

Serial Number: WTC00465

Product Family: WHEEL TRACTOR SCRAPER

Model: 627K

SMU / Hours:

Year: 2019

SERVICE HISTORY (211 Records)

Invoice Date	Invoice Type	SMU / Hours	Description	Notes
Jan 06, 2025	Service	4,121	Inspect Machine	
Jan 06, 2025	Service	4,121	R&i, Rep Wth Cat Reman Unit Injector	<p>-cut injector sleeves (where applicable) removed valve cover, compression brake. removed -run overhead (where applicable) repairs. codes didn't return.</p> <p>*****</p> <p>date: 12/19/24 injectors. installed reman injectors. adjusted valve lash. installed new injector trim files. resultant damage: service codes cause: bad injectors and bad harness complaint: service codes 5-5 and 6-6. fuel correction: r/i cem to gain access to valve cover. technician name: levi -reset rack adjustments (where applicable) injectors 3,4,5 and 6 current below normal. -replace with cat reman and a full core credit employee number: 3465 -reseal unit injectors -r&i replace unit injectors with reman before **repair specification includes** failure (rear)(set) complications: engine performance.</p> <p>***** _</p> <p>replace valve cover seals operated machine for several hours to verify</p>
Jan 06, 2025	Service	4,121	Replace Engine Wiring Harness	<p>Service codes all at the same hour and date: 12/19/24 with this being extremely rare, installed new technician name: levi resultant damage: service codes. complaint: service codes 5-5 and 6-5. correction: four fuel injectors had the same</p> <p>*****</p> <p>brittle.</p> <p>*****</p> <p>cause: bad harness. engine harness coming off of the engine ecm. employee number: 3465 occurrences. installed new injector harness that was hard and</p>
Jan 06, 2025	Service	4,121	Inspect Machine	

Jan 06, 2025	Service	4,121	Troubleshoot Engine	Resultant damage: service codes. employee number: 6402 date: 12/19/24 not the problem. removed cem to gain access to complaint: service codes 5-5 and 6-5. codes were for fuel injectors 3,4,5 and 6 technician name: tim reman injectors. become active. since these codes happened all at to verify complaint. service codes 5-5 and 6-5 did cause: harness and fuel injectors correction: hooked up e.t. found that service the same time, was certain that the injectors were happening all at the same time. operated machine installed engine. after repairs were made, codes ***** ***** injector harness. installed new injector harness. were still active. removed cem again to install codes 5-5 and 6-5 were logged. e.t showed these
Sep 18, 2024	Parts			
Sep 11, 2024	Parts			
Aug 14, 2024	Parts			
Aug 07, 2024	Parts			
Dec 13, 2023	Service	3,696	Supply Parts Replace Missing Parts	Lost parts
Dec 13, 2023	Service	3,696	Inspect Cylinder Head Assembly	Customer complaint: inspect c13 cylinder head assembly cause of failure: dropped valve resultant damage: none repair process comments: received cylinder head and inspected. removed injectors, exhaust manifold, turbo, and nrs cooler. cleaned deck and inspected. found crack between exhaust valve and intake valve on #4 cylinder. also exhaust valve on #2 cylinder has broken pieces missing. recommend reman cylinder head.

Dec 13, 2023	Service	3,696	Troubleshoot Engine	Customer concern tech id: 6456 -- thursday, april 27, 2023 5:26 pm - front engine still has a rough idle issuetech id: 6456 -- friday, may 5, 2023 12:28 pm - still has front engine idle issuetech id: 6456 -- wednesday, may 10, 2023 4:03 pm - still had front engine idle issuetech id: 3804 --the machine was running very rough when i arrived. was able to perform cylinder cut out test and all injectors are very erratic when performing test. removed the valve cover and checked the valve lash on the cylinders that were closed all were slightly loose not excessive. push tubes, rocker arms and bridge are in place and look ok. assembled the valve cover and hood. informed customer of findings. recommend all 6 injectors being replaced the injectors are not available, have dave the customers psr looking into parts. tech id: 3804 -disassembled machine for repairs. pulled belly pans and timed engine. tech id: 3804 -replaced the injectors set valve set injector timing, installed c
Dec 13, 2023	Service	3,696	Supply Parts Replace Missing Parts	Lost parts
Jul 23, 2023	Service	3,671	Cancelled Service Machine	
Jul 23, 2023	Service	3,671	Cancelled Service Fuel	
Jul 23, 2023	Service	3,671	Cancelled Service Machine	
Jul 23, 2023	Service	3,671	Cancelled Service Fuel	
Jul 13, 2023	Service	3,671	Cancelled Service Machine	
Jul 13, 2023	Service	3,671	Cancelled Service Fuel	
Jul 13, 2023	Service	3,671	Cancelled Service Fuel	
Jul 13, 2023	Service	3,671	Cancelled Service Machine	
Jun 21, 2023	Service	3,671	Travel To/from Work Area	

Jun 21, 2023	Service	3,671	Troubleshoot Inlet Air Temp Sensor	Customer concern tech id: 6122 -- thursday, june 22, 2023 10:21 am - note #1customer concerntech id: 6456 -- thursday, april 27, 2023 5:26 pm - front engine still has a rough idle issuedaily notestech id: 6456 -- thursday, april 27, 2023 5:26 pm - when arrived, ran product status report. unit has logged event - e1466 (operator forced shutdown with high exhaust temperature) after starting engine, allowed engine to warm to operating temps and no rough idle. pulled joystick back and lifted can to deadhead. with full throttle, engine had no issues, with no cutout. will further diagnose another daynote #2customer concerntech id: 6456 -- friday, may 5, 2023 12:28 pm - still has front engine idle issuescause of failuretech id: 6456 -- friday, may 5, 2023 12:29 pm - aftertreatment #1 scr catalyst intake gas temp sensor inopresultant damagetechnote id: 6456 -- friday, may 5, 2023 12:33 pm - ecm not getting signal voltage from sensorrepair commentstech id: 6456 -- friday, may 5, 2023 12:
Jun 21, 2023	Service	3,671	Troubleshoot Engine	Customer concern tech id: 6122 -- thursday, june 22, 2023 10:22 am - customer concerntech id: 6456 -- wednesday, may 10, 2023 4:03 pm - still had front engine idle issuesdaily notestech id: 6456 -- wednesday, may 10, 2023 4:04 pm - traveled to machine location. after further inspection of engine, found 2 exhaust leaks near turbo air inlet. found boost leak near turbo. possible cause of rough idle. notified contact and ordered parts. will return when parts arrive.note #5daily notestech id: 6456 -- tuesday, may 23, 2023 7:21 am - traveled to machine location. was not able to get to machine due to severe muddy conditions. will return another day.note #6repair commentstech id: 6456 -- wednesday, may 24, 2023 12:09 pm - removed old exhaust clamps (2) and installed new. removed old boost hose and installed new. installed new boost hose clamps (2). removed upper end of oil tube to turbo and replaced gasket.daily notestech id: 6456 -- wednesday, may 24, 2023 12:12 pm - traveled to m
May 15, 2023	Service	3,671	Travel To/from Work Area	
May 15, 2023	Service	3,671	Repair For Warranty Software	Tech id: 5791 -- monday, may 8, 2023 1:23 pm - software update - preform pip letter pi33483 flash transmission, implement and display ecm with new software. calibrate transmission and pull psr before and after.
May 15, 2023	Service	3,671	Travel To/from Work Area	
May 15, 2023	Service	3,671	Repair For Warranty Software	Tech id: 5791 -- monday, may 8, 2023 1:23 pm - software update - preform pip letter pi33483 flash transmission, implement and display ecm with new software. calibrate transmission and pull psr before and after.

Apr 05, 2023	Service	0	Supply Parts 250 Service Hour Maint	
Feb 20, 2023	Parts			
Feb 14, 2023	Parts			
Feb 08, 2023	Parts			
Jan 23, 2023	Service	3,389	Troubleshoot Engine	Machine has a hard start and then jasan noticed at
Jan 23, 2023	Service	3,389	Troubleshoot Start Switch	T/s no start
Jan 23, 2023	Service	3,389	Troubleshoot Transmission & Drive Line	T/s rear transmission data link issue --
Jan 23, 2023	Service	3,389	Travel To/from Work Area	
Jan 23, 2023	Service	3,389	Troubleshoot Engine	Machine has a hard start and then jasan noticed at
Jan 23, 2023	Service	3,389	Troubleshoot Start Switch	T/s no start
Jan 23, 2023	Service	3,389	Repair Wiring Harness	Repair engine harness per customer request
Jan 23, 2023	Service	3,389	Troubleshoot Transmission & Drive Line	T/s rear transmission data link issue --
Jan 08, 2023	Service	3,385	Additional Charges Pm 3	
Jan 08, 2023	Service	3,385	Perform Pm 3	
Oct 13, 2022	Parts			
Aug 22, 2022	Service	2,790	Troubleshoot Engine	T/s machine idles rough at times when at operating
Aug 22, 2022	Service	2,790	Troubleshoot Engine	T/s machine idles rough at times when at operating

Aug 22, 2022	Service	2,790	Travel To/from Work Area	
Apr 20, 2022	Service	2,600	Additional Charges Pm 2	
Apr 20, 2022	Service	2,600	Perform Pm 2	<p>*NOTICE* THE FOLLOWING DEFINITION IS A GENERAL STATEMENT THE MODEL YOU ARE WORKING ON. ALWAYS FOLLOW CATERPILLAR OPERATIONAL MAINTENANCE MANUAL FOR SPECIFIC INSTRUCTIONS FOR THE SERVICE YOU ARE PERFORMING. -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 - 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 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>

Apr 20, 2022	Service	2,600	Perform Pm 2	<p>*NOTICE* THE FOLLOWING DEFINITION IS A GENERAL STATEMENT THE MODEL YOU ARE WORKING ON. ALWAYS FOLLOW CATERPILLAR OPERATIONAL MAINTENANCE MANUAL FOR SPECIFIC INSTRUCTIONS FOR THE SERVICE YOU ARE PERFORMING. -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 - 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 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>
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Apr 20, 2022	Service	2,600	Additional Charges Pm 2
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Apr 18, 2022	Service	2,600	Perform Pm 2	<p>*NOTICE* THE FOLLOWING DEFINITION IS A GENERAL STATEMENT THE MODEL YOU ARE WORKING ON. ALWAYS FOLLOW CATERPILLAR OPERATIONAL MAINTENANCE MANUAL FOR SPECIFIC INSTRUCTIONS FOR THE SERVICE YOU ARE PERFORMING. -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 - 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 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>
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Apr 18, 2022	Service	2,600	Additional Charges Pm 2
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Jan 07, 2022	Service	2,097	Additional Charges Pm 4	<p>*NOTICE* THE FOLLOWING DEFINITION IS A GENERAL STATEMENT 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) -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 -LUBRICATE ALL GREASE FITTINGS -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</p> <p>*****</p>
Jan 07, 2022	Service	2,097	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. -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 BALL SOCKETS, CIRCLES, ADJUSTMENT AND REPACKING OF ROLLERS (WHEN APPLICABLE)</p> <p>*****</p>
Nov 15, 2021	Service	1,615	Perform Pm 2	

