACCUMULATORS. ONE OF THE ACCUMULATORS IS CHARGED TO SPEC AND ONE IS AT 0 PSI. REPLACED THE ACCUMULATOR THAT WAS LOW WITH THE ONE CUSTOMER PROVIDED AND RECHARGED BOTH. Accumulator 368-3015 bleeding down regularly ACCUMULATOR 368-3015 BLEEDING DOWN REGULARLY</p>

Aug 04, 2019	Service	5,077	Inspect Machine	REPAIR PROCESS COMMENTS: FINAL INSPECT MACHINE. RAN MACHINE TO OPERATING TEMP AND ALL MACHINE FUNCTION WORK. DIDN'T NOT SEE ANY LEAKS. BRAKES WORKED WELL. REPAIR PROCESS COMMENTS: INSPECTED MACHINE FOR OTHER DAMAGE FOR ADD ON QUOTE. TOOK PRODUCT STATUS REPORT FOR WHEN MACHINE ARRIVED. UPDATED ALL SOFTWARE FILES. TOOK ANOTHER PRODUCT STATUS REPORT WITH NEW SOFTWARE FILES. AFTER ALL REPAIRS AND UPDATES WERE COMPLETE ANOTHER PRODUCT STATUS REPORT WAS TAKEN BEFORE DELIVERY. PRODUCT STATUS REPORTS ARE ATTACHED TO THIS SERVICE REPORT.
Aug 04, 2019	Service	5,077	Repair For Warranty Brake Lines	CUSTOMER COMPLAINT: BRAKE UPDATE SERVICE MAG. M0082272 CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: INSTALLED NEW VALVE AND HOSE FOR BRAKE COOLING Service mag. m0082272 SERVICE MAG. M0082272
Aug 04, 2019	Service	5,077	Travel To/from Work Area	
Aug 04, 2019	Service	5,077	Repair For Warranty Drive Train Oil Lines	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAG (M0076884) FOR WARRANT AS PER REQUEST BY CATERPILLAR. REMOVED OLD SOS SAMPLE VALVE AND ELBOW ON THE REAR OF THE TRANSMISSION. INSTALLED NEW ELBOW IN REAR OF TRANSMISSION AND INSTALLED BRACKET AND SOS FITTING ON FENDER FOR THE REMOTE SOS SAMPLING VALVE. Service mag. m0076884 SERVICE MAG. M0076884
Aug 04, 2019	Service	5,077	Repair For Warranty Hydraulic Fan Motor	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAGAZINE M0078677 AS PER CATERPILLAR REQUEST FOR WARRANTY. REMOVE OLD BYPASS VALVE 168-0360, TUBES AND HOSE GOING TO VALVE AND DISPOSED OF. INSTALLED NEW 260-3789 VALVE, INSTALLED NEW TUBES AND LINE GOING TO NEW VALVE. Service mag m0078677 SERVICE MAG M0078677
Aug 04, 2019	Service	5,077	Inspect Transmission & Drive Line	CUSTOMER COMPLAINT: DARK FLUID FOR POWER TRAIN OIL. REPAIR PROCESS COMMENTS: TOOK OIL SAMPLE AND HAD A RUSH ORDER TO HAVE SAMPLE LOOKED AT FOR ENGINE OIL AND CONTAMINANTS. REPLACED TRANS FILTER ELEMENT. CUT APART OLD ALSO REMOVED TRANS FILTER SCREEN. INSPECTED SCREEN AND CLEANED SCREEN WITH BRAKE CLEAN AND REINSTALLED. Inspect for trans dark fluid INSPECT FOR TRANS DARK FLUID

Aug 04, 2019	Service	5,077	Repair For Warranty Wiring Harness	REPAIR PROCESS COMMENTS: REMOVED SEAT, REMOVED FUSE PANEL COVER, REMOVED FUSE PANEL, REMOVED CONTROLLER. UPON FURTHER INSPECTION IT WAS NOTICED THAT THE SERVICE LETTER WAS NOT AN UPDATE. IT WAS TO REPLACE THE SEQUENCE ASSIST AND LOAD ASSIST SWITCHES. THIS MACHINE DID NOT HAVE THE BUTTONS THAT NEED TO BE REPLACED. RE INSTALLED CONTROLLER, RE INSTALLED FUSE PANEL AND COVERS, RE INSTALLED SEAT. REPAIR PROCESS COMMENTS: REMOVED SEAT, REMOVED FUSE PANEL COVER, REMOVED WAS NOT AN UPDATE. IT WAS TO REPLACE THE SEQUENCE ASSIST AND LOAD ASSIST SWITCHES. THIS MACHINE DID INSTALLED CONTROL ER, RE INSTALLED FUSE PANEL AND COVERS, RE INSTALLED SEAT.
Aug 04, 2019	Service	5,077	Remove & Install Guard	REPAIR PROCESS COMMENTS: REMOVED ALL THREE BELLY PANS FROM THE TRACTOR TO GAIN ACCESS FOR TROUBLESHOOTING AND TO REPAIR MACHINE. REINSTALLED BELLY PANS ONCE ALL REPAIRS WERE MADE AND MACHINE WAS INSPECTED. Belly pans BELLY PANS
Aug 04, 2019	Service	5,077	Repair For Warranty Wiring Harness	CUSTOMER COMPLAINT: CUSTOMER MACHINE WAS IN FOR UPDATES. CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: PERFORM SERVICE LETTER PS53224. Perform service letter ps53224.
Aug 04, 2019	Service	5,077	Repair Hydraulic Hoses/lines	CUSTOMER COMPLAINT: LEAKING HOSE CAUSE OF FAILURE: LEAKING FROM CRIMPED FITTING REPAIR PROCESS COMMENTS: REMOVED HOSE. REPLACED HOSE WITH NEW O-RINGS. CUSTOMER COMPLAINT: LEAKING HOSE CAUSE OF FAILURE: LEAKING FROM CRIMPED FITTING REPAIR PROCESS COMMENTS: REMOVED HOSE. REPLACED HOSE WITH NEW O-RINGS. Line leaking at brake fan manifold LINE LEAKING AT BRAKE FAN MANIFOLD
Aug 04, 2019	Service	5,077	Repair V-belt(s)	CUSTOMER COMPLAINT: CUSTOMER BROUGHT IN FOR UPDATES. CAUSE OF FAILURE: BELT NEEDED UP DATE. RESULTANT DAMAGE: HAD CUT IN BELT REPAIR PROCESS COMMENTS: REMOVED OLD BELT AND INSTALLED NEW SERPENTINE BELT AND ACCESSORY BELT. M0101421 service mag article on rear fan belt M0101421 SERVICE MAG ARTICLE ON REAR FAN BELT

Aug 04, 2019	Service	5,077	Repair For Warranty Drive Shaft	CUSTOMER COMPLAINT: SERVICE LETTER PS53992 WAS APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED INPUT SHAFT AND UPDATED THE BRAKE COOLING AND SHAFT COOLING LINES AS INSTRUCTED BY PS53992. WHILE DOING THE UPDATE I REMOVED THE BREATHER FOR THE TANK TO GAIN BETTER ACCESS TO THE INPUT SHAFT HOUSING. REPLACED GROMMET 8T2525 DUE TO BEING DAMAGED. WHILE REINSTALLING THE HOUSING BOLTS I FOUND THAT ONE BOLT HAD MESSED UP THREADS. REPLACED WITH NEW BOLT 8T8916. WHILE 5K-9090, 0T-0319, 1P-3703, AND 3K-0360. ALSO USED THE EYE BOLTS 1P-7407 TO REMOVED SHAFTS FOR UPDATE. CUSTOMER COMPLAINT: SERVICE LETTER PS53992 WAS APPROVED BY CAT CAUSE OF FAILURE: SOFT SHAFT RESULTANT DAMAGE: WORN SPLINES REPAIR PROCESS COMMENTS: REPLACED INPUT SHAFT AND UPDATED THE BRAKE COOLING AND SHAFT COOLING LINES AS INSTRUCTED BY PS53992. WHILE DOING THE UPDATE I NOTICED THE HAVE LASTED VERY MUCH LONGER. REMOVED THE BREATHER FOR THE TANK TO GAIN BETTER ACCESS TO THE INPUT SHAFT HOUSING. REPLACED GROMMET 8T2525 DUE TO BEING DAMAGED. WHILE REINSTALLING THE HOUSING BOLTS I FOUND THAT ONE BOLT HAD MESSED UP THREADS. REPLACED WITH NEW BOLT 8T8916. WHILE REINSTALLING EXISTING LINES I REPLACED O-RING 5K-9090, 0T-0319, 1P-3703, AND 3K-0360. ALSO USED THE EYE BOLTS 1P-7407 TO REMOVED SHAFTS FOR UPDATE. Remove drive shaft tube and check splines on REMOVE DRIVE SHAFT TUBE AND CHECK SPLINES ON SHAFT BEFORE DOING THE UPDATE PS53992 UPDATING THE TORQUE LIMITER DRIVE SHAFT
Aug 04, 2019	Service	5,077	Remove & Install Draft Frame Trunnion	CUSTOMER COMPLAINT: WORN TRUNNIONS REPAIR PROCESS COMMENTS: REPLACED BOTH TRUNNIONS. TORQUED TRUNNION TO SPEC. WHEN TRYING TO INSTALL NEW CAPS I FOUND THAT THE CAPS WERE MANUFACTURED WRONG. ORDERED MORE CAPS AND INSTALLED OLD CAPS AND TORQUED TO CONTINUE WORK ON MACHINE. ONCE NEW CAPS ARRIVED, REMOVED OLD CAPS AND INSTALLED NEW CAPS. TORQUED NEW CAPS TO SPEC. Replace trunnions and caps for the draft arms to REPLACE TRUNNIONS AND CAPS FOR THE DRAFT ARMS TO BOWL.
Aug 04, 2019	Service	5,077	Repair For Warranty Main System Relief Valve	WARRANTY AS PER CATERPILLAR PERFORM SERVICE MAG (M0079958). REMOVE OLD BAIL HITCH VALVE AND INSTALLED NEW BAIL HITCH VALVE (524-1514). Service mag. m0079958 SERVICE MAG. M0079958
Aug 04, 2019	Service	5,077	Repair For Warranty Wiring Harness	CUSTOMER COMPLAINT: SERVICE MAGAZINE M0087325 WAS APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED IMU MOUNTING BRACKET WITH NEW BRACKET AND RUBBER MOUNTS. Service mag. m0087325 SERVICE MAG. M0087325

Aug 04, 2019	Service	5,077	Clean Machine	
Aug 04, 2019	Service	5,077	Repair For Warranty Hydraulic Hoses/lines	CUSTOMER COMPLAINT: SERVICE MAGAZINE MOO83551 APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED TUBE 432-8898 WITH NEW TUBE 528-1494. REMOVED DIFF FILL TUBE, REMOVED HYDRAULIC LINES THAT WERE ROUTED OVER THE TUBE, REMOVED DRIVESHAFT TUBE, AND DISCONNECTED WHERE PARK BRAKE VALVE MOUNTS SO THAT I WAS ABLE TO MANEUVER THE TUBE OUT OF THE MACHINE. AFTER TUBE WAS REMOVED I INSTALLED THE NEW TUBE INTO THE SAME POSITION AS THE OLD ONE. INSTALLED DRIVE SHAFT TUBE. MOUNTED PARK BRAKE VALVE. RE CONNECTED ALL REINSTALLED THE DIFF FILL TUBE WITH NEW GASKET 5H7844. ALSO WHILE REMOVING HARDWARE TO REMOVE TUBE I FOUND THAT A BRACKET WAS BROKEN AND MISSING HARDWARE. I REPAIRED THE BRACKET BY WELDING IT BACK TOGETHER AND PAINTING IT. INSTALLED MISSING HARDWARE AS WELL. Service mag. m0083551 SERVICE MAG. M0083551
Aug 04, 2019	Service	5,077	Install Panels And Covers	CUSTOMER COMPLAINT: MISSING COVER UNDER CAB INSTALLED NEW COVER WITH NEW HARDWARE. TIM BARNARD APPROVED Replace missing a/c cover REPLACE MISSING A/C COVER
Aug 04, 2019	Service	5,077	Remove & Install Water Pump	REPAIR PROCESS COMMENTS: T/S COOLANT LEAK ON FRONT ENGINE. PRESSURED UP COOLING SYSTEM AND LEAK IS COMING FROM WEEP HOLE INSTALLED ON NEW REMAN WATER PUMP. INSTALLED NEW SEALS IN ALL PLUGS FITTINGS AND NEW SEAL FOR THE WATER PUMP ELBOW. INSTALLED WATER PUMP WITH NEW SEAL. FILLED COOLING SYSTEM BACK WITH THE OLD COOLANT. **REPAIR SPECIFICATION INCLUDES** -REMOVE & INSTALL WATER PUMP (FRONT) - REPLACE MOUNT GASKETS AND SEALS -REPLACE HOSE AND BAND CLAMPS -DRAIN AND REUSE ANTIFREEZE -TOP OFF ANTIFREEZE **AVAILABLE AS NEEDED AT ADDITIONAL COST** -REPAIR OR REPLACEMENT OF WATER PUMP - REPLACE ANTIFREEZE WITH NEW -TRANSPORTATION OF MACHINE OR COMPONENTS Coolant leak front engine COOLANT LEAK FRONT ENGINE
Aug 04, 2019	Service	5,077	Repair Hydraulic Hoses/lines	REPAIR PROCESS COMMENTS: T/S HYDRAULIC LEAK IN CUSHION HITCH. LOTS OF OIL IN THE BELLY OF THE CUSHION HITCH AND OIL DRIPPING ON THE GROUND. GOT MACHINE HOT AND T/S LEAK. LEAK WAS COMING FROM AND TUBE THAT WILL BE UPDATED IN SERVICE MAGAZINE (M0083551). LEAKS WERE IN A HARD SPOT TO SEE. T/s hyd leak cushion hitch T/S HYD LEAK CUSHION HITCH



Aug 04, 2019	Service	5,077	Repair Air Conditioner	REPAIR PROCESS COMMENTS: OPERATING TEMPERATURE AND RAN A/C ON HIGH IT COOLING TO 40 DEGREES FOR 15 MIN A/C IS WORKING WELL. FAN IS NOT BLOWING AS HARD AS IT SHOULD. REPLACED CAB FILTERS WHICH HELPED TO RESTORE AIR SPEED.
--------------	---------	-------	------------------------	--

Aug 04, 2019	Service	5,077	Repair Brakes	<p>CUSTOMER COMPLAINT: SAMPLE CAME BACK WITH OIL VISCOSITY TO THIN AND POWER TRAIN OIL WAS DARK IN COLOR CAUSE OF FAILURE: BACKUP RING FOR D-RING SEAL IN THE BRAKE CYLINDER WAS DAMAGED CAUSING THE LEAK RESULTANT DAMAGE: LOSS OF HYDRAULIC FLUID INTO THE POWER TRAIN OIL, REPAIR PROCESS COMMENTS: AFTER GETTING THE SAMPLE BACK FOR THE POWER TRAIN OIL AND HAVING THE OIL BEING DARK IT WAS DECIDED TO RESEAL BOTH FRONT BRAKES. THE MACHINE WAS TURNED TO ACCESS THE LEFT SIDE WHEEL. JACKED UP MACHINE AND SET ON JACK STAND TO SUPPORT TRACTOR. BOTH FINAL DRIVES HAD TO BE DRAINED AND THE DIFF. OIL HAD TO BE DRAINED TO REMOVE WHEELS. REMOVED FINAL DRIVE COVER, REMOVED AXLE SHAFT, AND REMOVED FINAL DRIVE ASSEMBLY. THE WHEEL WAS RIGGED UP AND SUPPORTED BY CHAINS TO THE OVERHEAD REMOVED RETAINER, SHIMS AND BEARING. THEN REMOVED THE WHEEL ASSEMBLY AND SECURED TO MACHINE TO AVOID WHEEL BEING MOVED AND FALLING. REMOVED THE DUO- CONE SEALS AND INSIDE WHEEL BEARING. THEN USED CRANE TO SUPPORT SPINDLE. REMOVED SPINDLE AND BRAKE HOUSING AS ONE UNIT AND SET STANDING UP TO BE DISASSEMBLED. REMOVED BRAKE HOUSING AND SET ON BENCH. DISASSEMBLED BRAKE HOUSING AND THE BRAKE CYLINDER IT WAS FOUND THAT THE BACK UP RINGS FOR THE D-RINGS WERE WORN AND WAS CAUSING RINGS FOR THE CYLINDER AND REASSEMBLED BRAKE CYLINDER. REPLACED ALL OTHER SEALS AND O-RINGS ON THE BRAKE HOUSING. INSTALLED BRAKE CYLINDER INTO BRAKE HOUSING AND APPLIED PRESSURE TO THE CYLINDER TO TEST SEALS. SEALS PASSED TEST. CLEANED AND INSPECTED ALL CLUTCH AND FRICTION PLATES FOR DAMAGE AND FOUND NONE. INSTALLED CLUTCHES AND FRICTION PLATES IN THE SAME ORDER. INSTALLED NEW O-RING AND RETAINER FOR CLUTCHES AND TORQUE TO SPEC. CLEANED SPINDLE AND INSTALLED BRAKE HOUSING WITH NEW O-RINGS. INSTALLED NEW O-RING AND BOLTED SPINDLE ONTO MACHINE. TORQUE INSTALLED INSIDE WHEEL BEARING. PICKED UP TIRE WITH CHAINS USING THE CRANE AND TRIED TO INSTALL WHEEL ASSEMBLY ONTO THE MACHINE. DURING THE PROCESS OF REBUILDING THE BRAKE ASSEMBLY THE WHEEL HAD BEEN MOVED AND WAS SITTING AT THE WRONG ANGLE. THIS TOOK EXTRA TIME TO GET THE WHEEL TO LINE UP PROPERLY AND GET THE CORRECT ANGLE TO BE INSTALLED ON THE MACHINE. ONCE WHEEL WAS INSTALLED THE OUTSIDE WHEEL BEARING WAS INSTALLED. THEN THE SHIMS AND RETAINER AND FINAL DRIVE ASSEMBLY WAS INSTALLED. THE AXLE SHAFT WAS REINSTALLED. A NEW O-RING AND COVER FOR FINAL DRIVE WAS INSTALLED. MACHINE WAS THEN JACKED UP AND SET BACK DOWN. THE MACHINE WAS REPOSITIONED IN THE SHOP AND JACKED UP TO REPEAT THE PROCESS SAME PROCESS WAS USED ON THE RIGHT SIDE WHEEL. ALSO THE SAME BACKUP RING WAS FOUND TO HAVE DAMAGE CAUSING THE LEAK ON THE RIGHT SIDE AS WELL. THERE WAS ALSO EXTRA TIME NEEDED TO</p>
--------------	---------	-------	---------------	---

				WAS ASSEMBLED THE MACHINE WAS SET DOWN. THEN THE DIFF HOUSING WAS FILLED WITH FLUID AND THE FINAL DRIVES WERE FILLED WITH FLUID. Oil transferring into diff OIL TRANSFERING INTO DIFF
Aug 04, 2019	Service	5,077	Replace***use Code 510*** Crankshaft Rear Seal	CUSTOMER COMPLAINT: REPLACED WHILE LIMITER WAS REMOVED. REPAIR PROCESS COMMENTS: REMOVED FLYWHEEL AND TORQUE LIMITER ASSEMBLY FROM REAR OF ENGINE. DRAINED ENGINE OIL. REMOVED REAR MAIN SEAL. INSTALLED NEW SEAL. ADDED NEW OIL TO LIMITER ASSEMBLY AND FLYWHEEL. TORQUED BOLTS TO SPEC.
Aug 04, 2019	Service	5,077	Repair For Warranty Hydraulic Control Valve	REPAIR PROCESS COMMENTS: PERFORM SERVICE LETTER (PS45999). REMOVE TUBE AND FITTING GOING INTO CUSHION HITCH VALVE. REMOVE RETAINING RING HOLDING IN CHECK VALVE 6E-5010 AND RETAINING RING WAS BROKE AND A PIECE OF THE RETAINING RING WAS STUCK IN THE CHECK VALVE TO THE OLD CHECK VALVE BEING CONTAMINATED. INSTALLED NEW UPDATED FITTING 549-4135 AND TUBE 553-1264. CUSTOMER COMPLAINT: DO AVAILABLE UPDATES PER CAT REPAIR PROCESS COMMENTS: FITTING GOING INTO CUSHION HITCH VALVE. REMOVE RETAINING RING HOLDING IN CHECK VALVE 6E-5010 AND RETAINING RING WAS BROKE AND A PIECE OF THE RETAINING RING WAS STUCK IN THE CHECK VALVE 6E-5010 . INSTALLED NEW 6E-5010 CHECK VALVE DUE TO THE OLD CHECK VALVE BEING CONTAMINATED. INSTALLED NEW UPDATED FITTING 549-4135 AND TUBE 553-1264.
Aug 04, 2019	Service	5,077	Perform 5000 Service Hour Maint	PERFORM 5000 HR SERVICE ON DEF AFTER TREATMENT FILTER. REMOVED FILTERS AND SENT THEM TO BE CLEANED. INSTALLED FILTERS AFTER BEING CLEANED AND INSTALLED WITH NEW CLAMPS. WHILE REMOVING THE AIR LINE GOING TO THE FILTER, THE LINE AND FITTING SEIZED TOGETHER AND COULDN'T BE SALVAGED. INSTALLED NEW LINE AND FITTING. WHILE REMOVING THE SPARK PLUG TO BE CLEANED THE SPARK PLUG BROKE AND HAD TO INSTALL A NEW SPARK PLUG. INSTALLED R and i dpf and have it cleaned out, clean def R AND I DPF AND HAVE IT CLEANED OUT, CLEAN DEF FILTER

Aug 04, 2019	Service	5,077	Repair For Warranty Cgi Cooler	CUSTOMER COMPLAINT: COOLANT LEAK CAUSE OF FAILURE: NRS COOLER LEAKING COOLANT INTO EXHAUST RESULTANT DAMAGE: FILLED UP INTAKE SYSTEM WITH COOLANT REPAIR PROCESS COMMENTS: ENGINE HYDROLOCKED DRAINED SYSTEM, PULLED NRS OUTLET CLAMP COOLANT PRESENT. TRAVELED TO SHOP ORDERED PARTS AND PULLED PARTS. TRAVEL BACK TO SITE AND INSTALLED PARTS. GOING TO PULL INJECTORS ON MONDAY ENGINE IS LOCKED UP. GO HOME FOR THE DAY TRAVEL TO SITE WITH INJECTOR PARTS FOR R&R. ENGINE CRANK OVER AFTER SITTING A FEW DAYS. STARTED ENGINE AND TOPPED OFF COOLANT FINISHED PUTTING ON COVERS. RAN SOME ENGINE TESTS THEN RELEASED TO CUSTOMER. CUSTOMER COMPLAINT: COOLANT LEAK CAUSE OF FAILURE: NRS COOLER LEAKING COOLANT INTO EXHAUST RESULTANT DAMAGE: FILLED UP INTAKE SYSTEM WITH COOLANT REPAIR PROCESS COMMENTS: ENGINE HYDROLOCKED DRAINED SYSTEM, PULLED NRS OUTLET CLAMP COOLANT PRESENT. TRAVELED TO SHOP ORDERED PARTS AND PULLED PARTS. TRAVEL BACK TO SITE AND INSTALLED PARTS. GOING TO PULL INJECTORS ON MONDAY ENGINE IS LOCKED UP. GO HOME FOR THE DAY ENGINE CRANK OVER AFTER SITTING A FEW DAYS. STARTED ENGINE AND TOPPED OFF COOLANT FINISHED PUTTING ON COVERS. RAN SOME ENGINE TESTS THEN RELEASED TO CUSTOMER.
Aug 04, 2019	Service	5,077	Repair Engine	REPAIR PROCESS COMMENTS: ENGINE DRAIN VALVE LEAKS. TIGHTEN UP HOSE CLAMP ON DRAIN AND LEAKS STOPPED. Engine drain valve leak ENGINE DRAIN VALVE LEAK
Aug 04, 2019	Service	5,077	Troubleshoot Differential Lock	REPAIR PROCESS COMMENTS: DIFFERENTIAL OVERFULL. TEST DIFF LOCK WITH HYDRAULIC PRESSURE AND DIFF HELD PRESSURE FOR 15 MIN AT 850 PSI. DIFF OIL DOES NOT LOOK TO BE DILUTED WITH 10W OIL, APPEARS THE DIFF WAS JUST OVERFILLED. HYDRAULIC AND TRANSMISSION FLUIDS WERE NOT LOW. DRAINED DIFF TO CORRECT LEVEL. OBTAINED SOS SAMPLE OF FLUID. Diff over full t/s DIFF OVER FULL T/S
Aug 04, 2019	Service	5,077	Repair For Warranty Cgi Cooler	CUSTOMER COMPLAINT: CUSTOMER BROUGHT IN FOR UP DATES. CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: REPAIR PRODUCT PROGRAME PS53512. REMOVED AND

Aug 04, 2019	Service	5,077	Repair For Warranty Drive Shaft	<p>CUSTOMER COMPLAINT: SERVICE LETTER PS53992 WAS APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED INPUT SHAFT AND UPDATED THE BRAKE COOLING AND SHAFT COOLING LINES AS INSTRUCTED BY PS53992. WHILE DOING THE UPDATE I REMOVED THE BREATHER FOR THE TANK TO GAIN BETTER ACCESS TO THE INPUT SHAFT HOUSING. REPLACED GROMMET 8T2525 DUE TO BEING DAMAGED. WHILE REINSTALLING THE HOUSING BOLTS I FOUND THAT ONE BOLT HAD MESSED UP THREADS. REPLACED WITH NEW BOLT 8T8916. WHILE 5K-9090, 0T-0319, 1P-3703, AND 3K-0360. ALSO USED THE EYE BOLTS 1P-7407 TO REMOVED SHAFTS FOR UPDATE. CUSTOMER COMPLAINT: SERVICE LETTER PS53992 WAS APPROVED BY CAT CAUSE OF FAILURE: SOFT SHAFT RESULTANT DAMAGE: WORN SPLINES REPAIR PROCESS COMMENTS: REPLACED INPUT SHAFT AND UPDATED THE BRAKE COOLING AND SHAFT COOLING LINES AS INSTRUCTED BY PS53992. WHILE DOING THE UPDATE I NOTICED THE HAVE LASTED VERY MUCH LONGER. REMOVED THE BREATHER FOR THE TANK TO GAIN BETTER ACCESS TO THE INPUT SHAFT HOUSING. REPLACED GROMMET 8T2525 DUE TO BEING DAMAGED. WHILE REINSTALLING THE HOUSING BOLTS I FOUND THAT ONE BOLT HAD MESSED UP THREADS. REPLACED WITH NEW BOLT 8T8916. WHILE REINSTALLING EXISTING LINES I REPLACED O-RING 5K-9090, 0T-0319, 1P-3703, AND 3K-0360. ALSO USED THE EYE BOLTS 1P-7407 TO REMOVED SHAFTS FOR UPDATE. Remove drive shaft tube and check splines on REMOVE DRIVE SHAFT TUBE AND CHECK SPLINES ON SHAFT BEFORE DOING THE UPDATE PS53992 UPDATING THE TORQUE LIMITER DRIVE SHAFT</p>
--------------	---------	-------	---------------------------------	--

Aug 04, 2019	Service	5,077	Repair For Warranty Hydraulic Control Valve	<p>REPAIR PROCESS COMMENTS: PERFORM SERVICE LETTER (PS45999). REMOVE TUBE AND FITTING GOING INTO CUSHION HITCH VALVE. REMOVE RETAINING RING HOLDING IN CHECK VALVE 6E-5010 AND RETAINING RING WAS BROKE AND A PIECE OF THE RETAINING RING WAS STUCK IN THE CHECK VALVE TO THE OLD CHECK VALVE BEING CONTAMINATED. INSTALLED NEW UPDATED FITTING 549-4135 AND TUBE 553-1264. CUSTOMER COMPLAINT: DO AVAILABLE UPDATES PER CAT REPAIR PROCESS COMMENTS: FITTING GOING INTO CUSHION HITCH VALVE. REMOVE RETAINING RING HOLDING IN CHECK VALVE 6E-5010 AND RETAINING RING WAS BROKE AND A PIECE OF THE RETAINING RING WAS STUCK IN THE CHECK VALVE 6E-5010 . INSTALLED NEW 6E-5010 CHECK VALVE DUE TO THE OLD CHECK VALVE BEING CONTAMINATED. INSTALLED NEW UPDATED FITTING 549-4135 AND TUBE 553-1264.</p>
--------------	---------	-------	---	---

Aug 04, 2019	Service	5,077	Repair For Warranty Hydraulic Fan Motor	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAGAZINE M0078677 AS PER CATERPILLAR REQUEST FOR WARRANTY. REMOVE OLD BYPASS VALVE 168-0360, TUBES AND HOSE GOING TO VALVE AND DISPOSED OF. INSTALLED NEW 260-3789 VALVE, INSTALLED NEW TUBES AND LINE GOING TO NEW VALVE. Service mag m0078677 SERVICE MAG M0078677
Aug 04, 2019	Service	5,077	Repair For Warranty Wiring Harness	WITH EJECTOR AND BOWL RAISE FUNCTIONS WHICH WAS CAUSED BY HITCH HARNESS WHICH WAS STRETCHED. SERV MAG M0069049 ADDRESSES THE PROBLEM CUSTOMER COMPLAINT: CUSTOMER HAS BEEN HAVING INTERMITTENT ISSUES WITH EJECTOR AND RISE FUNCTIONS. CAUSE OF FAILURE: WIRE HARNESS RESULTANT DAMAGE: FUNCTIONS NOT WORKING. REPAIR PROCESS COMMENTS: REPLACE WIRE HARNESS AND REROUTE TO NEW CAT SPEC. PERFORM SERVICE LETTER MOO69049. Customer has been having intermittent issues CUSTOMER HAS BEEN HAVING INTERMITTENT ISSUES WITH EJECTOR AND BOWL RAISE FUNCTIONS. PERFORM SERVICE MAG M0069049
Aug 04, 2019	Service	5,077	Repair For Warranty Wiring Harness	CUSTOMER COMPLAINT: CUSTOMER MACHINE WAS IN FOR UPDATES. CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: PERFORM SERVICE LETTER PS53224. Perform service letter ps53224.
Aug 04, 2019	Service	5,077	Repair For Warranty Brake Lines	CUSTOMER COMPLAINT: BRAKE UPDATE SERVICE MAG. M0082272 CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: INSTALLED NEW VALVE AND HOSE FOR BRAKE COOLING Service mag. m0082272 SERVICE MAG. M0082272
Aug 04, 2019	Service	5,077	Repair For Warranty Main System Relief Valve	WARRANTY AS PER CATERPILLAR PERFORM SERVICE MAG (M0079958). REMOVE OLD BAIL HITCH VALVE AND INSTALLED NEW BAIL HITCH VALVE (524-1514). Service mag. m0079958 SERVICE MAG. M0079958

Aug 04, 2019	Service	5,077	Repair Brakes	<p>CUSTOMER COMPLAINT: SAMPLE CAME BACK WITH OIL VISCOSITY TO THIN AND POWER TRAIN OIL WAS DARK IN COLOR CAUSE OF FAILURE: BACKUP RING FOR D-RING SEAL IN THE BRAKE CYLINDER WAS DAMAGED CAUSING THE LEAK RESULTANT DAMAGE: LOSS OF HYDRAULIC FLUID INTO THE POWER TRAIN OIL, REPAIR PROCESS COMMENTS: AFTER GETTING THE SAMPLE BACK FOR THE POWER TRAIN OIL AND HAVING THE OIL BEING DARK IT WAS DECIDED TO RESEAL BOTH FRONT BRAKES. THE MACHINE WAS TURNED TO ACCESS THE LEFT SIDE WHEEL. JACKED UP MACHINE AND SET ON JACK STAND TO SUPPORT TRACTOR. BOTH FINAL DRIVES HAD TO BE DRAINED AND THE DIFF. OIL HAD TO BE DRAINED TO REMOVE WHEELS. REMOVED FINAL DRIVE COVER, REMOVED AXLE SHAFT, AND REMOVED FINAL DRIVE ASSEMBLY. THE WHEEL WAS RIGGED UP AND SUPPORTED BY CHAINS TO THE OVERHEAD REMOVED RETAINER, SHIMS AND BEARING. THEN REMOVED THE WHEEL ASSEMBLY AND SECURED TO MACHINE TO AVOID WHEEL BEING MOVED AND FALLING. REMOVED THE DUO- CONE SEALS AND INSIDE WHEEL BEARING. THEN USED CRANE TO SUPPORT SPINDLE. REMOVED SPINDLE AND BRAKE HOUSING AS ONE UNIT AND SET STANDING UP TO BE DISASSEMBLED. REMOVED BRAKE HOUSING AND SET ON BENCH. DISASSEMBLED BRAKE HOUSING AND THE BRAKE CYLINDER IT WAS FOUND THAT THE BACK UP RINGS FOR THE D-RINGS WERE WORN AND WAS CAUSING RINGS FOR THE CYLINDER AND REASSEMBLED BRAKE CYLINDER. REPLACED ALL OTHER SEALS AND O-RINGS ON THE BRAKE HOUSING. INSTALLED BRAKE CYLINDER INTO BRAKE HOUSING AND APPLIED PRESSURE TO THE CYLINDER TO TEST SEALS. SEALS PASSED TEST. CLEANED AND INSPECTED ALL CLUTCH AND FRICTION PLATES FOR DAMAGE AND FOUND NONE. INSTALLED CLUTCHES AND FRICTION PLATES IN THE SAME ORDER. INSTALLED NEW O-RING AND RETAINER FOR CLUTCHES AND TORQUE TO SPEC. CLEANED SPINDLE AND INSTALLED BRAKE HOUSING WITH NEW O-RINGS. INSTALLED NEW O-RING AND BOLTED SPINDLE ONTO MACHINE. TORQUE INSTALLED INSIDE WHEEL BEARING. PICKED UP TIRE WITH CHAINS USING THE CRANE AND TRIED TO INSTALL WHEEL ASSEMBLY ONTO THE MACHINE. DURING THE PROCESS OF REBUILDING THE BRAKE ASSEMBLY THE WHEEL HAD BEEN MOVED AND WAS SITTING AT THE WRONG ANGLE. THIS TOOK EXTRA TIME TO GET THE WHEEL TO LINE UP PROPERLY AND GET THE CORRECT ANGLE TO BE INSTALLED ON THE MACHINE. ONCE WHEEL WAS INSTALLED THE OUTSIDE WHEEL BEARING WAS INSTALLED. THEN THE SHIMS AND RETAINER AND FINAL DRIVE ASSEMBLY WAS INSTALLED. THE AXLE SHAFT WAS REINSTALLED. A NEW O-RING AND COVER FOR FINAL DRIVE WAS INSTALLED. MACHINE WAS THEN JACKED UP AND SET BACK DOWN. THE MACHINE WAS REPOSITIONED IN THE SHOP AND JACKED UP TO REPEAT THE PROCESS SAME PROCESS WAS USED ON THE RIGHT SIDE WHEEL. ALSO THE SAME BACKUP RING WAS FOUND TO HAVE DAMAGE CAUSING THE LEAK ON THE RIGHT SIDE AS WELL. THERE WAS ALSO EXTRA TIME NEEDED TO</p>
--------------	---------	-------	---------------	---

WAS ASSEMBLED THE MACHINE WAS SET DOWN. THEN THE DIFF HOUSING WAS FILLED WITH FLUID AND THE FINAL DRIVES WERE FILLED WITH FLUID. Oil transferring into diff OIL TRANSFERING INTO DIFF

Aug 04, 2019	Service	5,077	Repair For Warranty Drive Train Oil Lines	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAG (M0076884) FOR WARRANT AS PER REQUEST BY CATERPILLAR. REMOVED OLD SOS SAMPLE VALVE AND ELBOW ON THE REAR OF THE TRANSMISSION. INSTALLED NEW ELBOW IN REAR OF TRANSMISSION AND INSTALLED BRACKET AND SOS FITTING ON FENDER FOR THE REMOTE SOS SAMPLING VALVE. Service mag. m0076884 SERVICE MAG. M0076884
Aug 04, 2019	Service	5,077	Repair For Warranty Cgi Cooler	CUSTOMER COMPLAINT: COOLANT LEAK CAUSE OF FAILURE: NRS COOLER LEAKING COOLANT INTO EXHAUST RESULTANT DAMAGE: FILLED UP INTAKE SYSTEM WITH COOLANT REPAIR PROCESS COMMENTS: ENGINE HYDROLOCKED DRAINED SYSTEM, PULLED NRS OUTLET CLAMP COOLANT PRESENT. TRAVELED TO SHOP ORDERED PARTS AND PULLED PARTS. TRAVEL BACK TO SITE AND INSTALLED PARTS. GOING TO PULL INJECTORS ON MONDAY ENGINE IS LOCKED UP. GO HOME FOR THE DAY TRAVEL TO SITE WITH INJECTOR PARTS FOR R&R. ENGINE CRANK OVER AFTER SITTING A FEW DAYS. STARTED ENGINE AND TOPPED OFF COOLANT FINISHED PUTTING ON COVERS. RAN SOME ENGINE TESTS THEN RELEASED TO CUSTOMER. CUSTOMER COMPLAINT: COOLANT LEAK CAUSE OF FAILURE: NRS COOLER LEAKING COOLANT INTO EXHAUST RESULTANT DAMAGE: FILLED UP INTAKE SYSTEM WITH COOLANT REPAIR PROCESS COMMENTS: ENGINE HYDROLOCKED DRAINED SYSTEM, PULLED NRS OUTLET CLAMP COOLANT PRESENT. TRAVELED TO SHOP ORDERED PARTS AND PULLED PARTS. TRAVEL BACK TO SITE AND INSTALLED PARTS. GOING TO PULL INJECTORS ON MONDAY ENGINE IS LOCKED UP. GO HOME FOR THE DAY ENGINE CRANK OVER AFTER SITTING A FEW DAYS. STARTED ENGINE AND TOPPED OFF COOLANT FINISHED PUTTING ON COVERS. RAN SOME ENGINE TESTS THEN RELEASED TO CUSTOMER.