Nov 15, 2021	Service	1,615	Additional Charges Pm 2	
Oct 07, 2021	Service	0	Fill With Fuel Machine	
Sep 30, 2021	Service	1,612	Load/unload Machine	
Sep 30, 2021	Service	1,612	Inspect Machine	
Sep 30, 2021	Service	1,612	Rental Steam Clean Machine	
Sep 30, 2021	Service	1,612	Repair For Warranty Wiring Harness	REPAIR PROCESS COMMENTS: PERFORMED UPDATE TO HITCH HARNESS. Perform sl ps46877 PERFORM SL PS46877
Sep 30, 2021	Service	1,612	Repair For Warranty Differential Lock	REPAIR PROCESS COMMENTS: 5734 PERFORMED PS 46880 ON FRONT TRANSMISSION AND DIFFERENTIAL. REPLACED DUO-CONE SEALS IN WHEEL SPINDLE AS WELL. REMOVED WHEEL SPEED SENSOR PARTS. Perform sl ps46880 PERFORM SL PS46880

				<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>REPAIR PROCESS COMMENTS: 5643 EVERY 250 SERVICE HOURS OR MONTHLY BRAKING SYSTEM - TEST ENGINE OIL SAMPLE - OBTAIN HYDRAULIC SYSTEM OIL SAMPLE - OBTAIN TRANSMISSION OIL SAMPLE - OBTAIN EVERY 500 SERVICE HOURS OR 3 MONTHS ACCUMULATOR (BRAKE) - CHECK ACCUMULATOR (CUSHION HITCH) - CHECK BATTERY - CLEAN/CHECK BELTS - INSPECT/REPLACE BRAKE COOLING OIL SAMPLE - OBTAIN COOLING SYSTEM COOLANT SAMPLE (LEVEL 1) - OBTAIN DIFFERENTIAL AND FINAL DRIVE OIL SAMPLE - OBTAIN EJECTOR CARRIER ROLLERS - CHECK/ADJUST EJECTOR GUIDE ROLLERS - CHECK/ADJUST EJECTOR SUPPORT ROLLERS - CHECK/ADJUST ENGINE OIL AND FILTER - CHANGE FUEL SYSTEM PRIMARY FILTER (WATER SEPARATOR) ELEMENT - REPLACE FUEL SYSTEM SECONDARY FILTER - REPLACE FUEL TANK CAP AND STRAINER - CLEAN HYDRAULIC SYSTEM OIL FILTER - REPLACE OIL FILTER (BRAKE, HYDRAULIC FAN) - REPLACE OIL FILTER (CUSHION-HITCH) - REPLACE TRANSMISSION OIL FILTER AND MAGNETIC SCREEN - REPLACE/CLEAN</p>
Sep 30, 2021	Service	1,612	Perform Pm 2	
Sep 30, 2021	Service	1,612	Additional Charges Pm 2	REPAIR PROCESS COMMENTS: CHANGED AIR FILTERS, ADDED WASH Add parts ADD PARTS
Sep 30, 2021	Service	1,612	Troubleshoot Fuel Tank	Troubleshoot fuel lines under fuel tank, leaking TROUBLESHOOT FUEL LINES UNDER FUEL TANK, LEAKING
Sep 30, 2021	Service	1,612	Load/unload Machine	

Sep 30, 2021	Service	1,612	Replace Trans Hydraulic Cont Vlv	REPAIR PROCESS COMMENTS: AFTER CLOSER RESEARCH ON THE WIRING FOUND THAT A SENSOR WAS NOT BAD INSIDE TRANSMISSION BUT WIRING WAS UNPLUGGED. NO FURTHER WORK WAS DONE. Replace intermidite speed sensor REPLACE INTERMIDITE SPEED SENSOR
Sep 30, 2021	Service	1,612	Troubleshoot Electronic Mon Sys/panel	REPAIR PROCESS COMMENTS: 5643 CHECKED CODES FOR MACHINE. THEN INSPECTED AREA AND THE CODES AND FOUND THE TROUBLESHOOTING FOR EACH CODE. THEN PREFORMED THE PROCESS. COULD NOT COME UP WITH ANY SOLUTIONS. AFTER LOOKING AT THE WIRING DIAGRAM FOUND THAT ON OF THE CODES ENDED AT THE OTHER SIDE OF THE TRANSMISSION. FOUND THAT A CONNECTOR WAS UNPLUGGED. AFTER PLUGGING IT IN THE CODE WENT AWAY. LOOKED AT OTHER CODES FOR A SENSOR AND THEN FOUND THAT THE WIRE WAS BROKEN. WIRE WAS REPAIRED AND CODE WENT AWAY. Troubleshoot active codes for data link TROUBLESHOOT ACTIVE CODES FOR DATA LINK
Sep 30, 2021	Service	1,612	Inspect Machine	
Sep 30, 2021	Service	1,612	Troubleshoot Floodlight	REPAIR PROCESS COMMENTS: 5643 VERIFIED LIGHTS NOT WORKING AND CHECKED FUSES AND FOUND THAT THE BREAKER WAS POPED AND NEEDED TO BE RESET. AFTER IT WAS RESET THE LIGHTS WORK NORMALLY. Troubleshoot front center work lights not working
Sep 30, 2021	Service	1,612	Test After Repair Machine	

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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)

REPAIR PROCESS COMMENTS: 5643 EVERY 250 SERVICE HOURS OR MONTHLY BRAKING SYSTEM - TEST ENGINE OIL SAMPLE - OBTAIN HYDRAULIC SYSTEM OIL SAMPLE - OBTAIN TRANSMISSION OIL SAMPLE - OBTAIN EVERY 500 SERVICE HOURS OR 3 MONTHS ACCUMULATOR (BRAKE) - CHECK ACCUMULATOR (CUSHION HITCH) - CHECK BATTERY - CLEAN/CHECK BELTS - INSPECT/REPLACE BRAKE COOLING OIL SAMPLE - OBTAIN COOLING SYSTEM COOLANT SAMPLE (LEVEL 1) - OBTAIN DIFFERENTIAL AND FINAL DRIVE OIL SAMPLE - OBTAIN EJECTOR CARRIER ROLLERS - CHECK/ADJUST EJECTOR GUIDE ROLLERS - CHECK/ADJUST EJECTOR SUPPORT ROLLERS - CHECK/ADJUST ENGINE OIL AND FILTER - CHANGE FUEL SYSTEM PRIMARY FILTER (WATER SEPARATOR) ELEMENT - REPLACE FUEL SYSTEM SECONDARY FILTER - REPLACE FUEL TANK CAP AND STRAINER - CLEAN HYDRAULIC SYSTEM OIL FILTER - REPLACE OIL FILTER (BRAKE, HYDRAULIC FAN) - REPLACE OIL FILTER (CUSHION-HITCH) - REPLACE TRANSMISSION OIL FILTER AND MAGNETIC SCREEN - REPLACE/CLEAN

Sep 30, 2021	Service	1,612	Perform Pm 2	
Sep 30, 2021	Service	1,612	Additional Charges Pm 2	REPAIR PROCESS COMMENTS: CHANGED AIR FILTERS, ADDED WASH Add parts ADD PARTS
Sep 30, 2021	Service	1,612	Repair For Warranty Differential Lock	REPAIR PROCESS COMMENTS: 5734 PERFORMED PS 46880 ON FRONT TRANSMISSION AND DIFFERENTIAL. REPLACED DUO-CONE SEALS IN WHEEL SPINDLE AS WELL. REMOVED WHEEL SPEED SENSOR PARTS. Perform sl ps46880 PERFORM SL PS46880

Sep 30, 2021	Service	1,612	Replace Fuel Tank	REPAIR PROCESS COMMENTS: 5643 DISCONNECTED FUEL LINES AND CAPPED THEM OFF, THEN HARDWARE AND BRACKETS THAT WERE HOLDING TANK. THEN MOVED OVER PARTS TO NEW FUEL TANK AND THEN INSTALLED TANK ON THE MACHINE AND RECONNECTED WIRES AND FUEL LINES. THEN FILLED IT WITH FUEL AND STARTED MACHINE. NO ISSUES OR CODES. Replace fuel tank, crack at outlet fitting REPLACE FUEL TANK, CRACK AT OUTLET FITTING
Sep 30, 2021	Service	1,612	Replace Cab Door	REPAIR PROCESS COMMENTS: 5734 REMOVED TORN CAB DOOR SEAL. INSTALLED NEW SEAL. Repair cab door seal, comming off REPAIR CAB DOOR SEAL, COMMING OFF
Sep 30, 2021	Service	1,612	Repair For Warranty Wiring Harness	REPAIR PROCESS COMMENTS: PERFORMED UPDATE TO HITCH HARNESS. Perform sl ps46877 PERFORM SL PS46877
Sep 30, 2021	Service	1,612	Install Fire Extinguisher	REPAIR PROCESS COMMENTS: 5734 DAMAGED BRACKET. Replace front fire extinguisher, missing REPLACE FRONT FIRE EXTINGUISHER, MISSING
Sep 30, 2021	Service	1,612	Perform When Required	REPAIR PROCESS COMMENTS: 5643 GREASED MACHINE, CHANGED AIR FILTERS, ADDED WASH, CHECKED FLUIDS AND ARE GOOD.
Sep 30, 2021	Service	1,612	Replace Hydraulic Hoses/lines	5734 REMOVED FRAYED PUSH/PULL LINES. INSTALLED NEW LINES. LINES WERE RUBBING AGAINST EACH OTHER CAUSING LEAKS. Replace 2 damaged hyd lines (push/pull) REPLACE 2 DAMAGED HYD LINES (PUSH/PULL)
Sep 30, 2021	Service	1,612	Rental Steam Clean Machine	
Sep 30, 2021	Service	1,612	Turn/reposition Cutting Edge	Turn cutting edges TURN CUTTING EDGES
Sep 30, 2021	Service	1,612	Test/check & Adjust Electronic Mon Sys/panel	REPAIR PROCESS COMMENTS: ACTIVE/LOGGED CODES AND EVENTS. CLEARED CODES. UPDATED FRONT TRANSMISSION SOFTWARE FOR UPDATE. Repair elec sys/panel: clear codes & pull product REPAIR ELEC SYS/PANEL: CLEAR CODES & PULL PRODUCT STATUS REPORT
Sep 29, 2021	Service	0	Load/unload Machine	LOAD/UNLOAD MACHINE
Aug 26, 2021	Service	1,611	Travel To/from Work Area	