Aug 04, 2019	Service	5,077	Repair For Warranty Hydraulic Hoses/lines	CUSTOMER COMPLAINT: SERVICE MAGAZINE MOO83551 APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED TUBE 432-8898 WITH NEW TUBE 528-1494. REMOVED DIFF FILL TUBE, REMOVED HYDRAULIC LINES THAT WERE ROUTED OVER THE TUBE, REMOVED DRIVESHAFT TUBE, AND DISCONNECTED WHERE PARK BRAKE VALVE MOUNTS SO THAT I WAS ABLE TO MANEUVER THE TUBE OUT OF THE MACHINE. AFTER TUBE WAS REMOVED I INSTALLED THE NEW TUBE INTO THE SAME POSITION AS THE OLD ONE. INSTALLED DRIVE SHAFT TUBE. MOUNTED PARK BRAKE VALVE. RE CONNECTED ALL REINSTALLED THE DIFF FILL TUBE WITH NEW GASKET 5H7844. ALSO WHILE REMOVING HARDWARE TO REMOVE TUBE I FOUND THAT A BRACKET WAS BROKEN AND MISSING HARDWARE. I REPAIRED THE BRACKET BY WELDING IT BACK TOGETHER AND PAINTING IT. INSTALLED MISSING HARDWARE AS WELL. Service mag. m0083551 SERVICE MAG. M0083551
Aug 04, 2019	Service	5,077	Repair For Warranty Cgi Cooler	CUSTOMER COMPLAINT: CUSTOMER BROUGHT IN FOR UP DATES. CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: REPAIR PRDUCT PROGRAME PS53512. REMOVED AND
Aug 04, 2019	Service	5,077	Repair For Warranty Hydraulic Hoses/lines	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAG (M0086339) FOR WARRANT AS PER CATERPILLAR. REMOVED OLD 441-3488 HYDRAULIC HOSE. INSTALLED NEW 543-5276. Service mag. m0086339 SERVICE MAG. M0086339
Aug 04, 2019	Service	5,077	Repair V-belt(s)	CUSTOMER COMPLAINT: CUSTOMER BROUGHT IN FOR UPDATES. CAUSE OF FAILURE: BELT NEEDED UP DATE. RESULTANT DAMAGE: HAD CUT IN BELT REPAIR PROCESS COMMENTS: REMOVED OLD BELT AND INSTALLED NEW SERPENTINE BELT AND ACCESSORY BELT. M0101421 service mag article on rear fan belt M0101421 SERVICE MAG ARTICLE ON REAR FAN BELT
Aug 04, 2019	Service	5,077	Repair For Warranty Wiring Harness	CUSTOMER COMPLAINT: SERVICE MAGAZINE M0087325 WAS APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED IMU MOUNTING BRACKET WITH NEW BRACKET AND RUBBER MOUNTS. Service mag. m0087325 SERVICE MAG. M0087325
Aug 04, 2019	Service	5,077	Repair For Warranty Hydraulic Hoses/lines	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAG (M0086339) FOR WARRANT AS PER CATERPILLAR. REMOVED OLD 441-3488 HYDRAULIC HOSE. INSTALLED NEW 543-5276. Service mag. m0086339 SERVICE MAG. M0086339

Aug 04, 2019	Service	5,077	Perform 5000 Service Hour Maint	CUSTOMER COMPLAINT: DUE FOR 5000 HOUR SERVICE REPAIR PROCESS COMMENTS: REMOVED CEM PACKAGE FROM REAR ENGINE. REMOVED DPF AND DOC TO BE SENT OFF TO BE CLEANED. THE DPF DID NOT PASS AND NEEDED TO BE REPLACED. INSTALLED CLEANED DOC AND REMAN DPF FILTER KIT. INSTALLED CEM PACKAGE. TESTED MACHINE AND MADE SURE REAR R and i dpf and have it cleaned out, clean def R AND I DPF AND HAVE IT CLEANED OUT, CLEAN DEF FILTER
Aug 04, 2019	Service	5,077	Clean Machine	
Aug 04, 2019	Service	5,077	Repair For Warranty Wiring Harness	WITH EJECTOR AND BOWL RAISE FUNCTIONS WHICH WAS CAUSED BY HITCH HARNESS WHICH WAS STRETCHED. SERV MAG M0069049 ADDRESSES THE PROBLEM CUSTOMER COMPLAINT: CUSTOMER HAS BEEN HAVING INTERMITTENT ISSUES WITH EJECTOR AND RISE FUNCTIONS. CAUSE OF FAILURE: WIRE HARNESS RESULTANT DAMAGE: FUNCTIONS NOT WORKING. REPAIR PROCESS COMMENTS: REPLACE WIRE HARNESS AND REROUTE TO NEW CAT SPEC. PERFORM SERVICE LETTER MOO69049. Customer has been having intermittent issues CUSTOMER HAS BEEN HAVING INTERMITTENT ISSUES WITH EJECTOR AND BOWL RAISE FUNCTIONS. PERFORM SERVICE MAG M0069049
Aug 04, 2019	Service	5,077	Remove & Install Draft Frame Trunnion	CUSTOMER COMPLAINT: WORN TRUNNIONS REPAIR PROCESS COMMENTS: REPLACED BOTH TRUNNIONS. TORQUED TRUNNION TO SPEC. WHEN TRYING TO INSTALL NEW CAPS I FOUND THAT THE CAPS WERE MANUFACTURED WRONG. ORDERED MORE CAPS AND INSTALLED OLD CAPS AND TORQUED TO CONTINUE WORK ON MACHINE. ONCE NEW CAPS ARRIVED, REMOVED OLD CAPS AND INSTALLED NEW CAPS. TORQUED NEW CAPS TO SPEC. Replace trunnions and caps for the draft arms to REPLACE TRUNNIONS AND CAPS FOR THE DRAFT ARMS TO BOWL.
Aug 04, 2019	Service	5,077	Inspect Transmission & Drive Line	CUSTOMER COMPLAINT: DARK FLUID FOR POWER TRAIN OIL. REPAIR PROCESS COMMENTS: TOOK OIL SAMPLE AND HAD A RUSH ORDER TO HAVE SAMPLE LOOKED AT FOR ENGINE OIL AND CONTAMINANTS. REPLACED TRANS FILTER ELEMENT. CUT APART OLD ALSO REMOVED TRANS FILTER SCREEN. INSPECTED SCREEN AND CLEANED SCREEN WITH BRAKE CLEAN AND REINSTALLED. Inspect for trans dark fluid INSPECT FOR TRANS DARK FLUID

Aug 04, 2019	Service	5,077	Repair Brakes	<p>CUSTOMER COMPLAINT: SAMPLE CAME BACK WITH OIL VISCOSITY TO THIN AND POWER TRAIN OIL WAS DARK IN COLOR CAUSE OF FAILURE: BACKUP RING FOR D-RING SEAL IN THE BRAKE CYLINDER WAS DAMAGED CAUSING THE LEAK RESULTANT DAMAGE: LOSS OF HYDRAULIC FLUID INTO THE POWER TRAIN OIL, REPAIR PROCESS COMMENTS: AFTER GETTING THE SAMPLE BACK FOR THE POWER TRAIN OIL AND HAVING THE OIL BEING DARK IT WAS DECIDED TO RESEAL BOTH FRONT BRAKES. THE MACHINE WAS TURNED TO ACCESS THE LEFT SIDE WHEEL. JACKED UP MACHINE AND SET ON JACK STAND TO SUPPORT TRACTOR. BOTH FINAL DRIVES HAD TO BE DRAINED AND THE DIFF. OIL HAD TO BE DRAINED TO REMOVE WHEELS. REMOVED FINAL DRIVE COVER, REMOVED AXLE SHAFT, AND REMOVED FINAL DRIVE ASSEMBLY. THE WHEEL WAS RIGGED UP AND SUPPORTED BY CHAINS TO THE OVERHEAD REMOVED RETAINER, SHIMS AND BEARING. THEN REMOVED THE WHEEL ASSEMBLY AND SECURED TO MACHINE TO AVOID WHEEL BEING MOVED AND FALLING. REMOVED THE DUO- CONE SEALS AND INSIDE WHEEL BEARING. THEN USED CRANE TO SUPPORT SPINDLE. REMOVED SPINDLE AND BRAKE HOUSING AS ONE UNIT AND SET STANDING UP TO BE DISASSEMBLED. REMOVED BRAKE HOUSING AND SET ON BENCH. DISASSEMBLED BRAKE HOUSING AND THE BRAKE CYLINDER IT WAS FOUND THAT THE BACK UP RINGS FOR THE D-RINGS WERE WORN AND WAS CAUSING RINGS FOR THE CYLINDER AND REASSEMBLED BRAKE CYLINDER. REPLACED ALL OTHER SEALS AND O-RINGS ON THE BRAKE HOUSING. INSTALLED BRAKE CYLINDER INTO BRAKE HOUSING AND APPLIED PRESSURE TO THE CYLINDER TO TEST SEALS. SEALS PASSED TEST. CLEANED AND INSPECTED ALL CLUTCH AND FRICTION PLATES FOR DAMAGE AND FOUND NONE. INSTALLED CLUTCHES AND FRICTION PLATES IN THE SAME ORDER. INSTALLED NEW O-RING AND RETAINER FOR CLUTCHES AND TORQUE TO SPEC. CLEANED SPINDLE AND INSTALLED BRAKE HOUSING WITH NEW O-RINGS. INSTALLED NEW O-RING AND BOLTED SPINDLE ONTO MACHINE. TORQUE INSTALLED INSIDE WHEEL BEARING. PICKED UP TIRE WITH CHAINS USING THE CRANE AND TRIED TO INSTALL WHEEL ASSEMBLY ONTO THE MACHINE. DURING THE PROCESS OF REBUILDING THE BRAKE ASSEMBLY THE WHEEL HAD BEEN MOVED AND WAS SITTING AT THE WRONG ANGLE. THIS TOOK EXTRA TIME TO GET THE WHEEL TO LINE UP PROPERLY AND GET THE CORRECT ANGLE TO BE INSTALLED ON THE MACHINE. ONCE WHEEL WAS INSTALLED THE OUTSIDE WHEEL BEARING WAS INSTALLED. THEN THE SHIMS AND RETAINER AND FINAL DRIVE ASSEMBLY WAS INSTALLED. THE AXLE SHAFT WAS REINSTALLED. A NEW O-RING AND COVER FOR FINAL DRIVE WAS INSTALLED. MACHINE WAS THEN JACKED UP AND SET BACK DOWN. THE MACHINE WAS REPOSITIONED IN THE SHOP AND JACKED UP TO REPEAT THE PROCESS SAME PROCESS WAS USED ON THE RIGHT SIDE WHEEL. ALSO THE SAME BACKUP RING WAS FOUND TO HAVE DAMAGE CAUSING THE LEAK ON THE RIGHT SIDE AS WELL. THERE WAS ALSO EXTRA TIME NEEDED TO</p>
--------------	---------	-------	---------------	---

WAS ASSEMBLED THE MACHINE WAS SET DOWN. THEN THE DIFF HOUSING WAS FILLED WITH FLUID AND THE FINAL DRIVES WERE FILLED WITH FLUID. Oil transferring into diff OIL TRANSFERING INTO DIFF

Aug 04, 2019	Service	5,077	Troubleshoot Brake Accumulator	ACCUMULATOR BLEEDING DOWN REGULARLY. RELEASED HYDRAULIC PRESSURE FROM BRAKE ACCUMULATORS AND CHECKED THE NITROGEN PRESSURE ON BOTH ACCUMULATORS. ONE OF THE ACCUMULATORS IS CHARGED TO SPEC AND ONE IS AT 0 PSI. REPLACED THE ACCUMULATOR THAT WAS LOW WITH THE ONE CUSTOMER PROVIDED AND RECHARGED BOTH. Accumulator 368-3015 bleeding down regularly ACCUMULATOR 368-3015 BLEEDING DOWN REGULARLY
Aug 04, 2019	Service	5,077	Repair For Warranty Wiring Harness	CUSTOMER COMPLAINT: SERVICE MAGAZINE M0087325 WAS APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED IMU MOUNTING BRACKET WITH NEW BRACKET AND RUBBER MOUNTS. Service mag. m0087325 SERVICE MAG. M0087325
Aug 04, 2019	Service	5,077	Repair Engine	CUSTOMER COMPLAINT: ECM IS COMMUNICATING CAUSE OF FAILURE: UNKNOWN 11-13-18 CHECK ALL FLUIDS OPERATE UNIT AND THE FRONT ENGINE TEMP WENT TO 223 CHECK AND FIND THAT THE TANK HAS A LITTLE STAIN ON IT AND NEEDED COOLANT ADDED 8 GALLONS OF COOLANT TO UNIT TO FILL IT UP IS RUBBING ON A HOSE CLAMP AND HAS A HOLE IN IT, TOMORROW UNIT HAS CODE FOR LOW AFTER TREATMENT FUEL PRESSURE FOR REAR ENGINE START TO TROUBLE SHOOT IT AFTER FRONT ENGINE WAS FILLED REPAIR PROCESS COMMENTS: 11-14-18 -INSTALL T TO CHECK THE FUEL PRESSURE FOR THE # 2 AFTERTREATMENT NO PRESSURE TAP RELAY AND THE PRESSURE CAME UP THE RELAY IS BAD ORDER IN RELAY TRACY SAID HE WOULD PICK IT UP AND INSTALL THE RELAY T/s engine issues T/S ENGINE ISSUES * TRANSFERED FROM 9D70528
Aug 04, 2019	Service	5,077	Repair For Warranty Cgi Cooler	CUSTOMER COMPLAINT: CUSTOMER BROUGHT IN FOR UP DATES. CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: REPAIR PRDUCT PROGRAME PS53512. REMOVED AND
Aug 04, 2019	Service	5,077	Perform 5000 Service Hour Maint	PERFORM 5000 HR SERVICE ON DEF AFTER TREATMENT FILTER. REMOVED FILTERS AND SENT THEM TO BE CLEANED. INSTALLED FILTERS AFTER BEING CLEANED AND INSTALLED WITH NEW CLAMPS. WHILE REMOVING THE AIR LINE GOING TO THE FILTER, THE LINE AND FITTING SEIZED TOGETHER AND COULDN'T BE SALVAGED. INSTALLED NEW LINE AND FITTING. WHILE REMOVING THE SPARK PLUG TO BE CLEANED THE SPARK PLUG BROKE AND HAD TO INSTALL A NEW SPARK PLUG. INSTALLED R and i dpf and have it cleaned out, clean def R AND I DPF AND HAVE IT CLEANED OUT, CLEAN DEF FILTER

Aug 04, 2019	Service	5,077	Inspect Machine	REPAIR PROCESS COMMENTS: FINAL INSPECT MACHINE. RAN MACHINE TO OPERATING TEMP AND ALL MACHINE FUNCTION WORK. DIDN'T NOT SEE ANY LEAKS. BRAKES WORKED WELL. REPAIR PROCESS COMMENTS: INSPECTED MACHINE FOR OTHER DAMAGE FOR ADD ON QUOTE. TOOK PRODUCT STATUS REPORT FOR WHEN MACHINE ARRIVED. UPDATED ALL SOFTWARE FILES. TOOK ANOTHER PRODUCT STATUS REPORT WITH NEW SOFTWARE FILES. AFTER ALL REPAIRS AND UPDATES WERE COMPLETE ANOTHER PRODUCT STATUS REPORT WAS TAKEN BEFORE DELIVERY. PRODUCT STATUS REPORTS ARE ATTACHED TO THIS SERVICE REPORT.
Aug 04, 2019	Service	5,077	Troubleshoot Differential Lock	REPAIR PROCESS COMMENTS: DIFFERENTIAL OVERFULL. TEST DIFF LOCK WITH HYDRAULIC PRESSURE AND DIFF HELD PRESSURE FOR 15 MIN AT 850 PSI. DIFF OIL DOES NOT LOOK TO BE DILUTED WITH 10W OIL, APPEARS THE DIFF WAS JUST OVERFILLED. HYDRAULIC AND TRANSMISSION FLUIDS WERE NOT LOW. DRAINED DIFF TO CORRECT LEVEL. OBTAINED SOS SAMPLE OF FLUID. Diff over full t/s DIFF OVER FULL T/S
Aug 04, 2019	Service	5,077	Troubleshoot Engine	REGEN LOCKED OUT CAUSE OF FAILURE: CODES FOR LOW FUEL PRESSURE PRESENT ACTIVE LOCKED OUT REGEN 120% SOOT LOAD ON 9.3 LITER REPAIR PROCESS COMMENTS: CLEAR CODES AND REGEN ENGINES,9.3 LITER AND C13. FLASHED THE ECMS WITH CURRENT FLASHES. RAN AFTERTREATMENT FUNCTION TEST ON ENGINES. C13 ENGINE DIDN'T PRIME ON FUNCTION TEST CHECKED FILTER ON DEF MODULE CLEANED AND INSTALLED. REASSEMBLE COVERS FOR DEF FILTER CHECK SYSTEM ONE MORE TIME ALL CLEAR RELEASED TO CUSTOMER Won't regen WON'T REGEN * MOVED FROM 9D70865
Aug 04, 2019	Service	5,077	Repair For Warranty Hydraulic Fan Motor	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAGAZINE M0078677 AS PER CATERPILLAR REQUEST FOR WARRANTY. REMOVE OLD BYPASS VALVE 168-0360, TUBES AND HOSE GOING TO VALVE AND DISPOSED OF. INSTALLED NEW 260-3789 VALVE, INSTALLED NEW TUBES AND LINE GOING TO NEW VALVE. Service mag m0078677 SERVICE MAG M0078677
Aug 04, 2019	Service	5,077	Remove & Install Guard	REPAIR PROCESS COMMENTS: REMOVED ALL THREE BELLY PANS FROM THE TRACTOR TO GAIN ACCESS FOR TROUBLESHOOTING AND TO REPAIR MACHINE. REINSTALLED BELLY PANS ONCE ALL REPAIRS WERE MADE AND MACHINE WAS INSPECTED. Belly pans BELLY PANS
Aug 04, 2019	Service	5,077	Repair Engine	REPAIR PROCESS COMMENTS: ENGINE DRAIN VALVE LEAKS. TIGHTEN UP HOSE CLAMP ON DRAIN AND LEAKS STOPPED. Engine drain valve leak ENGINE DRAIN VALVE LEAK

Aug 04, 2019	Service	5,077	Repair For Warranty Main System Relief Valve	WARRANTY AS PER CATERPILLAR PERFORM SERVICE MAG (M0079958). REMOVE OLD BAIL HITCH VALVE AND INSTALLED NEW BAIL HITCH VALVE (524-1514). Service mag. m0079958 SERVICE MAG. M0079958
Aug 04, 2019	Service	5,077	Repair For Warranty Drive Train Oil Lines	REPAIR PROCESS COMMENTS: PERFORM SERVICE MAG (M0076884) FOR WARRANT AS PER REQUEST BY CATERPILLAR. REMOVED OLD SOS SAMPLE VALVE AND ELBOW ON THE REAR OF THE TRANSMISSION. INSTALLED NEW ELBOW IN REAR OF TRANSMISSION AND INSTALLED BRACKET AND SOS FITTING ON FENDER FOR THE REMOTE SOS SAMPLING VALVE. Service mag. m0076884 SERVICE MAG. M0076884
Aug 04, 2019	Service	5,077	Repair For Warranty Wiring Harness	REPAIR PROCESS COMMENTS: REMOVED SEAT, REMOVED FUSE PANEL COVER, REMOVED FUSE PANEL, REMOVED CONTROLLER. UPON FURTHER INSPECTION IT WAS NOTICED THAT THE SERVICE LETTER WAS NOT AN UPDATE. IT WAS TO REPLACE THE SEQUENCE ASSIST AND LOAD ASSIST SWITCHES. THIS MACHINE DID NOT HAVE THE BUTTONS THAT NEED TO BE REPLACED. RE INSTALLED CONTROLLER, RE INSTALLED FUSE PANEL AND COVERS, RE INSTALLED SEAT. REPAIR PROCESS COMMENTS: REMOVED SEAT, REMOVED FUSE PANEL COVER, REMOVED WAS NOT AN UPDATE. IT WAS TO REPLACE THE SEQUENCE ASSIST AND LOAD ASSIST SWITCHES. THIS MACHINE DID INSTALLED CONTROL ER, RE INSTALLED FUSE PANEL AND COVERS, RE INSTALLED SEAT.
Aug 04, 2019	Service	5,077	Install Panels And Covers	CUSTOMER COMPLAINT: MISSING COVER UNDER CAB INSTALLED NEW COVER WITH NEW HARDWARE. TIM BARNARD APPROVED Replace missing a/c cover REPLACE MISSING A/C COVER
Aug 04, 2019	Service	5,077	Replace***use Code 510*** Crankshaft Rear Seal	CUSTOMER COMPLAINT: REPLACED WHILE LIMITER WAS REMOVED. REPAIR PROCESS COMMENTS: REMOVED FLYWHEEL AND TORQUE LIMITER ASSEMBLY FROM REAR OF ENGINE. DRAINED ENGINE OIL. REMOVED REAR MAIN SEAL. INSTALLED NEW SEAL. ADDED NEW OIL TO LIMITER ASSEMBLY AND FLYWHEEL. TORQUED BOLTS TO SPEC.

Aug 04, 2019	Service	5,077	Repair For Warranty Hydraulic Hoses/lines	CUSTOMER COMPLAINT: SERVICE MAGAZINE MOO83551 APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED TUBE 432-8898 WITH NEW TUBE 528-1494. REMOVED DIFF FILL TUBE, REMOVED HYDRAULIC LINES THAT WERE ROUTED OVER THE TUBE, REMOVED DRIVESHAFT TUBE, AND DISCONNECTED WHERE PARK BRAKE VALVE MOUNTS SO THAT I WAS ABLE TO MANEUVER THE TUBE OUT OF THE MACHINE. AFTER TUBE WAS REMOVED I INSTALLED THE NEW TUBE INTO THE SAME POSITION AS THE OLD ONE. INSTALLED DRIVE SHAFT TUBE. MOUNTED PARK BRAKE VALVE. RE CONNECTED ALL REINSTALLED THE DIFF FILL TUBE WITH NEW GASKET 5H7844. ALSO WHILE REMOVING HARDWARE TO REMOVE TUBE I FOUND THAT A BRACKET WAS BROKEN AND MISSING HARDWARE. I REPAIRED THE BRACKET BY WELDING IT BACK TOGETHER AND PAINTING IT. INSTALLED MISSING HARDWARE AS WELL. Service mag. m0083551 SERVICE MAG. M0083551
Aug 04, 2019	Service	5,077	Repair V-belt(s)	CUSTOMER COMPLAINT: CUSTOMER BROUGHT IN FOR UPDATES. CAUSE OF FAILURE: BELT NEEDED UP DATE. RESULTANT DAMAGE: HAD CUT IN BELT REPAIR PROCESS COMMENTS: REMOVED OLD BELT AND INSTALLED NEW SERPENTINE BELT AND ACCESSORY BELT. M0101421 service mag article on rear fan belt M0101421 SERVICE MAG ARTICLE ON REAR FAN BELT
Aug 04, 2019	Service	5,077	Repair For Warranty Hydraulic Control Valve	REPAIR PROCESS COMMENTS: PERFORM SERVICE LETTER (PS45999). REMOVE TUBE AND FITTING GOING INTO CUSHION HITCH VALVE. REMOVE RETAINING RING HOLDING IN CHECK VALVE 6E-5010 AND RETAINING RING WAS BROKE AND A PIECE OF THE RETAINING RING WAS STUCK IN THE CHECK VALVE TO THE OLD CHECK VALVE BEING CONTAMINATED. INSTALLED NEW UPDATED FITTING 549-4135 AND TUBE 553-1264. CUSTOMER COMPLAINT: DO AVAILABLE UPDATES PER CAT REPAIR PROCESS COMMENTS: FITTING GOING INTO CUSHION HITCH VALVE. REMOVE RETAINING RING HOLDING IN CHECK VALVE 6E-5010 AND RETAINING RING WAS BROKE AND A PIECE OF THE RETAINING RING WAS STUCK IN THE CHECK VALVE 6E-5010 . INSTALLED NEW 6E-5010 CHECK VALVE DUE TO THE OLD CHECK VALVE BEING CONTAMINATED. INSTALLED NEW UPDATED FITTING 549-4135 AND TUBE 553-1264.

Aug 04, 2019	Service	5,077	Repair For Warranty Cgi Cooler	CUSTOMER COMPLAINT: COOLANT LEAK CAUSE OF FAILURE: NRS COOLER LEAKING COOLANT INTO EXHAUST RESULTANT DAMAGE: FILLED UP INTAKE SYSTEM WITH COOLANT REPAIR PROCESS COMMENTS: ENGINE HYDROLOCKED DRAINED SYSTEM, PULLED NRS OUTLET CLAMP COOLANT PRESENT. TRAVELED TO SHOP ORDERED PARTS AND PULLED PARTS. TRAVEL BACK TO SITE AND INSTALLED PARTS. GOING TO PULL INJECTORS ON MONDAY ENGINE IS LOCKED UP. GO HOME FOR THE DAY TRAVEL TO SITE WITH INJECTOR PARTS FOR R&R. ENGINE CRANK OVER AFTER SITTING A FEW DAYS. STARTED ENGINE AND TOPPED OFF COOLANT FINISHED PUTTING ON COVERS. RAN SOME ENGINE TESTS THEN RELEASED TO CUSTOMER. CUSTOMER COMPLAINT: COOLANT LEAK CAUSE OF FAILURE: NRS COOLER LEAKING COOLANT INTO EXHAUST RESULTANT DAMAGE: FILLED UP INTAKE SYSTEM WITH COOLANT REPAIR PROCESS COMMENTS: ENGINE HYDROLOCKED DRAINED SYSTEM, PULLED NRS OUTLET CLAMP COOLANT PRESENT. TRAVELED TO SHOP ORDERED PARTS AND PULLED PARTS. TRAVEL BACK TO SITE AND INSTALLED PARTS. GOING TO PULL INJECTORS ON MONDAY ENGINE IS LOCKED UP. GO HOME FOR THE DAY ENGINE CRANK OVER AFTER SITTING A FEW DAYS. STARTED ENGINE AND TOPPED OFF COOLANT FINISHED PUTTING ON COVERS. RAN SOME ENGINE TESTS THEN RELEASED TO CUSTOMER.
Aug 04, 2019	Service	5,077	Repair Hydraulic Hoses/lines	CUSTOMER COMPLAINT: LEAKING HOSE CAUSE OF FAILURE: LEAKING FROM CRIMPED FITTING REPAIR PROCESS COMMENTS: REMOVED HOSE. REPLACED HOSE WITH NEW O-RINGS. CUSTOMER COMPLAINT: LEAKING HOSE CAUSE OF FAILURE: LEAKING FROM CRIMPED FITTING REPAIR PROCESS COMMENTS: REMOVED HOSE. REPLACED HOSE WITH NEW O-RINGS. Line leaking at brake fan manifold LINE LEAKING AT BRAKE FAN MANIFOLD
Aug 04, 2019	Service	5,077	Repair For Warranty Wiring Harness	CUSTOMER COMPLAINT: CUSTOMER MACHINE WAS IN FOR UPDATES. CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: PERFORM SERVICE LETTER PS53224. Perform service letter ps53224.



Aug 04, 2019	Service	5,077	Repair For Warranty Drive Shaft	CUSTOMER COMPLAINT: SERVICE LETTER PS53992 WAS APPROVED BY CAT REPAIR PROCESS COMMENTS: REPLACED INPUT SHAFT AND UPDATED THE BRAKE COOLING AND SHAFT COOLING LINES AS INSTRUCTED BY PS53992. WHILE DOING THE UPDATE I REMOVED THE BREATHER FOR THE TANK TO GAIN BETTER ACCESS TO THE INPUT SHAFT HOUSING. REPLACED GROMMET 8T2525 DUE TO BEING DAMAGED. WHILE REINSTALLING THE HOUSING BOLTS I FOUND THAT ONE BOLT HAD MESSED UP THREADS. REPLACED WITH NEW BOLT 8T8916. WHILE 5K-9090, 0T-0319, 1P-3703, AND 3K-0360. ALSO USED THE EYE BOLTS 1P-7407 TO REMOVED SHAFTS FOR UPDATE. CUSTOMER COMPLAINT: SERVICE LETTER PS53992 WAS APPROVED BY CAT CAUSE OF FAILURE: SOFT SHAFT RESULTANT DAMAGE: WORN SPLINES REPAIR PROCESS COMMENTS: REPLACED INPUT SHAFT AND UPDATED THE BRAKE COOLING AND SHAFT COOLING LINES AS INSTRUCTED BY PS53992. WHILE DOING THE UPDATE I NOTICED THE HAVE LASTED VERY MUCH LONGER. REMOVED THE BREATHER FOR THE TANK TO GAIN BETTER ACCESS TO THE INPUT SHAFT HOUSING. REPLACED GROMMET 8T2525 DUE TO BEING DAMAGED. WHILE REINSTALLING THE HOUSING BOLTS I FOUND THAT ONE BOLT HAD MESSED UP THREADS. REPLACED WITH NEW BOLT 8T8916. WHILE REINSTALLING EXISTING LINES I REPLACED O-RING 5K-9090, 0T-0319, 1P-3703, AND 3K-0360. ALSO USED THE EYE BOLTS 1P-7407 TO REMOVED SHAFTS FOR UPDATE. Remove drive shaft tube and check splines on REMOVE DRIVE SHAFT TUBE AND CHECK SPLINES ON SHAFT BEFORE DOING THE UPDATE PS53992 UPDATING THE TORQUE LIMITER DRIVE SHAFT
Aug 04, 2019	Service	5,077	Repair Air Conditioner	REPAIR PROCESS COMMENTS: OPERATING TEMPERATURE AND RAN A/C ON HIGH IT COOLING TO 40 DEGREES FOR 15 MIN A/C IS WORKING WELL. FAN IS NOT BLOWING AS HARD AS IT SHOULD. REPLACED CAB FILTERS WHICH HELPED TO RESTORE AIR SPEED.
Aug 04, 2019	Service	5,077	Repair Hydraulic Hoses/lines	REPAIR PROCESS COMMENTS: T/S HYDRAULIC LEAK IN CUSHION HITCH. LOTS OF OIL IN THE BELLY OF THE CUSHION HITCH AND OIL DRIPPING ON THE GROUND. GOT MACHINE HOT AND T/S LEAK. LEAK WAS COMING FROM AND TUBE THAT WILL BE UPDATED IN SERVICE MAGAZINE (M0083551). LEAKS WERE IN A HARD SPOT TO SEE. T/s hyd leak cushion hitch T/S HYD LEAK CUSHION HITCH
Aug 04, 2019	Service	5,077	Travel To/from Work Area	
Aug 04, 2019	Service	5,077	Repair For Warranty Brake Lines	CUSTOMER COMPLAINT: BRAKE UPDATE SERVICE MAG. M0082272 CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: INSTALLED NEW VALVE AND HOSE FOR BRAKE COOLING Service mag. m0082272 SERVICE MAG. M0082272

Aug 04, 2019	Service	5,077	Remove & Install Water Pump	REPAIR PROCESS COMMENTS: T/S COOLANT LEAK ON FRONT ENGINE. PRESSURED UP COOLING SYSTEM AND LEAK IS COMING FROM WEEP HOLE INSTALLED ON NEW REMAN WATER PUMP. INSTALLED NEW SEALS IN ALL PLUGS FITTINGS AND NEW SEAL FOR THE WATER PUMP ELBOW. INSTALLED WATER PUMP WITH NEW SEAL. FILLED COOLING SYSTEM BACK WITH THE OLD COOLANT. **REPAIR SPECIFICATION INCLUDES** -REMOVE & INSTALL WATER PUMP (FRONT) - REPLACE MOUNT GASKETS AND SEALS -REPLACE HOSE AND BAND CLAMPS -DRAIN AND REUSE ANTIFREEZE -TOP OFF ANTIFREEZE **AVAILABLE AS NEEDED AT ADDITIONAL COST** -REPAIR OR REPLACEMENT OF WATER PUMP - REPLACE ANTIFREEZE WITH NEW -TRANSPORTATION OF MACHINE OR COMPONENTS Coolant leak front engine COOLANT LEAK FRONT ENGINE
Aug 01, 2019	Service	5,294	Repair For Warranty Product Link System	CUSTOMER COMPLAINT: NOT REPORTING CAUSE OF FAILURE: RESULTANT DAMAGE: NONE REPAIR PROCESS COMMENTS: REPROGRAMMED SUB MODULE FROM OLD SOFTWARE PART NUMBER 4341356 TO NEW SOFTWARE PART NUMBER 5798995 AND CALLED PRODUCT LINK SUPPORT AND THE PL121 DEVICE AND THE YELLOW LED LIGHT WAS BLINKING, UNPLUGGED ANTENNA AND PLUGGED IN ONE SPARE OFF OF SERVICE TRUCK, CALLED PRODUCT LINK AND THE MACHINE REPORTED IN. PRODUCT LINK SUPPORT SAID TO PUT THIS MACHINE UNDER PS46183 AND THEY WOULD ADD IT TO THE SERVICE LETTER IN 14 DAYS.
Jun 26, 2019	Parts			
Mar 28, 2019	Parts			
Feb 05, 2019	Parts			
Jan 28, 2019	Service	4,877	Travel To/from Work Area	
Jan 28, 2019	Service	4,877	Electric System	CUSTOMER COMPLAINT: T/S REAR ENGINE HARNESS REPAIR PROCESS COMMENTS: DISCUSSED ALL ISSUES WITH CUSTOMER. AFTER TROUBLESHOOTING, FOUND THAT THE FUSE WAS BURNT AND THE RELAY WAS TOO. CHECKED WIRING WITH THE PUMP PULLED OUT AND FOUND NO SHORT TO GROUND AS LONG AS THE PUMP WAS NOT IN THE CIRCUIT. THE PUMP IS BAD AND PULLING TO MUCH ON THE CIRCUIT. ORDERED NEW PUMP, RELAYS AND FUSE BOX. CUSTOMER COMPLAINT: T/S REAR ENGINE HARNESS REPAIR PROCESS COMMENTS: FLUIDS AND RAN THE MACHINE. CLEARED ACTIVE FUNCTIONAL TEST ON THE FRONT ENGINE. THE MACHINE WORKED AS IT SHOULD. RETURNED MACHINE TO SERVICE.

Jan 22, 2019	Service	4,813	Troubleshoot Engine	REGEN LOCKED OUT CAUSE OF FAILURE: CODES FOR LOW FUEL PRESSURE PRESENT ACTIVE LOCKED OUT REGEN RESULTANT DAMAGE: 120% SOOT LOAD ON 9.3 LITER REPAIR PROCESS COMMENTS: CLEAR CODES AND REGEN ENGINES,9.3 LITER AND C13. FLASHED THE ECMS WITH CURRENT FLASHES. RAN AFTERTREATMENT FUNCTION TEST ON ENGINES. C13 ENGINE DIDN'T PRIME ON FUNCTION TEST CHECKED FILTER ON DEF MODULE CLEANED AND INSTALLED. REASSEMBLE COVERS FOR DEF FILTER CHECK SYSTEM ONE MORE TIME ALL CLEAR RELEASED TO CUSTOMER
Jan 22, 2019	Service	4,813	Travel To/from Work Area	
Jan 22, 2019	Service	4,790	Travel To/from Work Area	
Jan 22, 2019	Service	4,790	Troubleshoot Engine	CUSTOMER COMPLAINT: ECM IS COMMUNICATING CAUSE OF FAILURE: CHECK ALL FLUIDS START UNIT OPERATE UNIT AND THE FRONT ENGINE TEMP WENT TO 223 DEGREES REAL FAST CHECK AND FIND THAT THE TANK HAS A LITTLE STAIN ON IT AND NEEDED COOLANT ADDED 8 GALLONS OF COOLANT TO UNIT TO FILL IT UP FOUND A LEAK FROM THE HEATER HOSE GOING TO THE CAB IS RUBBING ON A HOSE CLAMP AND HAS A HOLE IN IT, CLAYSTONE MECHANIC SAID HE WOULD GET A SPLICE FOR TOMORROW UNIT HAS CODE FOR LOW AFTER TREATMENT FUEL PRESSURE FOR REAR ENGINE START TO TROUBLE SHOOT IT AFTER FRONT ENGINE WAS FILLED REPAIR PROCESS COMMENTS: 11-14-18 -INSTALL T TO CHECK THE FUEL PRESSURE FOR THE # 2 AFTERTREATMENT NO PRESSURE THE RELAY IS BAD ORDER IN RELAY TRACY SAID HE WOULD PICK IT UP AND INSTALL THE RELAY Has a communication issue on the front engine ecm HAS A COMMUNICATION ISSUE ON THE FRONT ENGINE ECM OUR TECH LOOKED IT OVER SOMETHING EASY BUT NO DEAL.
Dec 30, 2018	Parts			
Dec 20, 2018	Parts			
Dec 06, 2018	Service	4,813	Travel To/from Work Area	

Dec 06, 2018	Service	4,813	Troubleshoot Engine	<p>REGEN LOCKED OUT CAUSE OF FAILURE: CODES FOR LOW FUEL PRESSURE PRESENT ACTIVE LOCKED OUT REGEN RESULTANT DAMAGE: 120% SOOT LOAD ON 9.3 LITER REPAIR PROCESS COMMENTS: CLEAR CODES AND REGEN ENGINES,9.3 LITER AND C13. FLASHED THE ECMS WITH CURRENT FLASHES. RAN AFTERTREATMENT FUNCTION TEST ON ENGINES. C13 ENGINE DIDN'T PRIME ON FUNCTION TEST CHECKED FILTER ON DEF MODULE CLEANED AND INSTALLED. REASSEMBLE COVERS FOR DEF FILTER CHECK SYSTEM ONE MORE TIME ALL CLEAR RELEASED TO CUSTOMER</p>
Nov 23, 2018	Service	4,790	Troubleshoot Engine	<p>CUSTOMER COMPLAINT: ECM IS COMMUNICATING CAUSE OF FAILURE: CHECK ALL FLUIDS START UNIT OPERATE UNIT AND THE FRONT ENGINE TEMP WENT TO 223 DEGREES REAL FAST CHECK AND FIND THAT THE TANK HAS A LITTLE STAIN ON IT AND NEEDED COOLANT ADDED 8 GALLONS OF COOLANT TO UNIT TO FILL IT UP FOUND A LEAK FROM THE HEATER HOSE GOING TO THE CAB IS RUBBING ON A HOSE CLAMP AND HAS A HOLE IN IT, CLAYSTONE MECHANIC SAID HE WOULD GET A SPLICE FOR TOMORROW UNIT HAS CODE FOR LOW AFTER TREATMENT FUEL PRESSURE FOR REAR ENGINE START TO TROUBLE SHOOT IT AFTER FRONT ENGINE WAS FILLED REPAIR PROCESS COMMENTS: 11-14-18 -INSTALL T TO CHECK THE FUEL PRESSURE FOR THE # 2 AFTERTREATMENT NO PRESSURE THE RELAY IS BAD ORDER IN RELAY TRACY SAID HE WOULD PICK IT UP AND INSTALL THE RELAY Has a communication issue on the front engine ecm HAS A COMMUNICATION ISSUE ON THE FRONT ENGINE ECM OUR TECH LOOKED IT OVER SOMETHING EASY BUT NO DEAL.</p>
Nov 23, 2018	Service	4,790	Travel To/from Work Area	
Jul 12, 2018	Service	4,725	Machine	<p>REPAIR PROCESS COMMENTS: 4-14-18 -DOOR CLOSED FINE AND LATCHED FINE REPAIR PROCESS COMMENTS: -REPLACE LEAKING HOSE FROM A/C COMPRESSOR TO CONDENSER AND CONDENSER TO DRIER. HOSES WERE SUN ROTTED AND HAD SMALL LEAKS -LEAKED CHECKED SYSTEM, BUT IT STILL LEAKS -INSULATED COMPRESSOR AND LEAK STOPPED, COMPRESSOR SHAFT SEAL IS LEAKING -GOT PARTS - VACUUMED SYSTEM AND LEAK CHECKED, SYSTEM HELD 24 INCH OF VACUUM FOR 20 MINUTES WITH NO LEAK DOWN - CHARGED SYSTEM WITH 4LB OF R134A -HAD ACTIVE CODES FOR HITCH POST ION AND VOICE COIL -FOUND SOFTWARE UPDATE FOR THAT CODE -UPDATED SOFTWARE IN ECM'S TO CURRENT SOFTWARE Door latch not working DOOR LATCH NOT WORKING REPAIR A/C</p>
Jul 12, 2018	Service	4,725	Travel To/from Work Area	