Aug 26, 2021	Service	1,611	Troubleshoot Hydraulic System	REPAIR PROCESS COMMENTS: 8-18-21 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 ACITVE CODES 246-9, 1893-9, 358-5. LOOKED UP TROUBLESHOOTING PROCEDURE ON CAT SIS. FOLLOWED CAT SIS TROUBLESHOOTING PROCEDURE CAN DATA LINK - TEST (UENR3159). 1. IDENTIFY THE ACTIVE DTC ASSOCIATED WITH THE CAN DATA LINK FMI 9 DIAGNOSTIC CODE, PROCEED TO TEST STEP 7 7. CHECK THE DATA LINK CIRCUIT FOR AN OPEN THE TWO CAN DATA LINK RESISTORS ARE CONNECTED IN PARALLEL IN THE CAN DATA LINK CIRCUIT. EACH RESISTOR IS A 120 OHM RESISTOR. WHEN A RESISTANCE MEASUREMENT IS TAKEN BETWEEN THE DATA LINK CIRCUITS, THE RESISTANCE, UNDER NORMAL CONDITIONS, IS APPROXIMATELY 60 OHMS WITH THE RESISTORS IN PARALLEL. A. TURN KEY START SWITCH AND DISCONNECT SWITCH OFF. B. REFER TO ILLUSTRATION 1. DISCONNECT THE MACHINE HARNESS CONNECTORS, CAN DATA LINK CONNECTIONS FROM EACH COMPONENT IN THE SYSTEM. LEAVE THE CAN DATA LINK RESISTERS CONNECTED TO THE SYSTEM. C. INSPECT EACH MACHINE HARNESS CONNECTOR OF THE CAN DATA LINK CIRCUIT FOR SIGNS OF DIRTY, LOOSE, OR CORRODED CONNECTOR PINS. ENSURE THAT ALL CAN DATA LINK CONNECTIONS ARE SECURED IN THE CONTACTS ARE IN GOOD CONDITION. D. AT THE ECM HARNESS CONNECTOR, MEASURE THE RESISTANCE BETWEEN THE CAN DATA LINK CONTACTS. STARTED TO TEST CAN WIRES ON MACHINE. INFORMED CUSTOMER THAT I NEEDED TO REMOVE ALOT OF HARDWARE ON MACHINE TO GAIN ACCESS TO WIRING HARNESS. WAS INFORMED BY CUSTOMER THAT MACHINE WILL BE SENT BACK TO WAGNER AND MACHINE IS A RENTAL. CUSTOMER DOES NOT WANT MACHINE TORN DOWN ON SITE. CALLED AND INFORMED DISPATCH MACHINE WILL BE SENT BACK TO YARD. CLEANED UP WORK AREA. Troubleshoot hydraulic eclectronic controls TROUBLESHOOT HYDRAULIC ECLECTRONIC CONTROLS
Aug 26, 2021	Service	1,611	Travel To/from Work Area	

Aug 26, 2021	Service	1,611	Troubleshoot Hydraulic System	<p>REPAIR PROCESS COMMENTS: 8-18-21 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 ACITVE CODES 246-9, 1893-9, 358-5. LOOKED UP TROUBLESHOOTING PROCEDURE ON CAT SIS. FOLLOWED CAT SIS TROUBLESHOOTING PROCEDURE CAN DATA LINK - TEST (UENR3159). 1. IDENTIFY THE ACTIVE DTC ASSOCIATED WITH THE CAN DATA LINK FMI 9 DIAGNOSTIC CODE, PROCEED TO TEST STEP 7 7. CHECK THE DATA LINK CIRCUIT FOR AN OPEN THE TWO CAN DATA LINK RESISTORS ARE CONNECTED IN PARALLEL IN THE CAN DATA LINK CIRCUIT. EACH RESISTOR IS A 120 OHM RESISTOR. WHEN A RESISTANCE MEASUREMENT IS TAKEN BETWEEN THE DATA LINK CIRCUITS, THE RESISTANCE, UNDER NORMAL CONDITIONS, IS APPROXIMATELY 60 OHMS WITH THE RESISTORS IN PARALLEL. A. TURN KEY START SWITCH AND DISCONNECT SWITCH OFF. B. REFER TO ILLUSTRATION 1. DISCONNECT THE MACHINE HARNESS CONNECTORS, CAN DATA LINK CONNECTIONS FROM EACH COMPONENT IN THE SYSTEM. LEAVE THE CAN DATA LINK RESISTERS CONNECTED TO THE SYSTEM. C. INSPECT EACH MACHINE HARNESS CONNECTOR OF THE CAN DATA LINK CIRCUIT FOR SIGNS OF DIRTY, LOOSE, OR CORRODED CONNECTOR PINS. ENSURE THAT ALL CAN DATA LINK CONNECTIONS ARE SECURED IN THE CONTACTS ARE IN GOOD CONDITION. D. AT THE ECM HARNESS CONNECTOR, MEASURE THE RESISTANCE BETWEEN THE CAN DATA LINK CONTACTS. STARTED TO TEST CAN WIRES ON MACHINE. INFORMED CUSTOMER THAT I NEEDED TO REMOVE ALOT OF HARDWARE ON MACHINE TO GAIN ACCESS TO WIRING HARNESS. WAS INFORMED BY CUSTOMER THAT MACHINE WILL BE SENT BACK TO WAGNER AND MACHINE IS A RENTAL. CUSTOMER DOES NOT WANT MACHINE TORN DOWN ON SITE. CALLED AND INFORMED DISPATCH MACHINE WILL BE SENT BACK TO YARD. CLEANED UP WORK AREA. Troubleshoot hydraulic eclectronic controls TROUBLESHOOT HYDRAULIC ECLECTRONIC CONTROLS</p>
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Aug 17, 2021	Service	1,593	Troubleshoot Implement Controls	<p>REPAIR PROCESS COMMENTS: 8-5-21 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 CODES FOR APRON AND EJECTOR SENSORS. LOOKED UP TROUBLESHOOTING PROCEDURE ON CAT SIS. FOLLOWED CAT SIS TROUBLESHOOTING PROCEDURE SENSOR SIGNAL (PWM) - TEST (UENR3159). THE SENSOR SUPPLY OR THE GROUND CIRCUIT IN THE MACHINE HARNESS IS OPEN. THE SIGNAL CIRCUIT IN THE MACHINE HARNESS IS SHORTED TO ANOTHER CIRCUIT. THE SIGNAL CIRCUIT IN THE MACHINE HARNESS IS OPEN OR THE SENSOR IS DISCONNECTED. THE SENSOR HAS FAILED. THE ECM HAS FAILED. A FAILURE OF THE ECM IS UNLIKELY. 1. IDENTIFY ACTIVE FMI CODE ASSOCIATED WITH SENSOR CIRCUIT. CODE IS PRESENT. FMI 3 DIAGNOSTIC CODE, PROCEED TO TEST STEP 6. 6. CHECK THE SUPPLY VOLTAGE AT THE SENSOR. NOTE- USE A CALIBRATED DIGITAL MULTIMETER FOR THE MEASUREMENTS IN THIS PROCEDURE. A. TURN KEY START SWITCH AND DISCONNECT SWITCH ON. B. DO NOT DISCONNECT THE SENSOR FROM THE MACHINE HARNESS. C. REFER TO THE SCHEMATIC TO DETERMINE THE VOLTAGE SOURCE FOR THE SUSPECTED FAULTY SENSOR. D. AT THE BACK OF THE CONTACTS FOR THE SENSOR, INSERT MULTIMETER PROBES AT THE SUPPLY CONTACT TO FRAME GROUND. MEASURE THE VOLTAGE. THE VOLTAGE MEASURES EITHER 8.0 VDC OR 24 VDC, DEPENDING ON THE SOURCE. (SEE SCHEMATIC FOR SPECIFIC SENSOR.) NOT OK- THE VOLTAGE IS NOT CORRECT FOR THE CIRCUIT. REPAIR - THERE MAY BE AN OPEN OR SHORT IN THE MACHINE HARNESS. THE OPEN OR SHORT WILL BE ON THE POWER OR GROUND CIRCUIT WIRES. REPAIR OR REPLACE THE MACHINE HARNESS. INSPECTED HARNESS AND FOUND HARNESS 374-9027 HAD A RUB SPOT. LOOKED UP PART AND ORDER. PART BACK ORDER AND WILL RETURN TO MACHINE WHEN PART COMES IN. CLEANED UP WORK AREA. REPAIR PROCESS COMMENTS: 8-16-21 4829 PICKED UP PARTS FROM WAGNER AND PROCEEDED TO CUSTOMER SITE. ARRIVED AT CUSTOMER SITE AND DAMAGE HARNESS 374-9027 TO CONTROL VALVE ASSEMBLY. REMOVED HARNESS FROM MACHINE. ROUTED IN NEW HARNESS. CONNECTED ALL CONNECTORS BACK ONTO CONTROL VALVE ASSEMBLY. TIE NEW HARNESS INTO PLACE. STARTED MACHINE AND TESTED FOR PROPER OPERATIONS. HAD OPERATOR RUN MACHINE TO CONFIRM REPAIRS. OPERATOR RETURN WITH MACHINE AND CONFIRM THAT ACTIVE CODES IS NOT COMING BACK. CLEANED UP WORK AREA. JOB COMPLETED. Machine throwing several codes for implement MACHINE THROWING SEVERAL CODES FOR IMPLEMENT CONTROLS</p>
Aug 17, 2021	Service	1,593	Travel To/from Work Area	

Aug 17, 2021	Service	1,593	Travel To/from Work Area	
				REPAIR PROCESS COMMENTS: 8-5-21 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 CODES FOR APRON AND EJECTOR SENSORS. LOOKED UP TROUBLESHOOTING PROCEDURE ON CAT SIS. FOLLOWED CAT SIS TROUBLESHOOTING PROCEDURE SENSOR SIGNAL (PWM) - TEST (UENR3159). THE SENSOR SUPPLY OR THE GROUND CIRCUIT IN THE MACHINE HARNESS IS OPEN. THE SIGNAL CIRCUIT IN THE MACHINE HARNESS IS SHORTED TO ANOTHER CIRCUIT. THE SIGNAL CIRCUIT IN THE MACHINE HARNESS IS OPEN OR THE SENSOR IS DISCONNECTED. THE SENSOR HAS FAILED. THE ECM HAS FAILED. A FAILURE OF THE ECM IS UNLIKELY. 1. IDENTIFY ACTIVE FMI CODE ASSOCIATED WITH SENSOR CIRCUIT. CODE IS PRESENT. FMI 3 DIAGNOSTIC CODE, PROCEED TO TEST STEP 6. 6. CHECK THE SUPPLY VOLTAGE AT THE SENSOR. NOTE- USE A CALIBRATED DIGITAL MULTIMETER FOR THE MEASUREMENTS IN THIS PROCEDURE. A. TURN KEY START SWITCH AND DISCONNECT SWITCH ON. B. DO NOT DISCONNECT THE SENSOR FROM THE MACHINE HARNESS. C. REFER TO THE SCHEMATIC TO DETERMINE THE VOLTAGE SOURCE FOR THE SUSPECTED FAULTY SENSOR. D. AT THE BACK OF THE CONTACTS FOR THE SENSOR, INSERT MULTIMETER PROBES AT THE SUPPLY CONTACT TO FRAME GROUND. MEASURE THE VOLTAGE. THE VOLTAGE MEASURES EITHER 8.0 VDC OR 24 VDC, DEPENDING ON THE SOURCE. (SEE SCHEMATIC FOR SPECIFIC SENSOR.) NOT OK- THE VOLTAGE IS NOT CORRECT FOR THE CIRCUIT. REPAIR - THERE MAY BE AN OPEN OR SHORT IN THE MACHINE HARNESS. THE OPEN OR SHORT WILL BE ON THE POWER OR GROUND CIRCUIT WIRES. REPAIR OR REPLACE THE MACHINE HARNESS. INSPECTED HARNESS AND FOUND HARNESS 374-9027 HAD A RUB SPOT. LOOKED UP PART AND ORDER. PART BACK ORDER AND WILL RETURN TO MACHINE WHEN PART COMES IN. CLEANED UP WORK AREA. REPAIR PROCESS COMMENTS: 8-16-21 4829 PICKED UP PARTS FROM WAGNER AND PROCEEDED TO CUSTOMER SITE. ARRIVED AT CUSTOMER SITE AND DAMAGE HARNESS 374-9027 TO CONTROL VALVE ASSEMBLY. REMOVED HARNESS FROM MACHINE. ROUTED IN NEW HARNESS. CONNECTED ALL CONNECTORS BACK ONTO CONTROL VALVE ASSEMBLY. TIE NEW HARNESS INTO PLACE. STARTED MACHINE AND TESTED FOR PROPER OPERATIONS. HAD OPERATOR RUN MACHINE TO CONFIRM REPAIRS. OPERATOR RETURN WITH MACHINE AND CONFIRM THAT ACTIVE CODES IS NOT COMING BACK. CLEANED UP WORK AREA. JOB COMPLETED. Machine throwing several codes for implement MACHINE THROWING SEVERAL CODES FOR IMPLEMENT CONTROLS
Aug 17, 2021	Service	1,593	Troubleshoot Implement Controls	