Jul 12, 2018	Service	4,725	Braking System	CUSTOMER COMPLAINT: BRAKE ACCUMULATOR CODE CAUSE OF FAILURE: ACCUMULATOR IS LOW REPAIR PROCESS COMMENTS: 4-14-18 -CHARGE BRAKE ACCUMULATORS 1 WAS JUST A LITTLE LOW AND THE INSIDE ONE WAS AT 0 PSI DID NOT SEEM LIKE IT WAS BROKE NO OIL CAME OUT CHARGED AND HELD PRESSURE -RUN UNIT AND WORKED FINE Brake light sensor ??? BRAKE LIGHT SENSOR ???
Jul 12, 2018	Service	4,725	Machine	REPAIR PROCESS COMMENTS: 4-14-18 -DOOR CLOSED FINE AND LATCHED FINE REPAIR PROCESS COMMENTS: -REPLACE LEAKING HOSE FROM A/C COMPRESSOR TO CONDENSER AND CONDENSER TO DRIER. HOSES WERE SUN ROTTED AND HAD SMALL LEAKS -LEAKED CHECKED SYSTEM, BUT IT STILL LEAKS -INSULATED COMPRESSOR AND LEAK STOPPED, COMPRESSOR SHAFT SEAL IS LEAKING -GOT PARTS - VACUUMED SYSTEM AND LEAK CHECKED, SYSTEM HELD 24 INCH OF VACUUM FOR 20 MINUTES WITH NO LEAK DOWN - CHARGED SYSTEM WITH 4LB OF R134A -HAD ACTIVE CODES FOR HITCH POST ION AND VOICE COIL -FOUND SOFTWARE UPDATE FOR THAT CODE -UPDATED SOFTWARE IN ECM'S TO CURRENT SOFTWARE Door latch not working DOOR LATCH NOT WORKING REPAIR A/C
Jul 12, 2018	Service	4,725	Braking System	CUSTOMER COMPLAINT: BRAKE ACCUMULATOR CODE CAUSE OF FAILURE: ACCUMULATOR IS LOW REPAIR PROCESS COMMENTS: 4-14-18 -CHARGE BRAKE ACCUMULATORS 1 WAS JUST A LITTLE LOW AND THE INSIDE ONE WAS AT 0 PSI DID NOT SEEM LIKE IT WAS BROKE NO OIL CAME OUT CHARGED AND HELD PRESSURE -RUN UNIT AND WORKED FINE Brake light sensor ??? BRAKE LIGHT SENSOR ???
Jul 12, 2018	Service	4,725	Travel To/from Work Area	
Jun 26, 2018	Service	4,135	Repair For Warranty Accessory Drive	CUSTOMER COMPLAINT: PERFORM PS45509 REPAIR PROCESS COMMENTS: 6-25-18 - REMOVE HOOD AND HOOD SUPPORT - REMOVE OLD BELT - INSTALL NEW BELT - CHECK OPERTATION AND ALL IS OK - INSTALL SUPPORT AND HOOD - MACHINE IS READY FOR CUSTOMER
Jun 26, 2018	Service	4,135	Repair For Warranty Accessory Drive	CUSTOMER COMPLAINT: PERFORM PS45509 REPAIR PROCESS COMMENTS: 6-25-18 - REMOVE HOOD AND HOOD SUPPORT - REMOVE OLD BELT - INSTALL NEW BELT - CHECK OPERTATION AND ALL IS OK - INSTALL SUPPORT AND HOOD - MACHINE IS READY FOR CUSTOMER
Jun 26, 2018	Service	4,135	Travel To/from Work Area	

Jun 26, 2018	Service	4,135	Engine	CUSTOMER COMPLAINT: DEF LOSS OF PRIME REPAIR PROCESS COMMENTS: 6-25-18 - HOOK UP ET AND CHECK CODES E1370 DEF LOSS OF PRIME ABOUT 44 HOURS AGO - START MACHINE AND PERFORM DEF SYSTEM TEST - MACHINE PASS ALL TEST AND NO CODES ARE ON AT THIS TIME Def loss of prime DEF LOSS OF PRIME
Jun 14, 2018	Parts			
May 03, 2018	Service	3,750	Cat Care Kit Pm 1	Assumed csutomer pulled oil sample for scheduling ASSUMED CSUTOMER PULLED OIL SAMPLE FOR SCHEDULING PURPOSES
Apr 17, 2018	Parts			
Apr 01, 2018	Service	3,500	Cat Care Kit Pm 2	Assumed customer performed service for scheduling ASSUMED CUSTOMER PERFORMED SERVICE FOR SCHEDULING PURPOSES
Mar 21, 2018	Service	3,534	Engine	CUSTOMER COMPLAINT: ENGINE MISFIRE. LOW POWER. REPAIR PROCESS COMMENTS: INSPECT AND CONFIRMED CUSTOMER COMPLAINT. HOOKED UP ET AND CONFIRMED ENGINE FAULT. ENGINE #4 INJECTOR #2 ACTUATOR CURRENT BELOW NORMAL. TROUBLE SHOT SYSTEM AS PER SIS AND FOUND #4 INJECTOR TO BE FAULTY. REMOVED JAKE BRAKE. REMOVED ROCKER ARMS. REMOVED INJECTOR ASSEMBLY. FUEL WAS ALLOWED TO GET INTO TO ENGINE. INSTALLED RE MAN INJECTOR ASSEMBLY. RE ASSEMBLED ROCKER ARMS AND JAKE BRAKES. DRAINED ENGINE OIL AND FILLED WITH NEW OIL. REPLACED ENGINE OIL FILTER. INSTALLED INJECTOR TRIM FILE. RAN MACHINE AND CHECKED FOR FAULTS NO FAULTS FOUND. RELEASED MACHINE TO CUSTOMER.
Mar 21, 2018	Service	3,534	Engine	CUSTOMER COMPLAINT: ENGINE MISFIRE. LOW POWER. REPAIR PROCESS COMMENTS: INSPECT AND CONFIRMED CUSTOMER COMPLAINT. HOOKED UP ET AND CONFIRMED ENGINE FAULT. ENGINE #4 INJECTOR #2 ACTUATOR CURRENT BELOW NORMAL. TROUBLE SHOT SYSTEM AS PER SIS AND FOUND #4 INJECTOR TO BE FAULTY. REMOVED JAKE BRAKE. REMOVED ROCKER ARMS. REMOVED INJECTOR ASSEMBLY. FUEL WAS ALLOWED TO GET INTO TO ENGINE. INSTALLED RE MAN INJECTOR ASSEMBLY. RE ASSEMBLED ROCKER ARMS AND JAKE BRAKES. DRAINED ENGINE OIL AND FILLED WITH NEW OIL. REPLACED ENGINE OIL FILTER. INSTALLED INJECTOR TRIM FILE. RAN MACHINE AND CHECKED FOR FAULTS NO FAULTS FOUND. RELEASED MACHINE TO CUSTOMER.
Mar 21, 2018	Service	3,534	Travel To/from Work Area	
Mar 06, 2018	Parts			

Feb 01, 2018	Service	3,299	Perform Pm 3	<p>*NOTICE* THE FOLLOWING DEFINITION IS A GENERAL STATEMENT AND MAY NOT COVER ALL THE CHECKS THAT PERTAIN TO THE MODEL YOU ARE WORKING ON. ALWAYS FOLLOW CATERPILLAR OPERATIONAL MAINTENANCE MANUAL FOR SPECIFIC INSTRUCTIONS FOR THE SERVICE YOU ARE PERFORMING. -CHANGE ENGINE OIL AND FILTER -CHANGE TRANSMISSION OIL AND FILTER -CLEAN AND INSPECT MAGNETIC SCREEN -CHANGE HYDRAULIC FILTERS -OBTAIN SCHEDULED OIL SAMPLES - THE RESULTS OF THESE WILL BE SENT TO YOU UPON COMPLETION -CLEAN AIR INTAKE PRE-CLEANER BOWL -LUBRICATE ALL GREASE FITTINGS -DRAIN WATER SEPARATOR -CHECK COOLANT CONDITION AND ADD INHIBITOR IF NECESSARY -CLEAN ENGINE CRANKCASE BREATHER -CLEAN PRIMARY FUEL FILTER AND REPLACE SECONDARY -PERFORM VISUAL OPERATIONAL INSPECTION -CHANGE SWING DRIVE OIL (WHEN APPLICABLE)</p> <p>*****</p> <p>CUSTOMER IS RESPONSIBLE FOR THE FOLLOWING: WHEN WEEKLY, 100 HOUR OR BI-MONTHLY SERVICE INTERVALS. TO INCLUDE ALL PARTS (I.E. ENGINE AND CAB AIR FILTERS, MAKEUP OIL AND G.E.T.) ADJUSTMENT OF BALL SOCKETS, CIRCLES, ADJUSTMENT AND REPACKING OF ROLLERS (WHEN APPLICABLE)</p> <p>*****</p> <p>2/1/18 -RUBBER COUPLING ON THE AIR INTAKE RIPPED - FRONT ENGINE VALVE COVER LEAKING. -STUD MISSING OFF HYDRAULIC FILTER HOUSING.</p>
Feb 01, 2018	Service	3,299	Add Parts Pm 3	
Jan 11, 2018	Service	3,138	Travel To/from Work Area	
Jan 11, 2018	Service	3,138	Troubleshoot Engine	<p>1/4/18 EMP 2377 THE CUSTOMER COMPLAINED OF THE MACHINE NOT PERFORMING A REGEN. ARRIVED ON SITE AND FILLED OUT THE REQUIRED SAFETY PAPERWORK. PERFORMED A WALK AROUND INSPECTION OF THE MACHINE AND THE WORK AREA. HOOKED UP ET AND REVIEWED THE CODES/EVENTS. FOUND THE MACHINE HAD ACTIVE LEVEL 2 INDUCEMENTS DUE TO THE AFTERTREATMENT CONTROLLER HAVING A CODE 3090- 7 AFTERTREATMENT #1 DEF PERFORMED THE TROUBLE SHOOTING PROCEDURE. AFTER FUNCTIONED PROPERLY AND HAD NO FURTHER ISSUES. PERFORMED AN AFTERTREATMENT FUNCTIONAL TEST AND FOUND NO ISSUES. PERFORMED A DEF DOSING ACCURACY TEST THE PRESSURE WAS ABOVE THE MIN. OF 116 PSI. PERFORMED NOX SENSOR FUNCTION TEST AND FOUND NO ISSUES. VERIFIED THE CORRECT SOFTWARE WAS IN THE ECMS. Troubleshoot regen issues TROUBLESHOOT REGEN ISSUES CODE E1389-2</p>

Jan 11, 2018	Service	3,138	Troubleshoot Engine	1/4/18 EMP 2377 THE CUSTOMER COMPLAINED OF THE MACHINE NOT PERFORMING A REGEN. ARRIVED ON SITE AND FILLED OUT THE REQUIRED SAFETY PAPERWORK. PERFORMED A WALK AROUND INSPECTION OF THE MACHINE AND THE WORK AREA. HOOKED UP ET AND REVIEWED THE CODES/EVENTS. FOUND THE MACHINE HAD ACTIVE LEVEL 2 INDUCEMENTS DUE TO THE AFTERTREATMENT CONTROLLER HAVING A CODE 3090- 7 AFTERTREATMENT #1 DEF PERFORMED THE TROUBLE SHOOTING PROCEDURE. AFTER FUNCTIONED PROPERLY AND HAD NO FURTHER ISSUES. PERFORMED AN AFTERTREATMENT FUNCTIONAL TEST AND FOUND NO ISSUES. PERFORMED A DEF DOSING ACCURACY TEST THE PRESSURE WAS ABOVE THE MIN. OF 116 PSI. PERFORMED NOX SENSOR FUNCTION TEST AND FOUND NO ISSUES. VERIFIED THE CORRECT SOFTWARE WAS IN THE ECMS. Troubleshoot regen issues TROUBLESHOOT REGEN ISSUES CODE E1389-2
Jan 11, 2018	Service	3,138	Travel To/from Work Area	
Dec 20, 2017	Service	3,111	Travel To/from Work Area	
Dec 20, 2017	Service	3,111	Troubleshoot Engine	12/18/17 Emp 2377 The customer complained of the regen not working. Arrived on site and filled out the required Safety paperwork. performed a walk around Inspection of the machine and the work area. Hooked up et and reviewed the codes/events. Found all of the ecms for the tractor had active Low system voltage events including the Aftertreatment controler. trouble shot the low System voltage event and found the cause is the Serpentine belt had failed due to age and Cracking. looked up and ordered new belt to be Installed the following day. 12/19/17 2377 The customer complained of the machine having Codes. found the belt had failed due to age and Cracking. replaced the belt with new and Installed the hood. tried to start the machine But the batteries were too far drained. charged The batteries one at a time with service truck And started the machine. allowed the machine to Warm up and performed an aftertreatment Functional test. the test passed with no issues. T/s fault codes on machine T/s fault codes on machine



Dec 20, 2017	Service	3,111	Troubleshoot Engine	12/18/17 Emp 2377 The customer complained of the regen not working. Arrived on site and filled out the required Safety paperwork. performed a walk around Inspection of the machine and the work area. Hooked up et and reviewed the codes/events. Found all of the ecms for the tractor had active Low system voltage events including the Aftertreatment controler. trouble shot the low System voltage event and found the cause is the Serpentine belt had failed due to age and Cracking. looked up and ordered new belt to be Installed the following day. 12/19/17 2377 The customer complained of the machine having Codes. found the belt had failed due to age and Cracking. replaced the belt with new and Installed the hood. tried to start the machine But the batteries were too far drained. charged The batteries one at a time with service truck And started the machine. allowed the machine to Warm up and performed an aftertreatment Functional test. the test passed with no issues. T/s fault codes on machine T/s fault codes on machine
Dec 20, 2017	Service	3,111	Travel To/from Work Area	
Dec 19, 2017	Service	3,098	Troubleshoot Engine	The customer complained of the machine having Regen codes. arrived on site and filled out the REQUIRED SAFETY PAPERWORK. PERFORMED A WALK Around inspection of the machine and the work Area. hooked up et and reviewed the Codes/events. found active event for low ard FUEL PRESSURE. REVIEWED THE SOFTWARE ON ALL ECMS And found they were outdated. updated all ecms With the latest software. performed the testing Procedure outlined in the service manual for the Low ard fuel pressure event. found the transfer Pump was not functioning. tested the electrical Side of the pump and found the fuse was open. Replaced the fuse and inspected the wiring to the Pump. found the pump power supply wire damaged And was shorting out on the bracket. cut the Damaged area off of the harness and installed new Pins in the connector. tested and found no Further issues. performed a manual regen since The dpf was at 118% plugged. the regen ran with No issues. performed a ard ignition test to also Verify the repair. released the machine to the CUSTOMER. T/s ard low fuel pressure T/s ard
Dec 19, 2017	Service	3,098	Travel To/from Work Area	
Dec 19, 2017	Service	3,098	Travel To/from Work Area	

Dec 19, 2017	Service	3,098	Troubleshoot Engine	<p>The customer complained of the machine having Regen codes. arrived on site and filled out the REQUIRED SAFETY PAPERWORK. PERFORMED A WALK Around inspection of the machine and the work Area. hooked up et and reviewed the Codes/events. found active event for low ard FUEL PRESSURE. REVIEWED THE SOFTWARE ON ALL ECMS And found they were outdated. updated all ecms With the latest software. performed the testing Procedure outlined in the service manual for the Low ard fuel pressure event. found the transfer Pump was not functioning. tested the electrical Side of the pump and found the fuse was open. Replaced the fuse and inspected the wiring to the Pump. found the pump power supply wire damaged And was shorting out on the bracket. cut the Damaged area off of the harness and installed new Pins in the connector. tested and found no Further issues. performed a manual regen since The dpf was at 118% plugged. the regen ran with No issues. performed a ard ignition test to also Verify the repair. released the machine to the CUSTOMER. T/s ard low fuel pressure T/s ard</p>
Dec 06, 2017	Parts			
Nov 28, 2017	Service	2,864	Travel To/from Work Area	
Nov 28, 2017	Service	2,864	Repair For Warranty Wiring Harness	<p>11/7/17 Emp 2377 The customer complained of the machine having Regen codes. arrived on site and filled out the Required safety paperwork. performed a walk Around inspection of the machine and the work Area. hooked up cat et to the machine and Downloaded a product status report. reviewed the Active events and found the rear engine dpf was 124% plugged. performed a manual regen and found No problems with the regen system. during the Regen an active code (262- 4 5 volt sensor dc Power supply : voltage below normal) would Intermetently pop up. completed the regen with Success. proceded to trouble shoot the 262 code. Due to the code being so drastically active and Logged the process took a long time. finally was Able to trace the short to the g828 white wire at The egr intake pressure sensor being shorted to Ground due to rubbing on the egr differintail Pressure sensor gaurd. pulled the wiring from The sensors and cut the insulation back to expose The shorted area. installed a d/t single wire Splice in the wire. inspected the other wires And found no issues. taped off the wires and Secured in place with ties. tested the operation AND COULD NOT GET ANY OTHER CODES TO COME ON. Determined the code was causing the cem to not Function due to engine oil pressure, egr intake Pressure, egr diff pressure, fuel filter Pressure, atmospheric pressure and crankcase Pressure sensors not reading when the code was Active. released the machine to the customer. T/s an issue with the def system on machine T/s an issue with the def system on machine</p>

Nov 28, 2017	Service	2,864	Repair For Warranty Wiring Harness	11/7/17 Emp 2377 The customer complained of the machine having Regen codes. arrived on site and filled out the Required safety paperwork. performed a walk Around inspection of the machine and the work Area. hooked up cat et to the machine and Downloaded a product status report. reviewed the Active events and found the rear engine dpf was 124% plugged. performed a manual regen and found No problems with the regen system. during the Regen an active code (262- 4 5 volt sensor dc Power supply : voltage below normal) would Intermetently pop up. completed the regen with Success. proceeded to trouble shoot the 262 code. Due to the code being so drastically active and Logged the process took a long time. finally was Able to trace the short to the g828 white wire at The egr intake pressure sensor being shorted to Ground due to rubbing on the egr differintail Pressure sensor gaurd. pulled the wiring from The sensors and cut the insulation back to expose The shorted area. installed a d/t single wire Splice in the wire. inspected the other wires And found no issues. taped off the wires and Secured in place with ties. tested the operation AND COULD NOT GET ANY OTHER CODES TO COME ON. Determined the code was causing the cem to not Function due to engine oil pressure, egr intake Pressure, egr diff pressure, fuel filter Pressure, atmospheric pressure and crankcase Pressure sensors not reading when the code was Active. released the machine to the customer. T/s an issue with the def system on machine T/s an issue with the def system on machine
Nov 28, 2017	Service	2,864	Travel To/from Work Area	
Oct 16, 2017	Service	2,750	Cat Care Kit 250 Svc Hour Maint (pm1)	Assumed customer pulled oil sample for scheduling Purposes
Oct 06, 2017	Service	2,599	Troubleshoot Apron Lift Cylinder	9/22/17 Customer complaint apron has no down force. Cause of failure: Found valve moving too far. Resultant damage: CAUSING DOWN TO GO INTO FLOAT OF VALVE. Repair process comments: Check machine found when activate apron down, Cylinder would not build pressure. notice when in FLOAT, CURRENT TO SOLENOID IS 1.8 AMPS. CURRENT In full down position was 1.5 amps, enough Current to push valve into float. adjusted down To 1.1 amps in configuration. had operator run Machine, he said it was good. return machine to Service. T/s apron cyl is not lifting correctly, it was T/s apron cyl is not lifting correctly, it was
Oct 06, 2017	Service	2,599	Travel To/from Work Area	

Oct 06, 2017	Service	2,599	Troubleshoot Apron Lift Cylinder	9/22/17 Customer complaint apron has no down force. Cause of failure: Found valve moving too far. Resultant damage: CAUSING DOWN TO GO INTO FLOAT OF VALVE. Repair process comments: Check machine found when activate apron down, Cylinder would not build pressure. notice when in FLOAT, CURRENT TO SOLENOID IS 1.8 AMPS. CURRENT In full down position was 1.5 amps, enough Current to push valve into float. adjusted down To 1.1 amps in configuration. had operator run Machine, he said it was good. return machine to Service. T/s apron cyl is not lifting correctly, it was T/s apron cyl is not lifting correctly, it was
Oct 06, 2017	Service	2,599	Travel To/from Work Area	
Oct 02, 2017	Service	2,457	Travel To/from Work Area	
Oct 02, 2017	Service	2,457	Troubleshoot Scraper Controls	8/24/17 Emp 9575 Customer complaint apron does not operate. Cause of failure: Found harness over cushion hitch bad. RESULTANT DAMAGE: Causing codes to become active, and stop apron, And other functions. Repair process comments: Found apron sometimes acts erratic. operate Machine could not duplicate fault. had operator Run machine, he said there was codes when apron Would fail. checked for logged codes. found Several logged event codes to do with pressure Sensors, and solenoids for implements. operate Machine again, turn machine right, and left, lock To lock, got codes to become active, put computer In a place i could see active codes, wiggle Harness over cushion hitch, codes were no longer Active, wiggle harness more, and codes came back. Also notice intermittent code for voice coil in SUSPENSION, WOULD COME AND GO WHEN HARNESS Wiggled that tags the one over the cushion hitch. Replaced both harnesses. operate machine could Not get any codes to become active. T/s apron will not lift or lower, machine is down T/s apron will not lift or lower, machine is down
Oct 02, 2017	Service	2,457	Repair Window Glass	Repair upper door glass keeps popping out, it is Taped in for now
Oct 02, 2017	Service	2,457	Supply Parts	Customer is missing front serpentine belt Would like to have part shipped out to them INSTEAD OF WAITING ON FIELD SERVICE
Oct 02, 2017	Service	2,457	Travel To/from Work Area	
Oct 02, 2017	Service	2,457	Repair Window Glass	Repair upper door glass keeps popping out, it is Taped in for now

Oct 02, 2017	Service	2,457	Troubleshoot Scraper Controls	8/24/17 Emp 9575 Customer complaint apron does not operate. Cause of failure: Found harness over cushion hitch bad. RESULTANT DAMAGE: Causing codes to become active, and stop apron, And other functions. Repair process comments: Found apron sometimes acts erratic. operate Machine could not duplicate fault. had operator Run machine, he said there was codes when apron Would fail. checked for logged codes. found Several logged event codes to do with pressure Sensors, and solenoids for implements. operate Machine again, turn machine right, and left, lock To lock, got codes to become active, put computer In a place i could see active codes, wiggle Harness over cushion hitch, codes were no longer Active, wiggle harness more, and codes came back. Also notice intermittent code for voice coil in SUSPENSION, WOULD COME AND GO WHEN HARNESS Wiggled that tags the one over the cushion hitch. Replaced both harnesses. operate machine could Not get any codes to become active. T/s apron will not lift or lower, machine is down T/s apron will not lift or lower, machine is down
Oct 02, 2017	Service	2,550	Cat Care Kit 500 Svc Hour Maint (pm2)	Assumed customer performed service Assumed customer performed service
Oct 02, 2017	Service	2,457	Repair Window Glass	Repair upper door glass keeps popping out, it is Taped in for now
Oct 02, 2017	Service	2,457	Travel To/from Work Area	
Oct 02, 2017	Service	2,457	Troubleshoot Scraper Controls	8/24/17 Emp 9575 Customer complaint apron does not operate. Cause of failure: Found harness over cushion hitch bad. RESULTANT DAMAGE: Causing codes to become active, and stop apron, And other functions. Repair process comments: Found apron sometimes acts erratic. operate Machine could not duplicate fault. had operator Run machine, he said there was codes when apron Would fail. checked for logged codes. found Several logged event codes to do with pressure Sensors, and solenoids for implements. operate Machine again, turn machine right, and left, lock To lock, got codes to become active, put computer In a place i could see active codes, wiggle Harness over cushion hitch, codes were no longer Active, wiggle harness more, and codes came back. Also notice intermittent code for voice coil in SUSPENSION, WOULD COME AND GO WHEN HARNESS Wiggled that tags the one over the cushion hitch. Replaced both harnesses. operate machine could Not get any codes to become active. T/s apron will not lift or lower, machine is down T/s apron will not lift or lower, machine is down
Oct 02, 2017	Service	2,457	Supply Parts	Customer is missing front serpentine belt Would like to have part shipped out to them INSTEAD OF WAITING ON FIELD SERVICE

Sep 22, 2017	Service	2,581	Troubleshoot Apron Lift Cylinder	<p>9/11/17 Emp 3915 T/s apron will not lift or lower Repair process comments: Went out to the machine &amp; performed all safety Paperwork. checked fluid level &amp; started machine. Hooked up e/t &amp; downloaded a psr report. ran Apron &amp; it was moving up &amp; down fine. noticed That some one has disconnected the sensor the Sensor causing a 3497-3 code. hooked up sensor Back up to the cylinder. checked operation &amp; Sensor is not reading at all in e/t. found sensor Bad in apron cylinder. once the position sensor Was hooked up the cylinder would act funny while Going to the closed position. the cylinder would Jump up &amp; down several times before stalling out. The apron cylinder needs to be repaired before Any other troubleshoot is performed. called Customer &amp; he gave us the ok to remove the Cylinder fro recon. will remove cylinder as soon As we get back to the job. T/s apron will not lift or lower, machine is down T/s apron will not lift or lower, machine is down</p>
Sep 22, 2017	Service	2,581	Remove & Install Apron Lift Cylinder	<p><b>**repair specifications include**</b> -block support areas for r&amp;i  -replace seals and gaskets as needed -top off hydraulics system <b>**available as needed at additional cost**</b> -salvage or replace other cylinder components (pins, bushings) -flush hydraulic system -custom hydraulic service inspection - MILEAGE AND TRAVEL TIME -work performed outside of normal working hours -transportation of machine or component 9/13/17 Emp 3915 Remove apron cylinder for repair Repair process comments: Went out to the machine &amp; performed all saftey Paperwork. waited for machine. removed apron Cylinder &amp; found that the rod was broke off near THE PISTON. CAPED ALL LINES. BROUGHT CYLINDER TO Comp shop for repairs. 9/20/17 Emp 5477 Customer stated apron cylinder had no power and Controls were sporadic Cause of failure: Piston became detached from cylinder rod due to THREADED END BREAKING OFF. Resultant damage: Component shop to rebuild cylinder group. Repair process comments: Installed rebuilt cylinder group; replaced o-rings AND REATTACHED FITTINGS; VERIFIED PROPER OPERATION OF APRON; CALIBRATED POSITION SENSOR; Topped off system with 10w hyd. oil. 9/20/17 Emp 3915 Customer stated apron cylinder had no power and Controls were sporadic Cause of failure: Piston became detached from cylinder rod due to Threaded end breaking off. Resultant damage: Component shop to rebuild cylinder group. Repair process comments: INSTALLED REBUILT CYLINDER GROUP; REPLACED O-RINGS And reattached fittings; verified proper Operation of apron; calibrated position sensor; Topped off system with 10w hyd. oil.</p>
Sep 22, 2017	Service	2,581	Add Parts Apron Lift Cylinder	

Sep 22, 2017	Service	2,581	Travel To/from Work Area
--------------	---------	-------	--------------------------

Sep 22, 2017	Service	2,581	Recondition Apron Lift Cylinder	<p>Customer complaint: Repair apron lift cylinder Cause of failure: Under torqued piston nut per cpi 335208 Resultant damage: Broken rod, scoring and windowing in barrel, bent Sensor Repair process comments: Disassembled and inspected cylinder. honed barrel .004" to max, unable to reuse barrel still Windowed. recommend new barrel. rod is broken THAT DAMAGED BARREL, SENSOR, PISTON NUT, AND Piston. was able to save piston. recommend Replacing the piston nut. needs a sensor, magnet, And new seals. quoted parts. 9-19-17 Assembled cylinder with new rod, new barrel, Piston nut, sensor, and seals. torqued piston nut To 3245 ft lbs with loctite. torqued the set Screw for the sensor to 221 inch lbs. torqued the Head bolts to 1320 ft lbs with anti-seize. had to ORDER MORE BOLTS DUE TO CATERPILLAR CHANGING THE Bolt holes to standard instead of metric. tested Cylinder at 3000 psi with no drifts, no leaks. Installed the hydraulic hard line and the extra Wires and mounts were zip tied to the rod eye. The mounting bracket for the barrel side is with THE CYLINDER. Rod broken at piston ROD BROKEN AT PISTON</p>
--------------	---------	-------	---------------------------------	--

Sep 22, 2017	Service	2,581	Remove & Install Apron Lift Cylinder	<p><b>**repair specifications include**</b> -block support areas for r&amp;i</p> <p>-replace seals and gaskets as needed -top off hydraulics system <b>**available as needed at additional cost**</b> -salvage or replace other cylinder components (pins, bushings) -flush hydraulic system -custom hydraulic service inspection -</p> <p>MILEAGE AND TRAVEL TIME -work performed outside of normal working hours -transportation of machine or component</p> <p>9/13/17 Emp 3915 Remove apron cylinder for repair</p> <p>Repair process comments: Went out to the machine &amp; performed all safety Paperwork. waited for machine. removed apron Cylinder &amp; found that the rod was broke off near THE PISTON. CAPED ALL LINES. BROUGHT CYLINDER TO Comp shop for repairs.</p> <p>9/20/17 Emp 5477 Customer stated apron cylinder had no power and Controls were sporadic</p> <p>Cause of failure: Piston became detached from cylinder rod due to THREADED END BREAKING OFF. Resultant damage: Component shop to rebuild cylinder group. Repair process comments: Installed rebuilt cylinder group; replaced o-rings AND REATTACHED FITTINGS; VERIFIED PROPER OPERATION OF APRON; CALIBRATED POSITION SENSOR; Topped off system with 10w hyd. oil.</p> <p>9/20/17 Emp 3915 Customer stated apron cylinder had no power and Controls were sporadic</p> <p>Cause of failure: Piston became detached from cylinder rod due to Threaded end breaking off. Resultant damage: Component shop to rebuild cylinder group. Repair process comments: INSTALLED REBUILT CYLINDER GROUP; REPLACED O-RINGS And reattached fittings; verified proper Operation of apron; calibrated position sensor; Topped off system with 10w hyd. oil.</p>
Sep 22, 2017	Service	2,581	Troubleshoot Apron Lift Cylinder	<p>9/11/17 Emp 3915 T/s apron will not lift or lower</p> <p>Repair process comments: Went out to the machine &amp; performed all safety Paperwork. checked fluid level &amp; started machine. Hooked up e/t &amp; downloaded a psr report. ran Apron &amp; it was moving up &amp; down fine. noticed That some one has disconnected the sensor the Sensor causing a 3497-3 code. hooked up sensor Back up to the cylinder. checked operation &amp; Sensor is not reading at all in e/t. found sensor Bad in apron cylinder. once the position sensor Was hooked up the cylinder would act funny while Going to the closed position. the cylinder would Jump up &amp; down several times before stalling out. The apron cylinder needs to be repaired before Any other troubleshoot is performed. called Customer &amp; he gave us the ok to remove the Cylinder fro recon. will remove cylinder as soon As we get back to the job. T/s apron will not lift or lower, machine is down T/s apron will not lift or lower, machine is down</p>



Sep 22, 2017	Service	2,581	Recondition Apron Lift Cylinder	Customer complaint: Repair apron lift cylinder Cause of failure: Under torqued piston nut per cpi 335208 Resultant damage: Broken rod, scoring and windowing in barrel, bent Sensor Repair process comments: Disassembled and inspected cylinder. honed barrel .004" to max, unable to reuse barrel still Windowed. recommend new barrel. rod is broken THAT DAMAGED BARREL, SENSOR, PISTON NUT, AND Piston. was able to save piston. recommend Replacing the piston nut. needs a sensor, magnet, And new seals. quoted parts. 9-19-17 Assembled cylinder with new rod, new barrel, Piston nut, sensor, and seals. torqued piston nut To 3245 ft lbs with loctite. torqued the set Screw for the sensor to 221 inch lbs. torqued the Head bolts to 1320 ft lbs with anti-seize. had to ORDER MORE BOLTS DUE TO CATERPILLAR CHANGING THE Bolt holes to standard instead of metric. tested Cylinder at 3000 psi with no drifts, no leaks. Installed the hydraulic hard line and the extra Wires and mounts were zip tied to the rod eye. The mounting bracket for the barrel side is with THE CYLINDER. Rod broken at piston ROD BROKEN AT PISTON
Sep 22, 2017	Service	2,581	Travel To/from Work Area	
Sep 22, 2017	Service	2,581	Add Parts Apron Lift Cylinder	
Sep 08, 2017	Service	2,457	Travel To/from Work Area	
Sep 08, 2017	Service	2,457	Repair Window Glass	Repair upper door glass keeps popping out, it is Taped in for now

Sep 08, 2017	Service	2,457	Troubleshoot Scraper Controls	8/24/17 Emp 9575 Customer complaint apron does not operate. Cause of failure: Found harness over cushion hitch bad. RESULTANT DAMAGE: Causing codes to become active, and stop apron, And other functions. Repair process comments: Found apron sometimes acts erratic. operate Machine could not duplicate fault. had operator Run machine, he said there was codes when apron Would fail. checked for logged codes. found Several logged event codes to do with pressure Sensors, and solenoids for implements. operate Machine again, turn machine right, and left, lock To lock, got codes to become active, put computer In a place i could see active codes, wiggle Harness over cushion hitch, codes were no longer Active, wiggle harness more, and codes came back. Also notice intermittent code for voice coil in SUSPENSION, WOULD COME AND GO WHEN HARNESS Wiggled that tags the one over the cushion hitch. Replaced both harnesses. operate machine could Not get any codes to become active. T/s apron will not lift or lower, machine is down T/s apron will not lift or lower, machine is down
Sep 08, 2017	Service	2,457	Travel To/from Work Area	
Sep 08, 2017	Service	2,457	Troubleshoot Scraper Controls	8/24/17 Emp 9575 Customer complaint apron does not operate. Cause of failure: Found harness over cushion hitch bad. RESULTANT DAMAGE: Causing codes to become active, and stop apron, And other functions. Repair process comments: Found apron sometimes acts erratic. operate Machine could not duplicate fault. had operator Run machine, he said there was codes when apron Would fail. checked for logged codes. found Several logged event codes to do with pressure Sensors, and solenoids for implements. operate Machine again, turn machine right, and left, lock To lock, got codes to become active, put computer In a place i could see active codes, wiggle Harness over cushion hitch, codes were no longer Active, wiggle harness more, and codes came back. Also notice intermittent code for voice coil in SUSPENSION, WOULD COME AND GO WHEN HARNESS Wiggled that tags the one over the cushion hitch. Replaced both harnesses. operate machine could Not get any codes to become active. T/s apron will not lift or lower, machine is down T/s apron will not lift or lower, machine is down
Sep 08, 2017	Service	2,457	Repair Window Glass	Repair upper door glass keeps popping out, it is Taped in for now
Sep 08, 2017	Service	2,457	Supply Parts	Customer is missing front serpentine belt Would like to have part shipped out to them INSTEAD OF WAITING ON FIELD SERVICE
Aug 08, 2017	Service	0	Load/unload Machine	

Jul 27, 2017	Service	2,318	Inspect Do Not Use - After Servic	
Jul 27, 2017	Service	2,318	Inspect Machine	Complete inspection - pictures as necessary Complete inspection - pictures as necessary
Jul 27, 2017	Service	2,318	Rental Steam Clean Machine	
Jul 27, 2017	Service	2,318	Repair For Warranty Wheel Speed Sensor	Customer complaint: Perform service letter update differential lock Ps45337 Repair process comments: Perform service letter ps45337 drain differential Oil, hydraulic oil, and transmission oil also Line for valve to diff lock needed to be 2 inches Longer to fit right. Perform service letter ps45337 grp1 diff Perform service letter ps45337 grp1 diff
Jul 27, 2017	Service	2,318	Remove Radio Unit	Customer complaint: Remove customers radio and hardware to return to Customer Repair process comments: Remove radio and hardware and give it to glen to Give to customer. Remove customer radio & hardware, give to glen r Remove customer radio & hardware, give to glen r For return
Jul 27, 2017	Service	2,318	Inspect Machine	Complete inspection - pictures as necessary Complete inspection - pictures as necessary
Jul 27, 2017	Service	2,318	Inspect Do Not Use - After Servic	
Jul 27, 2017	Service	2,318	Rental Steam Clean Machine	
Jul 27, 2017	Service	2,318	Remove & Install Fender	Customer complaint: Remove fenders and install update fenders on Machine Repair process comments: Remove and install new fenders on machine. R&i fiber glass fenders and install new updated R&i fiber glass fenders and install new updated Fenders service mag. sepd2050
Jul 27, 2017	Service	2,318	Repair Wiring Harness	Customer complaint: DOME LIGHT MISSING AND NOT WORKING Repair process comments: Check fuse and fuse was bad replace fuse install New light and now dome lights working. Dome lights in cab missing & n/w Dome lights in cab missing & n/w