Aug 08, 2021	Service	1,364	Travel To/from Work Area
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Aug 08, 2021	Service	1,364	Troubleshoot Engine	<p>CUSTOMER COMPLAINT: 4829-7-8-21 REPAIR PROCESS</p> <p>COMMENTS: 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 2452-4. LOOKED UP TROUBLESHOOTING PROCEDURE ON CAT SIS. FOLLOWED CAT SIS TROUBLESHOOTING PROCEDURE M0091957. 1. CHECK FOR DIAGNOSTIC CODES A. ESTABLISH COMMUNICATION BETWEEN CAT ELECTRONIC TECHNICIAN (ET) AND THE ECM . REFER TO NECESSARY. B. TURN THE KEYSWITCH TO THE ON POSITION. C. LOOK FOR A -3, OR -4 ACTIVE OR LOGGED CODES: RESULT: A -4 DIAGNOSTIC CODE IS ACTIVE. PROCEED TO TEST STEP 3. 3. CREATE AN OPEN AT THE SUSPECT SENSOR CONNECTOR A. TURN THE KEYSWITCH TO THE OFF POSITION. B. DISCONNECT THE SENSOR CONNECTOR OF THE SUSPECT SENSOR WITH THE ACTIVE -4 DIAGNOSTIC CODE. C. TURN THE KEYSWITCH TO THE ON POSITION. D. MONITOR THE DIAGNOSTIC CODES ON CAT ET. CHECK FOR AN ACTIVE -3 DIAGNOSTIC CODE FOR THE SUSPECT SENSOR. E. TURN THE KEYSWITCH TO THE OFF POSITION AFTER DISCONNECTING THE SENSOR. PROCEED TO TEST STEP 4. 4. CHECK THE 5 VDC SUPPLY VOLTAGE AT THE SENSOR CONNECTOR A. TURN THE KEYSWITCH TO THE ON POSITION. B. MEASURE THE VOLTAGE BETWEEN PIN 1 AND PIN 2 AT THE SUSPECT SENSOR. RESULT: THE SUPPLY VOLTAGE IS APPROXIMATELY 5.0 0.2 VDC CONNECT THE SENSOR AND THEN PROCEED TO TEST STEP 5 5. PERFORM THE WIGGLE TEST CAREFULLY FOLLOWING THIS PROCEDURE IS THE BEST WAY TO IDENTIFY THE ROOT CAUSE OF AN INTERMITTENT PROBLEM. A. TURN THE KEYSWITCH TO THE ON POSITION. B. USE CAT ET TO RUN THE "WIGGLE TEST". C. SLOWLY WIGGLE THE WIRING AND THE CONNECTORS PARTICULAR ATTENTION TO THE WIRING NEAR EACH CONNECTOR. BE SURE TO WIGGLE ALL OF THE WIRING. AS YOU WIGGLE THE WIRING LOOK FOR THESE PROBLEMS. 1. LOOSE CONNECTORS OR DAMAGED CONNECTORS 2. MOISTURE ON THE CONNECTORS OR THE WIRING 3. DAMAGED THAT IS CAUSED BY EXCESSIVE HEAT 4. DAMAGE THAT IS CAUSED BY CHAFING 5. IMPROPER ROUTING OF WIRING 6. DAMAGED INSULATION RESULT: THE WIRING PASSED THE WIGGLE TEST. THE PROBLEM MAY BE INTERMITTENT. INSPECT THE WIRING. REFER TO TROUBLESHOOTING, "ELECTRICAL CONNECTORS - INSPECT". IF THE WIRING LOOKS OK PERFORM THE FOLLOWING PROCEDURE. 1. TURN THE KEYSWITCH TO THE OFF POSITION. 2. DISCONNECT THE CONNECTORS. CAREFULLY INSPECT THE TERMINALS FOR PROPER INSTALLATION. MAKE SURE 3. INSERT A PIN INTO EACH SOCKET. VERIFY THAT EACH SOCKET GRIPS THE PIN FIRMLY. REPAIR ANY PROBLEMS. 4. CONNECT ALL CONNECTORS. 5. VERIFY THAT THE PROBLEM IS RESOLVED. 6. RETURN THE UNIT TO SERVICE. HAD OPERATOR RUN MACHINE TO VERIFY REPAIRS. OPREATOR RETURN WITH MACHINE AND CONFIRM THAT MACHINE IS RUNNING PROPERLY. CLEANED UP WORK AREA. CALLED AND</p>
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Aug 08, 2021	Service	1,364	Travel To/from Work Area
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Aug 08, 2021	Service	1,364	Troubleshoot Engine	<p>CUSTOMER COMPLAINT: 4829-7-8-21 REPAIR PROCESS</p> <p>COMMENTS: 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 2452-4. LOOKED UP TROUBLESHOOTING PROCEDURE ON CAT SIS. FOLLOWED CAT SIS TROUBLESHOOTING PROCEDURE M0091957. 1. CHECK FOR DIAGNOSTIC CODES A. ESTABLISH COMMUNICATION BETWEEN CAT ELECTRONIC TECHNICIAN (ET) AND THE ECM . REFER TO NECESSARY. B. TURN THE KEYSWITCH TO THE ON POSITION. C. LOOK FOR A -3, OR -4 ACTIVE OR LOGGED CODES: RESULT: A -4 DIAGNOSTIC CODE IS ACTIVE. PROCEED TO TEST STEP 3. 3. CREATE AN OPEN AT THE SUSPECT SENSOR CONNECTOR A. TURN THE KEYSWITCH TO THE OFF POSITION. B. DISCONNECT THE SENSOR CONNECTOR OF THE SUSPECT SENSOR WITH THE ACTIVE -4 DIAGNOSTIC CODE. C. TURN THE KEYSWITCH TO THE ON POSITION. D. MONITOR THE DIAGNOSTIC CODES ON CAT ET. CHECK FOR AN ACTIVE -3 DIAGNOSTIC CODE FOR THE SUSPECT SENSOR. E. TURN THE KEYSWITCH TO THE OFF POSITION AFTER DISCONNECTING THE SENSOR. PROCEED TO TEST STEP 4. 4. CHECK THE 5 VDC SUPPLY VOLTAGE AT THE SENSOR CONNECTOR A. TURN THE KEYSWITCH TO THE ON POSITION. B. MEASURE THE VOLTAGE BETWEEN PIN 1 AND PIN 2 AT THE SUSPECT SENSOR. RESULT: THE SUPPLY VOLTAGE IS APPROXIMATELY 5.0 0.2 VDC CONNECT THE SENSOR AND THEN PROCEED TO TEST STEP 5 5. PERFORM THE WIGGLE TEST CAREFULLY FOLLOWING THIS PROCEDURE IS THE BEST WAY TO IDENTIFY THE ROOT CAUSE OF AN INTERMITTENT PROBLEM. A. TURN THE KEYSWITCH TO THE ON POSITION. B. USE CAT ET TO RUN THE "WIGGLE TEST". C. SLOWLY WIGGLE THE WIRING AND THE CONNECTORS PARTICULAR ATTENTION TO THE WIRING NEAR EACH CONNECTOR. BE SURE TO WIGGLE ALL OF THE WIRING. AS YOU WIGGLE THE WIRING LOOK FOR THESE PROBLEMS. 1. LOOSE CONNECTORS OR DAMAGED CONNECTORS 2. MOISTURE ON THE CONNECTORS OR THE WIRING 3. DAMAGED THAT IS CAUSED BY EXCESSIVE HEAT 4. DAMAGE THAT IS CAUSED BY CHAFING 5. IMPROPER ROUTING OF WIRING 6. DAMAGED INSULATION RESULT: THE WIRING PASSED THE WIGGLE TEST. THE PROBLEM MAY BE INTERMITTENT. INSPECT THE WIRING. REFER TO TROUBLESHOOTING, "ELECTRICAL CONNECTORS - INSPECT". IF THE WIRING LOOKS OK PERFORM THE FOLLOWING PROCEDURE. 1. TURN THE KEYSWITCH TO THE OFF POSITION. 2. DISCONNECT THE CONNECTORS. CAREFULLY INSPECT THE TERMINALS FOR PROPER INSTALLATION. MAKE SURE 3. INSERT A PIN INTO EACH SOCKET. VERIFY THAT EACH SOCKET GRIPS THE PIN FIRMLY. REPAIR ANY PROBLEMS. 4. CONNECT ALL CONNECTORS. 5. VERIFY THAT THE PROBLEM IS RESOLVED. 6. RETURN THE UNIT TO SERVICE. HAD OPERATOR RUN MACHINE TO VERIFY REPAIRS. OPREATOR RETURN WITH MACHINE AND CONFIRM THAT MACHINE IS RUNNING PROPERLY. CLEANED UP WORK AREA. CALLED AND</p>
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issue on front engine of mach T/S AFTERTREATMENT ISSUE
ON FRONT ENGINE OF MACH

Jul 20, 2021	Service	1,361	Troubleshoot Engine	REPAIR PROCESS COMMENTS: 7-7-21 4829 ARRIVED AT CUSTOMER SITE AND LOCATED MACHINE. HOOKED UP ET AND PULLED PRODUCT STATUS REPORT. USED ET AND CHECKED FOR CODES. MAHCINE HAS CODE FOR OPERATOR INDUCEMENT. USED ET AND RAN AFTERTREATMENT FUNCTIONAL TEST. AFTERTREATMENT FUNCTIONAL TEST COMPLETED 100% AND ALL ACTIVE CODES CLEAR. USED ET AND CLEARED ALL LOG CODES. HAD OPERTOR RUN MACHINE TO VERIFY REPAIRS. OPERATOR RETURN WITH MACHINE AND VERIFY THAT AFTERTREATMENT SYSTEM IS WORKING PROPERLY. CLEANED UP WORK AREA. JOB COMPLETED. T/s emission inducement code e1389 T/S EMISSION INDUCEMENT CODE E1389
Jul 20, 2021	Service	1,361	Travel To/from Work Area	
Jul 20, 2021	Service	1,361	Travel To/from Work Area	
Jul 20, 2021	Service	1,361	Troubleshoot Engine	REPAIR PROCESS COMMENTS: 7-7-21 4829 ARRIVED AT CUSTOMER SITE AND LOCATED MACHINE. HOOKED UP ET AND PULLED PRODUCT STATUS REPORT. USED ET AND CHECKED FOR CODES. MAHCINE HAS CODE FOR OPERATOR INDUCEMENT. USED ET AND RAN AFTERTREATMENT FUNCTIONAL TEST. AFTERTREATMENT FUNCTIONAL TEST COMPLETED 100% AND ALL ACTIVE CODES CLEAR. USED ET AND CLEARED ALL LOG CODES. HAD OPERTOR RUN MACHINE TO VERIFY REPAIRS. OPERATOR RETURN WITH MACHINE AND VERIFY THAT AFTERTREATMENT SYSTEM IS WORKING PROPERLY. CLEANED UP WORK AREA. JOB COMPLETED. T/s emission inducement code e1389 T/S EMISSION INDUCEMENT CODE E1389
Jul 15, 2021	Service	1,376	Travel To/from Work Area	REPAIR COMMENTS TECH ID: 5328 -- WEDNESDAY, JUNE 16, 2021 1:29 PM - DROVE TO THE JOB SITE.

Jul 15, 2021	Service	1,376	Troubleshoot Engine	<p>CUSTOMER CONCERN TECH ID: 5328 -- WEDNESDAY, JUNE 16, 2021 1:26 PM - NO POWER WHEN KEY IS TURNED ON. CAUSE OF FAILURE TECH ID: 5328 -- WEDNESDAY, JUNE 16, 2021 1:26 PM - TRANS ECM IS NOT SENDING POWER TO THE MAIN RELAYTECH ID: 5328 -- THURSDAY, JUNE 17, 2021 7:10 PM - FOUND THE CAUSE OF FAILURE WAS NOT THE TRANS ECM, BUT THE FUSE THAT SUPPLIES POWER TO IT. FOUND FUSE HAD A BROKEN BLADE. RESULTANT DAMAGE TECH ID: 5328 -- WEDNESDAY, JUNE 16, 2021 1:26 PM - NONETECH ID: 5328 -- THURSDAY, JUNE 17, 2021 7:11 PM - NONE REPAIR COMMENTS TECH ID: 5328 -- WEDNESDAY, JUNE 16, 2021 1:26 PM - ARRIVED AT THE MACHINE AND VERIFIED IGNITION SWITCH WORKS. SWAPPED RELAYS AND IT HAD NO EFFECT. CHECKED POWER TO THE WAKE UP DIODE AND IT HAD POWER. THERE WAS POWER FROM THE DIODE TO THE ECM. DID NOT FIND POWER COMING OUT OF THE ECM AND COULD NOT CONNECT ET TO IT. NO POWER GETTING TO THE MAIN RELAY THEREFORE THERE WAS NO POWER PAST IT. ORDERED ECM, BACK ORDERED OUT OF MORTON.TECH ID: 5328 -- THURSDAY, JUNE 17, 2021 7:11 PM - ARRIVED AT THE MACHINE AND INSTALLED ECM AND FOUND NO CHANGE. CHECKED FUSES AND NONE WERE BLOW. CHECKED VOLTAGE AT THE FUSES AND FOUND THE FUSE THAT SUPPLIES POWER TO THE ECM DID NOT HAVE VOLTAGE. REMOVED FUSE AND FOUND IT HAD A MISSING BLADE. REMOVED BLADE FROM FUSE BOX AND INSTALLED A NEW FUSE. INSTALLED OLD ECM AND MACHINE POWERED UP. FOUND MACHINE HAD REGEN EVENT CODES FOR SOOT LEVEL. PERFORMED A REGEN ON THE MACHINE AND THE CODES WENT AWAY. VERIFIED MACHINE HAS POWER THROUGH SEVERAL KEY CYCLES AND THERE WAS NO ACTIVE CODES OR EVENTS. T/s no power. turn key and no display comes on or T/S NO POWER. TURN KEY AND NO DISPLAY COMES ON OR ANYTHING **WARRANTY**</p>
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Jul 15, 2021	Service	1,376	Troubleshoot Engine	<p>CUSTOMER CONCERN TECH ID: 5328 -- WEDNESDAY, JUNE 16, 2021 1:26 PM - NO POWER WHEN KEY IS TURNED ON. CAUSE OF FAILURE TECH ID: 5328 -- WEDNESDAY, JUNE 16, 2021 1:26 PM - TRANS ECM IS NOT SENDING POWER TO THE MAIN RELAYTECH ID: 5328 -- THURSDAY, JUNE 17, 2021 7:10 PM - FOUND THE CAUSE OF FAILURE WAS NOT THE TRANS ECM, BUT THE FUSE THAT SUPPLIES POWER TO IT. FOUND FUSE HAD A BROKEN BLADE. RESULTANT DAMAGE TECH ID: 5328 -- WEDNESDAY, JUNE 16, 2021 1:26 PM - NONETECH ID: 5328 -- THURSDAY, JUNE 17, 2021 7:11 PM - NONE REPAIR COMMENTS TECH ID: 5328 -- WEDNESDAY, JUNE 16, 2021 1:26 PM - ARRIVED AT THE MACHINE AND VERIFIED IGNITION SWITCH WORKS. SWAPPED RELAYS AND IT HAD NO EFFECT. CHECKED POWER TO THE WAKE UP DIODE AND IT HAD POWER. THERE WAS POWER FROM THE DIODE TO THE ECM. DID NOT FIND POWER COMING OUT OF THE ECM AND COULD NOT CONNECT ET TO IT. NO POWER GETTING TO THE MAIN RELAY THEREFORE THERE WAS NO POWER PAST IT. ORDERED ECM, BACK ORDERED OUT OF MORTON.TECH ID: 5328 -- THURSDAY, JUNE 17, 2021 7:11 PM - ARRIVED AT THE MACHINE AND INSTALLED ECM AND FOUND NO CHANGE. CHECKED FUSES AND NONE WERE BLOW. CHECKED VOLTAGE AT THE FUSES AND FOUND THE FUSE THAT SUPPLIES POWER TO THE ECM DID NOT HAVE VOLTAGE. REMOVED FUSE AND FOUND IT HAD A MISSING BLADE. REMOVED BLADE FROM FUSE BOX AND INSTALLED A NEW FUSE. INSTALLED OLD ECM AND MACHINE POWERED UP. FOUND MACHINE HAD REGEN EVENT CODES FOR SOOT LEVEL. PERFORMED A REGEN ON THE MACHINE AND THE CODES WENT AWAY. VERIFIED MACHINE HAS POWER THROUGH SEVERAL KEY CYCLES AND THERE WAS NO ACTIVE CODES OR EVENTS. T/s no power. turn key and no display comes on or T/S NO POWER. TURN KEY AND NO DISPLAY COMES ON OR ANYTHING **WARRANTY**</p>
Jul 15, 2021	Service	1,376	Travel To/from Work Area	REPAIR COMMENTS TECH ID: 5328 -- WEDNESDAY, JUNE 16, 2021 1:29 PM - DROVE TO THE JOB SITE.
Apr 22, 2021	Service	1,109	Travel To/from Work Area	
Apr 22, 2021	Service	1,109	Travel To/from Work Area	

Apr 22, 2021	Service	1,109	Troubleshoot Engine	CUSTOMER CONCERN- REAR ENGINE OVERHEATS CAUSE OF FAILURE- HOSE FROM EGR COOLER DISCONNECTED. RESULTANT DAMAGE- HOSE FROM THE EGR COOLER TO THE SURGE TANK CAME DISCONNECTED FROM THE SURGE TANK. REPAIR COMMENTS- ARRIVED AT THE MACHINE AND TOOK A PRODUCT STATUS REPORT. NOTICED SEVERAL OVERHEATS OF THE REAR ENGINE. CHECKED THE COOLANT LEVEL AND IT WAS LOW. ADDED COOLANT AND FOUND THE HOSE IS DISCONNECTED AT THE SURGE TANK FROM THE EGR TOPPED OFF THE COOLANT AND RAN THE MACHINE TO OPERATING TEMPERATURE AND TOPPED OFF THE COOLANT. THE ENGINE RAN NORMALLY AND DID NOT OVERHEAT. T/s rear engine coolant temp high/egr temp high T/S REAR ENGINE COOLANT TEMP HIGH/EGR TEMP HIGH
Mar 12, 2021	Service	689	Inspect Machine	CUSTOMER COMPLAINT: INSPECT MACHINE CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: HAD TO MOVE MACHINES TO ACCESS SCRAPER. PULLED SCRAPER IN WASH BAY FOR INSPECTION. PERFORMED A DAILY INSPECTION OF MACHINE. CHECKED FOR ANY DAMAGES. CHECKED FOR LEAKS. CHECKED FLUID LEVELS. CHECKED OPERATION OF MACHINE. HAD SEGMENTS OPENED FOR REPAIRS.
Mar 12, 2021	Service	689	Rental Steam Clean Machine	
Mar 12, 2021	Service	689	Replace***use Code 510*** Guard	CUSTOMER COMPLAINT: FRONT BELLY PANS DAMAGED CAUSE OF FAILURE: OPERATOR BOTTOMING MACHINE OUT. RESULTANT DAMAGE: PUSHED BELLY PANS INWARD REPAIR PROCESS COMMENTS: ORDERED BELLY PANS FOR MACHINE. ONE HAD NO ON HAND. THE OTHER WAS IN CLAYTON. DUE TO NEED OF MACHINE THE NEXT DAY. INSPECTED TO MAKE SURE PANS WENT HITTING ANYTHING UNDERNEATH. PANS WERE CLEAR. MACHINE IS ABLE TO GO BACK OUT ON RENT REPAIR PROCESS COMMENTS: CUSTOMER TO GIVE IT UP Replace belly pans customer damage REPLACE BELLY PANS CUSTOMER DAMAGE USE PO# 015366
Mar 12, 2021	Service	689	Replace***use Code 510*** Hoses & Lines	CUSTOMER COMPLAINT: CLAMP FOR OIL COOLER LINE ON REAR ENGINE BROKEN CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: REMOVED OLD CLAMP. INSTALLED NEW CLAMP. Clamp missing on rear engine CLAMP MISSING ON REAR ENGINE
Mar 12, 2021	Service	689	Install Decals	CUSTOMER COMPLAINT: MACHINE MISSING FRONT WAGNER DECALS CAUSE OF FAILURE: N/A RESULTANT DAMAGE: REPAIR PROCESS COMMENTS: INSTALLED WAGNER DECALS ON FRONT OF MACHINE.