Jul 27, 2017	Service	2,318	Perform Indicated Maintenance	Perform only the following items that are needed. These are target hours only. Service air filters (cab & engine) 0.5 hours Grease machine 1.0 hours Check fluid levels 0.5 hours Adjust tire pressure 0.5 hours Adjust tracks 0.5 hours Check wear analysis 0.5 hours Daily maintenance items. DAILY MAINTENANCE ITEMS. See w/o notes for details.
Jul 27, 2017	Service	2,318	Inspect Attachments	Verify stock number of attachments Verify stock number of attachments
Jul 27, 2017	Service	2,318	Repair Miscellaneous	Customer complaint: Remove customers chock holders, fast fill cap Missing, install safety manual with operators Guide, install new regen decal on cab. Repair process comments: Remove chock holders from machine, install new Quick fill cap, attach manual to operators guide Manual, and install new regen decal. Remove customer chock holder rod Remove customer chock holder rod Fast fill protective cap missing Install safety manual with o&m guide Install new regan decal in cab
Jul 27, 2017	Service	2,318	Repair For Warranty Wheel Speed Sensor	Customer complaint: Perform service letter update differential lock Ps45337 Repair process comments: Perform service letter ps45337 drain differential Oil, hydraulic oil, and transmission oil also Line for valve to diff lock needed to be 2 inches Longer to fit right. Perform service letter ps45337 grp1 diff Perform service letter ps45337 grp1 diff
Jul 27, 2017	Service	2,318	Remove Radio Unit	Customer complaint: Remove customers radio and hardware to return to Customer Repair process comments: Remove radio and hardware and give it to glen to Give to customer. Remove customer radio & hardware, give to glen r Remove customer radio & hardware, give to glen r For return
Jun 16, 2017	Service	0	Load/unload Machine	
Mar 28, 2017	Service	2,239	Repair Engine	Customer complaint: Machine won't regen Cause of failure: Too much soot Resultant damage: Will not regen Repair process comments: Connected et and checked machine for code and have Level 2 code. ran manual regen on the back Engine and it was at 110% soot and it took 1 Hour. when manual regen was done, code went away. (3/26-4754) Ccvg w/o # 20959568 Ccvg w/o # 20959568

Mar 28, 2017	Service	2,239	Repair Engine	Customer complaint: Machine won't regen Cause of failure: Too much soot Resultant damage: Will not regen Repair process comments: Connected et and checked machine for code and have Level 2 code. ran manual regen on the back Engine and it was at 110% soot and it took 1 Hour. when manual regen was done, code went away. (3/26-4754) Ccvg w/o # 20959568 Ccvg w/o # 20959568
Feb 27, 2017	Service			Flip cutting edges
Feb 27, 2017	Service			
Feb 08, 2017	Service			
Feb 07, 2017	Service			
Feb 07, 2017	Service			
Feb 07, 2017	Service			
Feb 07, 2017	Service			
Feb 02, 2017	Service			Ccvg w/o # 20922545
Feb 02, 2017	Service			
Dec 28, 2016	Service			
Dec 28, 2016	Service			
Dec 20, 2016	Service			
Dec 20, 2016	Service			
Dec 20, 2016	Service			
Dec 20, 2016	Service			
Dec 05, 2016	Service			
Dec 05, 2016	Service			
Nov 14, 2016	Service	1,582	Repair Window Glass	Customer complaint: Window is rattling Repair process comments: 8-19-16 The right window is loose the sticky tape is not Sticking Put on a little silicone and tape it for now Metal strip in the middle of the right side Window came loose.

Nov 14, 2016	Service	1,582	Travel To/from Work Area	
				<p>Rear engine emissions fault Cause of failure: Def pump not building pressure Resultant damage: N/a Repair process comments: 9-2-16 - download a product status report - e1370-2 low def pressure code - checked def tank cap it was clean - added def to make sure it was not empty it only Took a gallon to fill - checked wiring it was ok - removed bottom panel and removed filter to Inspect. i did not look plugged - reinstalled filter - removed rear panel and grill to get to the def Pump - removed lines and inspected for a plug nothing Found - performed a def dosing system verification test. Had no pressure coming out of the pump - pump sounds like it is running - ordered new pump and filters to be installed NEXT DAY - REINSTALLED REMOVED PANELS Repair process comments: 9-3-16 - removed rear hitch - removed radiator guard and tinware around def Pump. - disconnected lines and wiring to def tank/pump - removed def tank/pump from machine - removed old pump and installed new pump - cleaned all lines before i reinstalled - installed a new def sock filter and filter on The the suction tube - installed def tank/pump in machine - hooked up all lines and wiring - tested pump and it is producing the correct Pressure - warm up engine and make sure it is dosing in et - i could not reset the event code due to needed a Factory password - i will return to reset the code on a week day. - install radiator guard and tinware - install rear hitch Repair process comments: 09/06/16: Connected service tool and cleared all active and Logged codes. Updated all ecm flash files due to corrections in Software outlined in software release notes. Flash files kept aborting, took 1.5 hours to get All ecm's to accept software. PERFORMED AFTERTREATMENT SYSTEM FUNCTIONAL TEST: Successful. Returned unit to service.</p>
Nov 13, 2016	Service	1,637	Troubleshoot Engine	<p>Repair process comments: 9-3-16 - removed rear hitch - removed radiator guard and tinware around def Pump. - DISCONNECTED LINES AND WIRING TO DEF TANK/PUMP - REMOVED DEF TANK/PUMP FROM MACHINE - removed old pump and installed new pump - cleaned all lines before i reinstalled - installed a new def sock filter and filter on The the suction tube - installed def tank/pump in machine - hooked up all lines and wiring - tested pump and it is producing the correct Pressure - warm up engine and make sure it is dosing in et - i could not reset the event code due to needed a Factory password - i will return to reset the code on a week day. - install radiator guard and tinware - install rear hitch Ard def no prime</p>

Nov 13, 2016	Service	1,637	Repair For Warranty Engine Software	Customer complaint: Perform ps45056 service letter. Cause of failure: Software defects. Repair process comments: 09/06/16: Performed ps45056 service letter. Connected service tool and cleared all active and Logged codes. Updated all ecm flash files due to corrections in Software outlined in software release notes (see Attached sheets). Flash files kept aborting, took 1.5 hours to get All ecm's to accept software. RETURNED UNIT TO SERVICE.
Nov 13, 2016	Service	1,637	Repair Engine	Customer complaint: Replace def filters due to low pressure codes Repair process comments: -inspect def filters due to low def pressure - replaced filters - STILL LOW PRESSURE - replaced sock and suction screen in tank at time Of pump replacment REPLACE DEF FILTERS
Nov 13, 2016	Service	1,637	Repair For Warranty Engine Software	Customer complaint: Perform ps45056 service letter. Cause of failure: Software defects. Repair process comments: 09/06/16: Performed ps45056 service letter. Connected service tool and cleared all active and Logged codes. Updated all ecm flash files due to corrections in Software outlined in software release notes (see Attached sheets). Flash files kept aborting, took 1.5 hours to get All ecm's to accept software. RETURNED UNIT TO SERVICE.

Nov 13, 2016	Service	1,637	Troubleshoot Engine	<p>Rear engine emissions fault Cause of failure: Def pump not building pressure Resultant damage: N/a Repair process comments: 9-2-16 - download a product status report - e1370-2 low def pressure code - checked def tank cap it was clean - added def to make sure it was not empty it only Took a gallon to fill - checked wiring it was ok - removed bottom panel and removed filter to Inspect. i did not look plugged - reinstalled filter - removed rear panel and grill to get to the def Pump - removed lines and inspected for a plug nothing Found - performed a def dosing system verification test. Had no pressure coming out of the pump - pump sounds like it is running - ordered new pump and filters to be installed NEXT DAY - REINSTALLED REMOVED PANELS Repair process comments: 9-3-16 - removed rear hitch - removed radiator guard and tinware around def Pump. - disconnected lines and wiring to def tank/pump - removed def tank/pump from machine - removed old pump and installed new pump - cleaned all lines before i reinstalled - installed a new def sock filter and filter on The the suction tube - installed def tank/pump in machine - hooked up all lines and wiring - tested pump and it is producing the correct Pressure - warm up engine and make sure it is dosing in et - i could not reset the event code due to needed a Factory password - i will return to reset the code on a week day. - install radiator guard and tinware - install rear hitch Repair process comments: 09/06/16: Connected service tool and cleared all active and Logged codes. Updated all ecm flash files due to corrections in Software outlined in software release notes. Flash files kept aborting, took 1.5 hours to get All ecm's to accept software. PERFORMED AFTERTREATMENT SYSTEM FUNCTIONAL TEST: Successful. Returned unit to service. Repair process comments: 9-3-16 - removed rear hitch - removed radiator guard and tinware around def Pump. - DISCONNECTED LINES AND WIRING TO DEF TANK/PUMP - REMOVED DEF TANK/PUMP FROM MACHINE - removed old pump and installed new pump - cleaned all lines before i reinstalled - installed a new def sock filter and filter on The the suction tube - installed def tank/pump in machine - hooked up all lines and wiring - tested pump and it is producing the correct Pressure - warm up engine and make sure it is dosing in et - i could not reset the event code due to needed a Factory password - i will return to reset the code on a week day. - install radiator guard and tinware - install rear hitch Ard def no prime</p>
Nov 13, 2016	Service	1,637	Travel To/from Work Area	<p>Repair process comments: 09/06/16: Traveled 35 miles from windsor shop to unit Location near 32010 county road 63, gill co. Returned to shop. Repair process comments: 09/06/16: Traveled 35 miles from windsor shop to unit Location near 32010 county road 63, gill co. Returned to shop.</p>



Oct 26, 2016	Service	1,637	Troubleshoot Engine	<p>Rear engine emissions fault Cause of failure: Def pump not building pressure Resultant damage: N/a Repair process comments: 9-2-16 - download a product status report - e1370-2 low def pressure code - checked def tank cap it was clean - added def to make sure it was not empty it only Took a gallon to fill - checked wiring it was ok - removed bottom panel and removed filter to Inspect. i did not look plugged - reinstalled filter - removed rear panel and grill to get to the def Pump - removed lines and inspected for a plug nothing Found - performed a def dosing system verification test. Had no pressure coming out of the pump - pump sounds like it is running - ordered new pump and filters to be installed NEXT DAY - REINSTALLED REMOVED PANELS Repair process comments: 9-3-16 - removed rear hitch - removed radiator guard and tinware around def Pump. - disconnected lines and wiring to def tank/pump - removed def tank/pump from machine - removed old pump and installed new pump - cleaned all lines before i reinstalled - installed a new def sock filter and filter on The the suction tube - installed def tank/pump in machine - hooked up all lines and wiring - tested pump and it is producing the correct Pressure - warm up engine and make sure it is dosing in et - i could not reset the event code due to needed a Factory password - i will return to reset the code on a week day. - install radiator guard and tinware - install rear hitch Repair process comments: 09/06/16: Connected service tool and cleared all active and Logged codes. Updated all ecm flash files due to corrections in Software outlined in software release notes. Flash files kept aborting, took 1.5 hours to get All ecm's to accept software. PERFORMED AFTERTREATMENT SYSTEM FUNCTIONAL TEST: Successful. Returned unit to service. Repair process comments: 9-3-16 - removed rear hitch - removed radiator guard and tinware around def Pump. - DISCONNECTED LINES AND WIRING TO DEF TANK/PUMP - REMOVED DEF TANK/PUMP FROM MACHINE - removed old pump and installed new pump - cleaned all lines before i reinstalled - installed a new def sock filter and filter on The the suction tube - installed def tank/pump in machine - hooked up all lines and wiring - tested pump and it is producing the correct Pressure - warm up engine and make sure it is dosing in et - i could not reset the event code due to needed a Factory password - i will return to reset the code on a week day. - install radiator guard and tinware - install rear hitch Ard def no prime</p>
Oct 26, 2016	Service	1,637	Repair For Warranty Engine Software	<p>Customer complaint: Perform ps45056 service letter. Cause of failure: Software defects. Repair process comments: 09/06/16: Performed ps45056 service letter. Connected service tool and cleared all active and Logged codes. Updated all ecm flash files due to corrections in Software outlined in software release notes (see Attached sheets). Flash files kept aborting, took 1.5 hours to get All ecm's to accept software. RETURNED UNIT TO SERVICE.</p>

Oct 26, 2016	Service	1,637	Repair Engine	Customer complaint: Replace def filters due to low pressure codes Repair process comments: -inspect def filters due to low def pressure - replaced filters - STILL LOW PRESSURE - replaced sock and suction screen in tank at time Of pump replacment REPLACE DEF FILTERS
Oct 26, 2016	Service	1,637	Repair For Warranty Engine Software	Customer complaint: Perform ps45056 service letter. Cause of failure: Software defects. Repair process comments: 09/06/16: Performed ps45056 service letter. Connected service tool and cleared all active and Logged codes. Updated all ecm flash files due to corrections in Software outlined in software release notes (see Attached sheets). Flash files kept aborting, took 1.5 hours to get All ecm's to accept software. RETURNED UNIT TO SERVICE.

Oct 26, 2016	Service	1,637	Troubleshoot Engine	<p>Rear engine emissions fault Cause of failure: Def pump not building pressure Resultant damage: N/a Repair process comments: 9-2-16 - download a product status report - e1370-2 low def pressure code - checked def tank cap it was clean - added def to make sure it was not empty it only Took a gallon to fill - checked wiring it was ok - removed bottom panel and removed filter to Inspect. i did not look plugged - reinstalled filter - removed rear panel and grill to get to the def Pump - removed lines and inspected for a plug nothing Found - performed a def dosing system verification test. Had no pressure coming out of the pump - pump sounds like it is running - ordered new pump and filters to be installed NEXT DAY - REINSTALLED REMOVED PANELS Repair process comments: 9-3-16 - removed rear hitch - removed radiator guard and tinware around def Pump. - disconnected lines and wiring to def tank/pump - removed def tank/pump from machine - removed old pump and installed new pump - cleaned all lines before i reinstalled - installed a new def sock filter and filter on The the suction tube - installed def tank/pump in machine - hooked up all lines and wiring - tested pump and it is producing the correct Pressure - warm up engine and make sure it is dosing in et - i could not reset the event code due to needed a Factory password - i will return to reset the code on a week day. - install radiator guard and tinware - install rear hitch Repair process comments: 09/06/16: Connected service tool and cleared all active and Logged codes. Updated all ecm flash files due to corrections in Software outlined in software release notes. Flash files kept aborting, took 1.5 hours to get All ecm's to accept software. PERFORMED AFTERTREATMENT SYSTEM FUNCTIONAL TEST: Successful. Returned unit to service. Repair process comments: 9-3-16 - removed rear hitch - removed radiator guard and tinware around def Pump. - DISCONNECTED LINES AND WIRING TO DEF TANK/PUMP - REMOVED DEF TANK/PUMP FROM MACHINE - removed old pump and installed new pump - cleaned all lines before i reinstalled - installed a new def sock filter and filter on The the suction tube - installed def tank/pump in machine - hooked up all lines and wiring - tested pump and it is producing the correct Pressure - warm up engine and make sure it is dosing in et - i could not reset the event code due to needed a Factory password - i will return to reset the code on a week day. - install radiator guard and tinware - install rear hitch Ard def no prime</p>
Oct 26, 2016	Service	1,637	Travel To/from Work Area	<p>Repair process comments: 09/06/16: Traveled 35 miles from windsor shop to unit Location near 32010 county road 63, gill co. Returned to shop. Repair process comments: 09/06/16: Traveled 35 miles from windsor shop to unit Location near 32010 county road 63, gill co. Returned to shop.</p>

Oct 12, 2016	Service	1,735	Load/unload Machine	Customer complaint: N/a Cause of failure: N/a Resultant damage: Repair process comments: N/a Customer complaint: N/a Cause of failure: N/a Resultant damage: N/a Repair process comments: N/a
Oct 12, 2016	Service	1,735	Clean Machine	
Oct 12, 2016	Service	1,735	Perform Indicated Maintenance	Daily maintenance items See w/o notes for details !
Oct 12, 2016	Service	1,735	Load/unload Machine	Customer complaint: N/a Cause of failure: N/a Resultant damage: Repair process comments: N/a Customer complaint: N/a Cause of failure: N/a Resultant damage: N/a Repair process comments: N/a
Oct 12, 2016	Service	1,735	Repair Light(s)	Repair dome light
Oct 12, 2016	Service	1,735	Inspect Machine	Complete inspection and pictures if necessary
Oct 12, 2016	Service	1,735	Clean Machine	
Oct 12, 2016	Service	1,735	Add Parts 250 Svc Hour Maint (pm1)	Add elc extender 119-5152 to front engine
Oct 12, 2016	Service	1,735	Perform 250 Svc Hour Maint (pm1)	<p>*notice* The following definition is a general statement And may not cover all the checks that pertain to The model you are working on. always follow Caterpillar operational maintenance manual for Specific instructions for the service you are Performing. -CHANGE ENGINE OIL AND FILTER - OBTAIN SCHEDULED OIL SAMPLES - THE RESULTS OF These will be sent to you upon completion -clean air intake pre-cleaner -lubricate all grease fittings -drain water separator - check coolant condition and add inhibitor if Necessary -check all fluid levels -perform visual operational inspection -adjust oscillating hitch (when applicable) -check track adjustment (when applicable)</p> <p>*****</p> <p>Customer is responsible for the following: when Required items, 10 hour or daily, 50 hour or Weekly, 100 hour or bi-monthly service intervals. To include all parts (i.e. engine and cab air Filters, makeup oil and g.e.t.) adjustment of Ball sockets, circles, adjustment and repacking of Rollers (when applicable)</p> <p>*****</p>

Oct 06, 2016	Service	1,582	Repair Window Glass	Customer complaint: Window is rattling Repair process comments: 8-19-16 The right window is loose the sticky tape is not Sticking Put on a little silicone and tape it for now Metal strip in the middle of the right side Window came loose.
Oct 06, 2016	Service	1,582	Travel To/from Work Area	
Oct 05, 2016	Service	0	Cat Care Kit Incomplete	
Sep 22, 2016	Service	1,665	Perform Indicated Maintenance	Customer complaint: Inspect machine for rent REPAIR PROCESS COMMENTS: Noted damages on machine and checked fluid levels. Ready for rent Daily maintenance items See w/o notes for details !