Mar 12, 2021	Service	689	Perform When Required	CUSTOMER COMPLAINT: PERFORMED INDICATED MAINTENANCE CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: ORDERED AND TOPPED OFF WINDSHIELD WASHER FLUID. GREASED MACHINE. COMPLETED INPCT FORM.
Mar 12, 2021	Service	689	Travel To/from Work Area	REPAIR PROCESS COMMENTS: TRAVEL
Mar 12, 2021	Service	689	Replace***use Code 510*** Guard	CUSTOMER COMPLAINT: FRONT BELLY PANS DAMAGED CAUSE OF FAILURE: OPERATOR BOTTOMING MACHINE OUT. RESULTANT DAMAGE: PUSHED BELLY PANS INWARD REPAIR PROCESS COMMENTS: ORDERED BELLY PANS FOR MACHINE. ONE HAD NO ON HAND. THE OTHER WAS IN CLAYTON. DUE TO NEED OF MACHINE THE NEXT DAY. INSPECTED TO MAKE SURE PANS WENT HITTING ANYTHING UNDERNEATH. PANS WERE CLEAR. MACHINE IS ABLE TO GO BACK OUT ON RENT REPAIR PROCESS COMMENTS: CUSTOMER TO GIVE IT UP Replace belly pans customer damage REPLACE BELLY PANS CUSTOMER DAMAGE USE PO# 015366
Mar 12, 2021	Service	689	Rental Steam Clean Machine	
Mar 12, 2021	Service	689	Repair Light(s)	CUSTOMER COMPLAINT: FRONT LIGHTS NOT WORKING CAUSE OF FAILURE: N/A RESULTANT DAMAGE: REPAIR PROCESS COMMENTS: CHECKED FUSES FOR LIGHTS. FOUND ONE FUSE TO BE BAD. REPLACED FUSE. VERIFIED LIGHTS WORKED. Front work lights not working FRONT WORK LIGHTS NOT WORKING
Mar 12, 2021	Service	689	Replace***use Code 510*** Radio Unit	CUSTOMER COMPLAINT: CB WAS LEFT IN CAB BY CUSTOMER CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: DISCONNECTED AND REMOVED CB FROM CAB. GAVE RADIO TO SUPERVISOR TO GET IN CONTACT WITH CUSTOMER. Remove cb radio REMOVE CB RADIO
Mar 12, 2021	Service	689	Inspect Machine	CUSTOMER COMPLAINT: INSPECT MACHINE CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: HAD TO MOVE MACHINES TO ACCESS SCRAPER. PULLED SCRAPER IN WASH BAY FOR INSPECTION. PERFORMED A DAILY INSPECTION OF MACHINE. CHECKED FOR ANY DAMAGES. CHECKED FOR LEAKS. CHECKED FLUID LEVELS. CHECKED OPERATION OF MACHINE. HAD SEGMENTS OPENED FOR REPAIRS.
Mar 11, 2021	Service	1,045	Travel To/from Work Area	

Mar 11, 2021	Service	1,045	Troubleshoot Engine	CUSTOMER COMPLAINT: 3804-2-10-21 REPAIR PROCESS COMMENTS: LOADED AND REMOVED THE OLD FUEL TANK THAT HAS A HOLE IN THE BOTTOM. INSTALLED THE NEW FUEL TANK. RETURNED MACHINE TO SERVICE. CUSTOMER CONCERN TECH ID: 5140 -- MONDAY, FEBRUARY 1, 2021 - GOT TO MACHINE AND T/S-LOCATED THE FUEL TANK HOLE- ORDERED A NEW FUEL TANK BO FROM MOR. TTECH ID:5140 - - THURSDAY, FEBRUARY 11, 2021 - CALLED WAREHOUSE AND TRIED TO LOCATE THE TANK THEY CANT FIND TANK HELP LOCATE THE TANK THURSDAY, FEBRUARY 11, 2021 - LOADED UP FUEL TANK AND DROVE TO SITE -REMOVED THE OLD TANKS HOSE MOUNT STRAPS ETC-TRANSFERED OVER ALL NEEDED PARTS INSTALLED NEW TANK -DROPPED OFF OLD FUEL TANK AT RENTAL FLEET --LOOKS LIKE THE FUEL SENDER HIT THE TANK AND MADE A PERFECT CIRCLE T/s a small hole in fuel tank, possibly needs-- T/S A SMALL HOLE IN FUEL TANK, POSSIBLY NEEDS-- REPLACED, CHECK IT OUT
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Mar 11, 2021	Service	1,045	Travel To/from Work Area
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Mar 11, 2021	Service	1,045	Troubleshoot Engine	CUSTOMER COMPLAINT: 3804-2-10-21 REPAIR PROCESS COMMENTS: LOADED AND REMOVED THE OLD FUEL TANK THAT HAS A HOLE IN THE BOTTOM. INSTALLED THE NEW FUEL TANK. RETURNED MACHINE TO SERVICE. CUSTOMER CONCERN TECH ID: 5140 -- MONDAY, FEBRUARY 1, 2021 - GOT TO MACHINE AND T/S-LOCATED THE FUEL TANK HOLE- ORDERED A NEW FUEL TANK BO FROM MOR. TTECH ID:5140 - - THURSDAY, FEBRUARY 11, 2021 - CALLED WAREHOUSE AND TRIED TO LOCATE THE TANK THEY CANT FIND TANK HELP LOCATE THE TANK THURSDAY, FEBRUARY 11, 2021 - LOADED UP FUEL TANK AND DROVE TO SITE -REMOVED THE OLD TANKS HOSE MOUNT STRAPS ETC-TRANSFERED OVER ALL NEEDED PARTS INSTALLED NEW TANK -DROPPED OFF OLD FUEL TANK AT RENTAL FLEET --LOOKS LIKE THE FUEL SENDER HIT THE TANK AND MADE A PERFECT CIRCLE T/s a small hole in fuel tank, possibly needs-- T/S A SMALL HOLE IN FUEL TANK, POSSIBLY NEEDS-- REPLACED, CHECK IT OUT
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Mar 11, 2021	Service	1,045	Troubleshoot Engine	CUSTOMER COMPLAINT: 3804-2-10-21 REPAIR PROCESS COMMENTS: LOADED AND REMOVED THE OLD FUEL TANK THAT HAS A HOLE IN THE BOTTOM. INSTALLED THE NEW FUEL TANK. RETURNED MACHINE TO SERVICE. CUSTOMER CONCERN TECH ID: 5140 -- MONDAY, FEBRUARY 1, 2021 - GOT TO MACHINE AND T/S-LOCATED THE FUEL TANK HOLE- ORDERED A NEW FUEL TANK BO FROM MOR. TTECH ID:5140 - - THURSDAY, FEBRUARY 11, 2021 - CALLED WAREHOUSE AND TRIED TO LOCATE THE TANK THEY CANT FIND TANK HELP LOCATE THE TANK THURSDAY, FEBRUARY 11, 2021 - LOADED UP FUEL TANK AND DROVE TO SITE -REMOVED THE OLD TANKS HOSE MOUNT STRAPS ETC-TRANSFERED OVER ALL NEEDED PARTS INSTALLED NEW TANK -DROPPED OFF OLD FUEL TANK AT RENTAL FLEET --LOOKS LIKE THE FUEL SENDER HIT THE TANK AND MADE A PERFECT CIRCLE T/s a small hole in fuel tank, possibly needs-- T/S A SMALL HOLE IN FUEL TANK, POSSIBLY NEEDS-- REPLACED, CHECK IT OUT
Mar 11, 2021	Service	1,045	Travel To/from Work Area	
Mar 10, 2021	Service	689	Inspect Machine	CUSTOMER COMPLAINT: INSPECT MACHINE CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: HAD TO MOVE MACHINES TO ACCESS SCRAPER. PULLED SCRAPER IN WASH BAY FOR INSPECTION. PERFORMED A DAILY INSPECTION OF MACHINE. CHECKED FOR ANY DAMAGES. CHECKED FOR LEAKS. CHECKED FLUID LEVELS. CHECKED OPERATION OF MACHINE. HAD SEGMENTS OPENED FOR REPAIRS.
Mar 10, 2021	Service	689	Rental Steam Clean Machine	
Mar 10, 2021	Service	689	Install Decals	CUSTOMER COMPLAINT: MACHINE MISSING FRONT WAGNER DECALS CAUSE OF FAILURE: N/A RESULTANT DAMAGE: REPAIR PROCESS COMMENTS: INSTALLED WAGNER DECALS ON FRONT OF MACHINE.
Mar 10, 2021	Service	689	Repair Light(s)	CUSTOMER COMPLAINT: FRONT LIGHTS NOT WORKING CAUSE OF FAILURE: N/A RESULTANT DAMAGE: REPAIR PROCESS COMMENTS: CHECKED FUSES FOR LIGHTS. FOUND ONE FUSE TO BE BAD. REPLACED FUSE. VERIFIED LIGHTS WORKED. Front work lights not working FRONT WORK LIGHTS NOT WORKING
Mar 10, 2021	Service	689	Replace***use Code 510*** Hoses & Lines	CUSTOMER COMPLAINT: CLAMP FOR OIL COOLER LINE ON REAR ENGINE BROKEN CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: REMOVED OLD CLAMP. INSTALLED NEW CLAMP. Clamp missing on rear engine CLAMP MISSING ON REAR ENGINE

Mar 10, 2021	Service	689	Replace***use Code 510*** Guard	CUSTOMER COMPLAINT: FRONT BELLY PANS DAMAGED CAUSE OF FAILURE: OPERATOR BOTTOMING MACHINE OUT. RESULTANT DAMAGE: PUSHED BELLY PANS INWARD REPAIR PROCESS COMMENTS: ORDERED BELLY PANS FOR MACHINE. ONE HAD NO ON HAND. THE OTHER WAS IN CLAYTON. DUE TO NEED OF MACHINE THE NEXT DAY. INSPECTED TO MAKE SURE PANS WENT HITTING ANYTHING UNDERNEATH. PANS WERE CLEAR. MACHINE IS ABLE TO GO BACK OUT ON RENT REPAIR PROCESS COMMENTS: CUSTOMER TO GIVE IT UP Replace belly pans customer damage REPLACE BELLY PANS CUSTOMER DAMAGE USE PO# 015366
Mar 10, 2021	Service	689	Replace***use Code 510*** Radio Unit	CUSTOMER COMPLAINT: CB WAS LEFT IN CAB BY CUSTOMER CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: DISCONNECTED AND REMOVED CB FROM CAB. GAVE RADIO TO SUPERVISOR TO GET IN CONTACT WITH CUSTOMER. Remove cb radio REMOVE CB RADIO
Mar 10, 2021	Service	689	Rental Steam Clean Machine	
Mar 10, 2021	Service	689	Inspect Machine	CUSTOMER COMPLAINT: INSPECT MACHINE CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: HAD TO MOVE MACHINES TO ACCESS SCRAPER. PULLED SCRAPER IN WASH BAY FOR INSPECTION. PERFORMED A DAILY INSPECTION OF MACHINE. CHECKED FOR ANY DAMAGES. CHECKED FOR LEAKS. CHECKED FLUID LEVELS. CHECKED OPERATION OF MACHINE. HAD SEGMENTS OPENED FOR REPAIRS.
Mar 10, 2021	Service	689	Travel To/from Work Area	REPAIR PROCESS COMMENTS: TRAVEL
Mar 10, 2021	Service	689	Perform When Required	CUSTOMER COMPLAINT: PERFORMED INDICATED MAINTENANCE CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: ORDERED AND TOPPED OFF WINDSHIELD WASHER FLUID. GREASED MACHINE. COMPLETED INPCT FORM.

Mar 08, 2021	Service	1,045	Troubleshoot Engine	CUSTOMER COMPLAINT: 3804-2-10-21 REPAIR PROCESS COMMENTS: LOADED AND REMOVED THE OLD FUEL TANK THAT HAS A HOLE IN THE BOTTOM. INSTALLED THE NEW FUEL TANK. RETURNED MACHINE TO SERVICE. CUSTOMER CONCERN TECH ID: 5140 -- MONDAY, FEBRUARY 1, 2021 - GOT TO MACHINE AND T/S-LOCATED THE FUEL TANK HOLE- ORDERED A NEW FUEL TANK BO FROM MOR. TTECH ID:5140 - - THURSDAY, FEBRUARY 11, 2021 - CALLED WAREHOUSE AND TRIED TO LOCATE THE TANK THEY CANT FIND TANK HELP LOCATE THE TANK THURSDAY, FEBRUARY 11, 2021 - LOADED UP FUEL TANK AND DROVE TO SITE -REMOVED THE OLD TANKS HOSE MOUNT STRAPS ETC-TRANSFERED OVER ALL NEEDED PARTS INSTALLED NEW TANK -DROPPED OFF OLD FUEL TANK AT RENTAL FLEET --LOOKS LIKE THE FUEL SENDER HIT THE TANK AND MADE A PERFECT CIRCLE T/s a small hole in fuel tank, possibly needs-- T/S A SMALL HOLE IN FUEL TANK, POSSIBLY NEEDS-- REPLACED, CHECK IT OUT
Mar 08, 2021	Service	1,045	Travel To/from Work Area	
Mar 08, 2021	Service	1,045	Travel To/from Work Area	
Mar 08, 2021	Service	1,045	Troubleshoot Engine	CUSTOMER COMPLAINT: 3804-2-10-21 REPAIR PROCESS COMMENTS: LOADED AND REMOVED THE OLD FUEL TANK THAT HAS A HOLE IN THE BOTTOM. INSTALLED THE NEW FUEL TANK. RETURNED MACHINE TO SERVICE. CUSTOMER CONCERN TECH ID: 5140 -- MONDAY, FEBRUARY 1, 2021 - GOT TO MACHINE AND T/S-LOCATED THE FUEL TANK HOLE- ORDERED A NEW FUEL TANK BO FROM MOR. TTECH ID:5140 - - THURSDAY, FEBRUARY 11, 2021 - CALLED WAREHOUSE AND TRIED TO LOCATE THE TANK THEY CANT FIND TANK HELP LOCATE THE TANK THURSDAY, FEBRUARY 11, 2021 - LOADED UP FUEL TANK AND DROVE TO SITE -REMOVED THE OLD TANKS HOSE MOUNT STRAPS ETC-TRANSFERED OVER ALL NEEDED PARTS INSTALLED NEW TANK -DROPPED OFF OLD FUEL TANK AT RENTAL FLEET --LOOKS LIKE THE FUEL SENDER HIT THE TANK AND MADE A PERFECT CIRCLE T/s a small hole in fuel tank, possibly needs-- T/S A SMALL HOLE IN FUEL TANK, POSSIBLY NEEDS-- REPLACED, CHECK IT OUT
Feb 14, 2021	Service	895	Panels And Covers	REPAIR PROCESS COMMENTS: 01/16 TECH 7653 WENT TO SHOP AND LOADED THE NEW BELLY GUARD. WENT OUT TO CUSTOMER. UNBOLTED AND LOWERED THE DAMAGED GUARD, IT WAS BENT ENOUGH THAT IT WOULD NOT COME OFF OF THE HOOKS. USED A TORCH AND CUT THE TABS OFF OF THE GUARD TO GET IT OFF. INSTALLED THE NEW GUARD AND TIGHTENED BOLTS. LOADED THE OLD GUARD. Install belly pan INSTALL BELLY PAN

Feb 14, 2021	Service	895	Travel To/from Work Area	
Feb 14, 2021	Service	895	Travel To/from Work Area	
Feb 14, 2021	Service	895	Panels And Covers	REPAIR PROCESS COMMENTS: 01/16 TECH 7653 WENT TO SHOP AND LOADED THE NEW BELLY GUARD. WENT OUT TO CUSTOMER. UNBOLTED AND LOWERED THE DAMAGED GUARD, IT WAS BENT ENOUGH THAT IT WOULD NOT COME OFF OF THE HOOKS. USED A TORCH AND CUT THE TABS OFF OF THE GUARD TO GET IT OFF. INSTALLED THE NEW GUARD AND TIGHTENED BOLTS. LOADED THE OLD GUARD. Install belly pan INSTALL BELLY PAN
Feb 08, 2021	Service	952	Add Parts Pm 3	
Feb 08, 2021	Service	952	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 -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</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</p> <p>***** 2-</p> <p>5-21 PERFORMED 1000 HR SVC -MACHINE WAS EMPTY ON FUEL. IT WAS SPUTTERING AT START UP. COMPLETED WHOLE SERVICE BUT FILTERS MAY NOT BE COMPLETELY PRIMED DUE TO SHORT SECOND START UP</p>

Jan 28, 2021	Service	895	Panels And Covers	REPAIR PROCESS COMMENTS: 01/16 TECH 7653 WENT TO SHOP AND LOADED THE NEW BELLY GUARD. WENT OUT TO CUSTOMER. UNBOLTED AND LOWERED THE DAMAGED GUARD, IT WAS BENT ENOUGH THAT IT WOULD NOT COME OFF OF THE HOOKS. USED A TORCH AND CUT THE TABS OFF OF THE GUARD TO GET IT OFF. INSTALLED THE NEW GUARD AND TIGHTENED BOLTS. LOADED THE OLD GUARD. Install belly pan INSTALL BELLY PAN
Jan 28, 2021	Service	895	Travel To/from Work Area	
Jan 27, 2021	Service	855	Troubleshoot Mach Elec Cont&data Mgmt	4975-1-12-21 TROUBLESHOOT MONITOR NOT WORKING AND CODES REPAIR PROCESS COMMENTS: HOOKED UP ET AND FOUND SEVERAL ECMS MISSING AND MONITOR BLANK, WILL NOT START BUT HAS 26 VOLTS AT JUMPER PULLED FUSE COVER AND FOUND BROKEN FUSE LAYING ON FLOOR, REPLACED FUSE WITH ONE ON SERVICE TRUCK AND MONITOR CAME BACK AND STARTS, CLEARED ALL CODES. T/s no power to the display monitor when ignition- T/S NO POWER TO THE DISPLAY MONITOR WHEN IGNITION- IS TURNED ON
Jan 27, 2021	Service	855	Travel To/from Work Area	REPAIR PROCESS COMMENTS: TRAVEL
Jan 27, 2021	Service	855	Travel To/from Work Area	REPAIR PROCESS COMMENTS: TRAVEL
Jan 27, 2021	Service	855	Troubleshoot Mach Elec Cont&data Mgmt	4975-1-12-21 TROUBLESHOOT MONITOR NOT WORKING AND CODES REPAIR PROCESS COMMENTS: HOOKED UP ET AND FOUND SEVERAL ECMS MISSING AND MONITOR BLANK, WILL NOT START BUT HAS 26 VOLTS AT JUMPER PULLED FUSE COVER AND FOUND BROKEN FUSE LAYING ON FLOOR, REPLACED FUSE WITH ONE ON SERVICE TRUCK AND MONITOR CAME BACK AND STARTS, CLEARED ALL CODES. T/s no power to the display monitor when ignition- T/S NO POWER TO THE DISPLAY MONITOR WHEN IGNITION- IS TURNED ON
Jan 25, 2021	Service	818	Travel To/from Work Area	

Jan 25, 2021	Service	818	Repair For Warranty Product Support Pgm (psp)	<p>CUSTOMER COMPLAINT: 1.6.21 - 5824 PERFORM PS46758</p> <p>REPAIR PROCESS COMMENTS: 1.5.21 - 5824 STARTED BY FLASHING ENGINES, AND AFTERTREATMENT ECMS. REMOVED FRONT DEF TANK FROM MACHINE. REMOVED DEF PUMP FROM DEF TANK. REPLACED WITH NEW DEF PUMP. REINSTALLED TANK BACK INTO MACHINE. REMOVED REAR DEF TANK FROM MACHINE. REMOVED DEF PUMP FROM DEF TANK. INSTALLED NEW DEF PUMP ONTO DEF TANK. WILL FINISHED PUTTING BACK INTO MACHINE TOMORROW. 1.6.21 - 5824 REINSTALLED DEF TANK INTO REAR FRAME. CONNECTED COOLANT LINES, ELECTRICAL, AND DEF LINE. TESTED MACHINE AFTER REPAIR. RAN AFTERTREATMENT FUNCTIONAL TEST ON BOTH FRONT AND REAR ENGINES. BOTH ENGINES PASSED TEST. REINSTALLED TINWARE AROUND REAR DEF TANK. MACHINE IS OPERATIONAL.</p> <p>Product support program for replacing the def pump</p> <p>PRODUCT SUPPORT PROGRAM FOR REPLACING THE DEF PUMP ON CERTAIN CATERPILLAR PRODUCTS.</p> <p>05JUN2020.GROUP 7</p>
Jan 25, 2021	Service	818	Travel To/from Work Area	
Jan 25, 2021	Service	818	Repair For Warranty Product Support Pgm (psp)	<p>CUSTOMER COMPLAINT: 1.6.21 - 5824 PERFORM PS46758</p> <p>REPAIR PROCESS COMMENTS: 1.5.21 - 5824 STARTED BY FLASHING ENGINES, AND AFTERTREATMENT ECMS. REMOVED FRONT DEF TANK FROM MACHINE. REMOVED DEF PUMP FROM DEF TANK. REPLACED WITH NEW DEF PUMP. REINSTALLED TANK BACK INTO MACHINE. REMOVED REAR DEF TANK FROM MACHINE. REMOVED DEF PUMP FROM DEF TANK. INSTALLED NEW DEF PUMP ONTO DEF TANK. WILL FINISHED PUTTING BACK INTO MACHINE TOMORROW. 1.6.21 - 5824 REINSTALLED DEF TANK INTO REAR FRAME. CONNECTED COOLANT LINES, ELECTRICAL, AND DEF LINE. TESTED MACHINE AFTER REPAIR. RAN AFTERTREATMENT FUNCTIONAL TEST ON BOTH FRONT AND REAR ENGINES. BOTH ENGINES PASSED TEST. REINSTALLED TINWARE AROUND REAR DEF TANK. MACHINE IS OPERATIONAL.</p> <p>Product support program for replacing the def pump</p> <p>PRODUCT SUPPORT PROGRAM FOR REPLACING THE DEF PUMP ON CERTAIN CATERPILLAR PRODUCTS.</p> <p>05JUN2020.GROUP 7</p>
Jan 17, 2021	Service	766	Travel To/from Work Area	