Sep 13, 2016	Service	1,637	Troubleshoot Engine	<p>Rear engine emissions fault Cause of failure: Def pump not building pressure Resultant damage: N/a Repair process comments: 9-2-16 - download a product status report - e1370-2 low def pressure code - checked def tank cap it was clean - added def to make sure it was not empty it only Took a gallon to fill - checked wiring it was ok - removed bottom panel and removed filter to Inspect. i did not look plugged - reinstalled filter - removed rear panel and grill to get to the def Pump - removed lines and inspected for a plug nothing Found - performed a def dosing system verification test. Had no pressure coming out of the pump - pump sounds like it is running - ordered new pump and filters to be installed NEXT DAY - REINSTALLED REMOVED PANELS Repair process comments: 9-3-16 - removed rear hitch - removed radiator guard and tinware around def Pump. - disconnected lines and wiring to def tank/pump - removed def tank/pump from machine - removed old pump and installed new pump - cleaned all lines before i reinstalled - installed a new def sock filter and filter on The the suction tube - installed def tank/pump in machine - hooked up all lines and wiring - tested pump and it is producing the correct Pressure - warm up engine and make sure it is dosing in et - i could not reset the event code due to needed a Factory password - i will return to reset the code on a week day. - install radiator guard and tinware - install rear hitch Repair process comments: 09/06/16: Connected service tool and cleared all active and Logged codes. Updated all ecm flash files due to corrections in Software outlined in software release notes. Flash files kept aborting, took 1.5 hours to get All ecm's to accept software. PERFORMED AFTERTREATMENT SYSTEM FUNCTIONAL TEST: Successful. Returned unit to service. Repair process comments: 9-3-16 - removed rear hitch - removed radiator guard and tinware around def Pump. - DISCONNECTED LINES AND WIRING TO DEF TANK/PUMP - REMOVED DEF TANK/PUMP FROM MACHINE - removed old pump and installed new pump - cleaned all lines before i reinstalled - installed a new def sock filter and filter on The the suction tube - installed def tank/pump in machine - hooked up all lines and wiring - tested pump and it is producing the correct Pressure - warm up engine and make sure it is dosing in et - i could not reset the event code due to needed a Factory password - i will return to reset the code on a week day. - install radiator guard and tinware - install rear hitch Ard def no prime</p>
Sep 13, 2016	Service	1,637	Travel To/from Work Area	<p>Repair process comments: 09/06/16: Traveled 35 miles from windsor shop to unit Location near 32010 county road 63, gill co. Returned to shop. Repair process comments: 09/06/16: Traveled 35 miles from windsor shop to unit Location near 32010 county road 63, gill co. Returned to shop.</p>

Sep 13, 2016	Service	1,637	Troubleshoot Engine	<p>Rear engine emissions fault Cause of failure: Def pump not building pressure Resultant damage: N/a Repair process comments: 9-2-16 - download a product status report - e1370-2 low def pressure code - checked def tank cap it was clean - added def to make sure it was not empty it only Took a gallon to fill - checked wiring it was ok - removed bottom panel and removed filter to Inspect. i did not look plugged - reinstalled filter - removed rear panel and grill to get to the def Pump - removed lines and inspected for a plug nothing Found - performed a def dosing system verification test. Had no pressure coming out of the pump - pump sounds like it is running - ordered new pump and filters to be installed NEXT DAY - REINSTALLED REMOVED PANELS Repair process comments: 9-3-16 - removed rear hitch - removed radiator guard and tinware around def Pump. - disconnected lines and wiring to def tank/pump - removed def tank/pump from machine - removed old pump and installed new pump - cleaned all lines before i reinstalled - installed a new def sock filter and filter on The the suction tube - installed def tank/pump in machine - hooked up all lines and wiring - tested pump and it is producing the correct Pressure - warm up engine and make sure it is dosing in et - i could not reset the event code due to needed a Factory password - i will return to reset the code on a week day. - install radiator guard and tinware - install rear hitch Repair process comments: 09/06/16: Connected service tool and cleared all active and Logged codes. Updated all ecm flash files due to corrections in Software outlined in software release notes. Flash files kept aborting, took 1.5 hours to get All ecm's to accept software. PERFORMED AFTERTREATMENT SYSTEM FUNCTIONAL TEST: Successful. Returned unit to service. Repair process comments: 9-3-16 - removed rear hitch - removed radiator guard and tinware around def Pump. - DISCONNECTED LINES AND WIRING TO DEF TANK/PUMP - REMOVED DEF TANK/PUMP FROM MACHINE - removed old pump and installed new pump - cleaned all lines before i reinstalled - installed a new def sock filter and filter on The the suction tube - installed def tank/pump in machine - hooked up all lines and wiring - tested pump and it is producing the correct Pressure - warm up engine and make sure it is dosing in et - i could not reset the event code due to needed a Factory password - i will return to reset the code on a week day. - install radiator guard and tinware - install rear hitch Ard def no prime</p>
Sep 13, 2016	Service	1,637	Repair Engine	<p>Customer complaint: Replace def filters due to low pressure codes Repair process comments: -inspect def filters due to low def pressure - replaced filters - STILL LOW PRESSURE - replaced sock and suction screen in tank at time Of pump replacment REPLACE DEF FILTERS</p>

Sep 13, 2016	Service	1,637	Repair For Warranty Engine Software	Customer complaint: Perform ps45056 service letter. Cause of failure: Software defects. Repair process comments: 09/06/16: Performed ps45056 service letter. Connected service tool and cleared all active and Logged codes. Updated all ecm flash files due to corrections in Software outlined in software release notes (see Attached sheets). Flash files kept aborting, took 1.5 hours to get All ecm's to accept software. RETURNED UNIT TO SERVICE.
Aug 08, 2016	Service	0	Replace Coolant Conditioner	Nitrites are low. drain off 4 gal and refill w/elc Concentrate, part # 238-8647. add (2) elc Extenders, part # 119-5152. resample in 90 days
Jul 28, 2016	Service	2	Perform 500 Svc Hour Maint (pm2)	<p>*notice* The following definition is a general statement And may not cover all the checks that pertain to The model you are working on. always follow CATERPILLAR OPERATIONAL MAINTENANCE MANUAL FOR Specific instructions for the service you are Performing. -change engine oil and filter - change hydraulic and transmission filters -obtain scheduled oil samples - the results of These will be sent to you upon completion. -clean air intake pre-cleaner bowl -lubricate all grease fittings -drain water separator -check coolant condition and add inhibitor if Necessary -check all fluid levels -clean engine crankcase breather replace secondary - clean/replace primary fuel filter and replace Secondary - perform visual operational inspection</p> <p>*****</p> <p>Customer is responsible for the following: when Required items, 10 hour or daily, 50 hour or Weekly, 100 hour or bi-monthly service intervals. To include all parts (i.e. engine and cab air Filters, makeup oil and g.e.t.). adjustment of Ball sockets, circles, adjustment and repacking Of rollers (when applicable)</p> <p>*****</p> <p>Perform 500hr. svc</p>
Jul 28, 2016	Service	2	Perform Indicated Maintenance	Customer complaint: Perform indicated maintenance Repair process comments: Performed indicated maintenance. greased machine And inspected machine for damages. all functions Of machine work correctly Perform machine maintenance per mfg. spec
Jul 28, 2016	Service	2	Replace Seat Belt	Customer complaint: Replace seat belt REPAIR PROCESS COMMENTS: Replaced seat belt according to mfg specs. Replace seat belt
Jul 28, 2016	Service	2	Clean Machine	Clean machine



Jul 28, 2016	Service	2	Straighten Bottom Guard	Customer complaint: Remove an install belly pan and have straightened Repair process comments: Removed 2 belly pans. washed belly pans and sent To weld shop to be straightened. Customer complaint: Two belly pans were badly bent. Repair process comments: Set up on press to straighten both belly pan Squared off. Remove and install belly pan and have straightened
Jul 28, 2016	Service	2	Repair Light(s)	Customer complaint: REPAIR CAB LIGHT Repair process comments: Repaired wiring to cab light. functions correctly Now Repair cab light
Jul 28, 2016	Service	2	Clean Frame	Customer complaint: Remove thumbnails and adjust both front steps REPAIR PROCESS COMMENTS: Removed thumbnails, touched up paint and adjust Both steps correctly. Remove thumbnalis and adjust both front steps
Jul 28, 2016	Service	2	Turn/reposition Cutting Edge	Customer complaint: Turn cutting edges Repair process comments: Turned cutting edges and made level. flipped outer Bits and replaced hardware. Turn cutting edges
May 12, 2016	Service	1,560	Repair For Warranty Product Support Pgm (psp)	Customer complaint: Factory request Cause of failure: None Resultant damage: None Repair process comments: Followed ps45031 instructions to complete update Removed the old harness and all necessary clamps Installed the new harness following instructions Outlined in special instructions m0069049 Put all clamps and brackets in appropriate places Turned the old parts in for warranty Completed all necessary paperwork
May 12, 2016	Service	1,560	Travel To/from Work Area	
May 12, 2016	Service	1,560	Repair For Warranty Product Support Pgm (psp)	Customer complaint: Factory request Cause of failure: None Resultant damage: None Repair process comments: Followed ps45031 instructions to complete update Removed the old harness and all necessary clamps Installed the new harness following instructions Outlined in special instructions m0069049 Put all clamps and brackets in appropriate places Turned the old parts in for warranty Completed all necessary paperwork
Apr 13, 2016	Service	0	Perform Indicated Maintenance	Customer complaint: Perform indicated maintenance. Repair process comments: Look machine over. check fluid levels, lights, Cutting edges and routers. grease machine. remove Thumbnails and paint left rear step. tighten Loose clamp on fuel line in front of left rear Tire. fill out sds. Perform indicated maintenance
Apr 13, 2016	Service	0	Wash Machine	Wash for demo

Feb 21, 2016	Service	1,378	Troubleshoot Engine	Customer complaint: T/s low oil pressure Cause of failure: 6v-3940 bolt broken that holds the 281-2210 Elbow-outlet to the oil pump. spitting out the 5p-7530 o ring. Resultant damage: The broken bolt cracked the oil pump housing and Spit out the 5p-7530 o ring Repair process comments: Engine has 7 psi of oil pressure at low idle 12 at High idle. remove oil filter, cut and inspect for Debris. filter is clean. Unbolt ejector cylinder and disconnect lines. Remove pin and move cylinder forward out of the WAY. DRAIN ENGINE OIL. REMOVE OIL PAN. REMOVED Oil pump. found broken bolt and oring. replace Oil pump and seals. install correct bolt. torque All bolts to cat spec. and use blue locktite. Clean oil pan. install oil pan with new gasket. FILL WITH OIL AND REPLACE FILTER. INSTALL EJECTOR Cylinder and hook up lines. start and run Machine. good oil pressure no leaks at this time. T/s low oil pressure
Feb 21, 2016	Service	1,378	Travel To/from Work Area	
Feb 21, 2016	Service	1,378	Troubleshoot Engine	Customer complaint: T/s low oil pressure Cause of failure: 6v-3940 bolt broken that holds the 281-2210 Elbow-outlet to the oil pump. spitting out the 5p-7530 o ring. Resultant damage: The broken bolt cracked the oil pump housing and Spit out the 5p-7530 o ring Repair process comments: Engine has 7 psi of oil pressure at low idle 12 at High idle. remove oil filter, cut and inspect for Debris. filter is clean. Unbolt ejector cylinder and disconnect lines. Remove pin and move cylinder forward out of the WAY. DRAIN ENGINE OIL. REMOVE OIL PAN. REMOVED Oil pump. found broken bolt and oring. replace Oil pump and seals. install correct bolt. torque All bolts to cat spec. and use blue locktite. Clean oil pan. install oil pan with new gasket. FILL WITH OIL AND REPLACE FILTER. INSTALL EJECTOR Cylinder and hook up lines. start and run Machine. good oil pressure no leaks at this time. T/s low oil pressure

Jan 14, 2016	Service	1,346	Troubleshoot Engine	Customer complaint: ALARM SOUNDING, LOW OIL PRESSURE WARNING REAR Engine. Cause of failure: Broken pressure regulator spring, internal to oil Pump. Resultant damage: Unknown. Repair process comments: Verified complaint. Connected pressure gauge to oil pressure sensor Position. Verified 3 psi oil pressure. Removed and inspected oil filter bypass valve, all Normal. re assembled. pressure remains low. Installed pressure gauge in turbo oil pressure Line, verified 3 psi. Replaced oil filter. cut open and inspected oil Filter. very clean, no visible DEBRIS/CONTAMINATION. Removed ejector cyl to gain access to engine oil Pan. Drained oil, removed oil pan. Oil pump assy looks normal, nothing Loose/cracked. Removed oil pump assy. disassembled and Inspected. Found broken oil pressure regulator spring. Replaced oil pump assy with new gaskets/seals. Re installed oil pan. Re filled engine oil, started engine. pressure Now normal. VERIFIED NO LEAKS. Re installed ejector cyl. verified no leaks. Machine repaired. No oil pressure
Jan 14, 2016	Service	1,346	Troubleshoot Engine	Customer complaint: ALARM SOUNDING, LOW OIL PRESSURE WARNING REAR Engine. Cause of failure: Broken pressure regulator spring, internal to oil Pump. Resultant damage: Unknown. Repair process comments: Verified complaint. Connected pressure gauge to oil pressure sensor Position. Verified 3 psi oil pressure. Removed and inspected oil filter bypass valve, all Normal. re assembled. pressure remains low. Installed pressure gauge in turbo oil pressure Line, verified 3 psi. Replaced oil filter. cut open and inspected oil Filter. very clean, no visible DEBRIS/CONTAMINATION. Removed ejector cyl to gain access to engine oil Pan. Drained oil, removed oil pan. Oil pump assy looks normal, nothing Loose/cracked. Removed oil pump assy. disassembled and Inspected. Found broken oil pressure regulator spring. Replaced oil pump assy with new gaskets/seals. Re installed oil pan. Re filled engine oil, started engine. pressure Now normal. VERIFIED NO LEAKS. Re installed ejector cyl. verified no leaks. Machine repaired. No oil pressure
Jan 14, 2016	Service	1,346	Troubleshoot Machine	Customer complaint: Excessive dirt entry into cab CAUSE OF FAILURE: Leaking window and door seals Resultant damage: Unknown Repair process comments: Interviewed customer. Decision to release smoke device in cab with Door/windows shut. Found smoke exiting from door and right cab window SEALS. Replaced seals with new. Find out how dirt is getting into cab
Jan 14, 2016	Service	1,346	Travel To/from Work Area	
Dec 29, 2015	Service	1,315	Travel To/from Work Area	Customer complaint: 400 miles

Dec 29, 2015	Service	1,315	Troubleshoot Joystick	Customer complaint: Joysticks are not working, when i got to the Machine the customer also states the machine has Many codes and will not regen. Cause of failure: Alternator belt broken Resultant damage: Low system voltage and batteries froze in the Sub-zero weather Repair process comments: Got to the machine and the batteries were dead. it Was -1 f. i plugged in the block heaters into my Generator. i then removed the front cover to get To the batteries. inspected connections and all Looked ok. customer brought another scraper over To start machine. got engine running. all Functions were working no active codes. hooked up Et and found system voltage was 22.5 volts and Coming down. voltage got down to 9 volts and many Codes came up and joystick was not working. i Removed hood to inspect the alternator. i found THE ALTERNATOR BELT WAS BROKEN. I INSPECTED ALL The pulleys and the alternator and no sign of Failure. ordered a new belt and brought Batteries out. installed new belt could not get Machine to start. replaced the batteries. started Machine and checked functions. all functions are Normal at this time. installed covers. machine is Ready for customer use.
Nov 17, 2015	Service	1,087	Travel To/from Work Area	Repair process comments: 2 hours travel time, 198 miles round trip to north East of new raymer colorado
Nov 17, 2015	Service	1,087	Repair For Warranty Engine Oil Pump	Customer complaint: Replace engine oil pump as per warranty claim Pi32546 Cause of failure: Repair made before failure Resultant damage: None, repair made before failure Repair process comments: Travel to machine location, dropped both belly Pans under engine, removed hood and panel above Dpf filter. drained coolant and removed elbow From water pump, removed manifold and engine oil Pump, installed new water pump and resealed Manifold and reinstalled elbow, filled cooling System, ran engine and checked for leaks, Reinstalled hood, panel, and belly pans. 9/15/15
Nov 17, 2015	Service	1,087	Repair For Warranty Engine Oil Pump	Customer complaint: Replace engine oil pump as per warranty claim Pi32546 Cause of failure: Repair made before failure Resultant damage: None, repair made before failure Repair process comments: Travel to machine location, dropped both belly Pans under engine, removed hood and panel above Dpf filter. drained coolant and removed elbow From water pump, removed manifold and engine oil Pump, installed new water pump and resealed Manifold and reinstalled elbow, filled cooling System, ran engine and checked for leaks, Reinstalled hood, panel, and belly pans. 9/15/15
Nov 17, 2015	Service	1,087	Travel To/from Work Area	Repair process comments: 2 hours travel time, 198 miles round trip to north East of new raymer colorado

Aug 14, 2015	Service	828	Perform 1000 Svc Hour Maint (pm3)	<p>*notice* The following definition is a general statement And may not cover all the checks that pertain to The model you are working on. always follow CATERPILLAR OPERATIONAL MAINTENANCE MANUAL FOR Specific instructions for the service you are Performing. -change engine oil and filter - change transmission oil and filter -clean and inspect magnetic screen -change hydraulic filters -obtain scheduled oil samples - the results of These will be sent to you upon completion -clean air intake pre-cleaner bowl -lubricate all grease fittings -drain water separator -CHECK COOLANT CONDITION AND ADD INHIBITOR IF Necessary -check all fluid levels -clean engine crankcase breather -CLEAN PRIMARY FUEL FILTER AND REPLACE SECONDARY -perform visual operational inspection -change swing drive oil (when applicable)</p> <p>*****</p> <p>Customer is responsible for the following: when Required items, 10 hour or daily, 50 hour or Weekly, 100 hour or bi-monthly service intervals. To include all parts (i.e. engine and cab air Filters, makeup oil and g.e.t.) adjustment of Ball sockets, circles, adjustment and repacking Of rollers (when applicable)</p> <p>*****</p> <p>Customer complaint: Perform 1000 hour service Cause of failure: N/a Resultant damage: N/a Repair process comments:</p>
Aug 14, 2015	Service	828	Add Parts 1000 Svc Hour Maint (pm3)	
Apr 20, 2015	Service	575	Troubleshoot Engine	<p>Customer complaint: Oil leak Cause of failure: Pinched o-ring on oil pump lines Resultant damage: Oil leak Repair process comments: Traveled to location and located unit. checked Unit over and found signs of oil on the front Engine belly pan. i dropped belly pan and Visually checked. i was unable to verify where Oil is coming from. started unit and ran. found Oil coming from oil manifold to block mounting. i LOOSENED AND PRIED OUT MANIFOLD. I REMOVED Damaged o-ring and ordered new o-rings. picked up And returned. installed new o-ring and tightened. Started and tested. installed belly pan. all Seems ok at this time.</p>
Apr 20, 2015	Service	575	Travel To/from Work Area	
Apr 20, 2015	Service	575	Travel To/from Work Area	

Apr 20, 2015	Service	575	Troubleshoot Engine	Customer complaint: Oil leak Cause of failure: Pinched o-ring on oil pump lines Resultant damage: Oil leak Repair process comments: Traveled to location and located unit. checked Unit over and found signs of oil on the front Engine belly pan. i dropped belly pan and Visually checked. i was unable to verify where Oil is coming from. started unit and ran. found Oil coming from oil manifold to block mounting. i LOOSEMED AND PRIED OUT MANIFOLD. I REMOVED Damaged o-ring and ordered new o-rings. picked up And returned. installed new o-ring and tightened. Started and tested. installed belly pan. all Seems ok at this time.
Mar 18, 2015	Service	497	Regenerate Engine	Customer complaint: "shut down safely" Cause of failure: Failed nox outlet sensor, rear eng Resultant damage: Unknown Repair process comments: Verified complaint. E3609-12 and 1389-3 active diagnostics. e3609-12 Description through et is "failed nox sensor, #2". Followed troubleshooting procedure, inspected Wiring and connections, found wire on sensor Pigtail rubbing on engine hood. Replaced sensor. cleared diag codes with factory Pass codes. Performed nox sensor verification test with et. Verified machine repaired.
Mar 18, 2015	Service	497	Regenerate Engine	Customer complaint: "shut down safely" Cause of failure: Failed nox outlet sensor, rear eng Resultant damage: Unknown Repair process comments: Verified complaint. E3609-12 and 1389-3 active diagnostics. e3609-12 Description through et is "failed nox sensor, #2". Followed troubleshooting procedure, inspected Wiring and connections, found wire on sensor Pigtail rubbing on engine hood. Replaced sensor. cleared diag codes with factory Pass codes. Performed nox sensor verification test with et. Verified machine repaired.
Mar 18, 2015	Service	497	Travel To/from Work Area	