Jan 17, 2021	Service	766	Troubleshoot Engine	5151-12-23-20 T/S MACHINE WILL NOT START TRACTOR STARTER MOTOR RESULTANT DAMAGE: NONE REPAIR PROCESS COMMENTS: ATTEMPTED TO START TRACTOR. IT WOULD NOT START. TROUBLESHOT ISSUE AND FOUND THE STARTER WAS BAD. ORDERED NEW STARTER AND DROVE TO WAGNER TO PICK IT UP. RETURNED TO JOB SITE. DROPPED BELLY PANS. REMOVED OLD STARTER. INSTALLED NEW STARTER AND TESTED. ALL WORKED. REATTACHED BELLY PANS AND ALL I HAD REMOVED TO ACCESS THE STARTER. MOVED ONTO NEXT SEGMENT. T/s engine
Jan 17, 2021	Service	766	Furnish **use 608** Parts	FURNISH START AID CANNISTERS
Jan 17, 2021	Service	766	Furnish **use 608** Parts	FURNISH START AID CANNISTERS
Jan 17, 2021	Service	766	Travel To/from Work Area	
Jan 17, 2021	Service	766	Troubleshoot Air Conditioner	CUSTOMER COMPLAINT: 5151-12-22-20 REPAIR PROCESS COMMENTS: ARRIVED AT MACHINE. STARTED MACHINE AND THE REAR ENGINE HAD A CODE FOR DEF PRESSURE LOW. CHECKED OPERATION OF BLOWER AND IT WORKED IN ALL SPEED. NO UNUSUAL NOISES WERE HEARD. SHOOK HARNESS AROUND AND THE BLOWER CONTINUED TO WORK. WILL RECHECK BLOWER STATUS ONCE SEG 11 IS RESOLVED. MOVED ONTO SEG 11. CUSTOMER COMPLAINT: 5151-12-23-20 REPAIR PROCESS COMMENTS: RETESTED BLOWER. BLOWER WAS STILL WORKING WITH NO ISSUES AT THIS TIME. WROTE SERVICE REPORT. INTO OPERATION. T/s blower motor not working T/S BLOWER MOTOR NOT WORKING **STD WARRANTY**
Jan 17, 2021	Service	766	Troubleshoot Engine	5151-12-23-20 T/S MACHINE WILL NOT START TRACTOR STARTER MOTOR RESULTANT DAMAGE: NONE REPAIR PROCESS COMMENTS: ATTEMPTED TO START TRACTOR. IT WOULD NOT START. TROUBLESHOT ISSUE AND FOUND THE STARTER WAS BAD. ORDERED NEW STARTER AND DROVE TO WAGNER TO PICK IT UP. RETURNED TO JOB SITE. DROPPED BELLY PANS. REMOVED OLD STARTER. INSTALLED NEW STARTER AND TESTED. ALL WORKED. REATTACHED BELLY PANS AND ALL I HAD REMOVED TO ACCESS THE STARTER. MOVED ONTO NEXT SEGMENT. T/s engine

Jan 17, 2021	Service	766	Repair Def Stem, Coup, Hose	5151-12-22-20 REPAIR PROCESS COMMENTS: OPENED SEG 11 FOR DEF PRESSURE LOW ON SCRAPER ENGINE. CHECKED FOR VISIBLE SIGNS OF LEAKAGE. NONE WERE FOUND WHILE SEARCHING IN THE DARK. INFORMED CUSTOMER I WOULD RETURN TO CONTINUE TROUBLESHOOTING IN THE MORNING, WROTE SERVICE REPORT AND LEFT THE JOB SITE. CUSTOMER COMPLAINT: T/S CODES REPAIR PROCESS COMMENTS: ARRIVED ON LOCATION. INSPECTED MACHINE FURTHER AND DEBRIS FROM CAB AND INSTALLED CAP CORRECTLY. CONNECTED ET, CLEARED CODES. RAN AFTERTREATMENT SYSTEMS FUNCTIONAL TEST, AND MANUAL REGEN. THE MACHINE PASSED BOTH. MOVED ONTO NEXT SEGMENT Trouble shoot and repair def system TROUBLE SHOOT AND REPAIR DEF SYSTEM
Jan 14, 2021	Service	766	Travel To/from Work Area	
Jan 14, 2021	Service	766	Troubleshoot Engine	5151-12-23-20 T/S MACHINE WILL NOT START TRACTOR STARTER MOTOR RESULTANT DAMAGE: NONE REPAIR PROCESS COMMENTS: ATTEMPTED TO START TRACTOR. IT WOULD NOT START. TROUBLESHOT ISSUE AND FOUND THE STARTER WAS BAD. ORDERED NEW STARTER AND DROVE TO WAGNER TO PICK IT UP. RETURNED TO JOB SITE. DROPPED BELLY PANS. REMOVED OLD STARTER. INSTALLED NEW STARTER AND TESTED. ALL WORKED. REATTACHED BELLY PANS AND ALL I HAD REMOVED TO ACCESS THE STARTER. MOVED ONTO NEXT SEGMENT. T/s engine
Jan 14, 2021	Service	766	Furnish **use 608** Parts	FURNISH START AID CANNISTERS
Jan 14, 2021	Service	766	Travel To/from Work Area	
Jan 14, 2021	Service	766	Repair Def Stem, Coup, Hose	5151-12-22-20 REPAIR PROCESS COMMENTS: OPENED SEG 11 FOR DEF PRESSURE LOW ON SCRAPER ENGINE. CHECKED FOR VISIBLE SIGNS OF LEAKAGE. NONE WERE FOUND WHILE SEARCHING IN THE DARK. INFORMED CUSTOMER I WOULD RETURN TO CONTINUE TROUBLESHOOTING IN THE MORNING, WROTE SERVICE REPORT AND LEFT THE JOB SITE. CUSTOMER COMPLAINT: T/S CODES REPAIR PROCESS COMMENTS: ARRIVED ON LOCATION. INSPECTED MACHINE FURTHER AND DEBRIS FROM CAB AND INSTALLED CAP CORRECTLY. CONNECTED ET, CLEARED CODES. RAN AFTERTREATMENT SYSTEMS FUNCTIONAL TEST, AND MANUAL REGEN. THE MACHINE PASSED BOTH. MOVED ONTO NEXT SEGMENT Trouble shoot and repair def system TROUBLE SHOOT AND REPAIR DEF SYSTEM

Jan 14, 2021	Service	766	Furnish **use 608** Parts	FURNISH START AID CANNISTERS
Jan 14, 2021	Service	766	Troubleshoot Air Conditioner	CUSTOMER COMPLAINT: 5151-12-22-20 REPAIR PROCESS COMMENTS: ARRIVED AT MACHINE. STARTED MACHINE AND THE REAR ENGINE HAD A CODE FOR DEF PRESSURE LOW. CHECKED OPERATION OF BLOWER AND IT WORKED IN ALL SPEED. NO UNUSUAL NOISES WERE HEARD. SHOOK HARNESS AROUND AND THE BLOWER CONTINUED TO WORK. WILL RECHECK BLOWER STATUS ONCE SEG 11 IS RESOLVED. MOVED ONTO SEG 11. CUSTOMER COMPLAINT: 5151-12-23- 20 REPAIR PROCESS COMMENTS: RETESTED BLOWER. BLOWER WAS STILL WORKING WITH NO ISSUES AT THIS TIME. WROTE SERVICE REPORT. INTO OPERATION. T/s blower motor not working T/S BLOWER MOTOR NOT WORKING **STD WARRANTY**
Jan 14, 2021	Service	766	Troubleshoot Engine	5151-12-23-20 T/S MACHINE WILL NOT START TRACTOR STARTER MOTOR RESULTANT DAMAGE: NONE REPAIR PROCESS COMMENTS: ATTEMPTED TO START TRACTOR. IT WOULD NOT START. TROUBLESHOT ISSUE AND FOUND THE STARTER WAS BAD. ORDERED NEW STARTER AND DROVE TO WAGNER TO PICK IT UP. RETURNED TO JOB SITE. DROPPED BELLY PANS. REMOVED OLD STARTER. INSTALLED NEW STARTER AND TESTED. ALL WORKED. REATTACHED BELLY PANS AND ALL I HAD REMOVED TO ACCESS THE STARTER. MOVED ONTO NEXT SEGMENT. T/s engine
Jan 14, 2021	Service	766	Travel To/from Work Area	
Jan 14, 2021	Service	766	Troubleshoot Engine	5151-12-23-20 T/S MACHINE WILL NOT START TRACTOR STARTER MOTOR RESULTANT DAMAGE: NONE REPAIR PROCESS COMMENTS: ATTEMPTED TO START TRACTOR. IT WOULD NOT START. TROUBLESHOT ISSUE AND FOUND THE STARTER WAS BAD. ORDERED NEW STARTER AND DROVE TO WAGNER TO PICK IT UP. RETURNED TO JOB SITE. DROPPED BELLY PANS. REMOVED OLD STARTER. INSTALLED NEW STARTER AND TESTED. ALL WORKED. REATTACHED BELLY PANS AND ALL I HAD REMOVED TO ACCESS THE STARTER. MOVED ONTO NEXT SEGMENT. T/s engine
Jan 14, 2021	Service	766	Furnish **use 608** Parts	FURNISH START AID CANNISTERS

Jan 14, 2021	Service	766	Repair Def Stem, Coup, Hose	5151-12-22-20 REPAIR PROCESS COMMENTS: OPENED SEG 11 FOR DEF PRESSURE LOW ON SCRAPER ENGINE. CHECKED FOR VISIBLE SIGNS OF LEAKAGE. NONE WERE FOUND WHILE SEARCHING IN THE DARK. INFORMED CUSTOMER I WOULD RETURN TO CONTINUE TROUBLESHOOTING IN THE MORNING, WROTE SERVICE REPORT AND LEFT THE JOB SITE. CUSTOMER COMPLAINT: T/S CODES REPAIR PROCESS COMMENTS: ARRIVED ON LOCATION. INSPECTED MACHINE FURTHER AND DEBRIS FROM CAB AND INSTALLED CAP CORRECTLY. CONNECTED ET, CLEARED CODES. RAN AFTERTREATMENT SYSTEMS FUNCTIONAL TEST, AND MANUAL REGEN. THE MACHINE PASSED BOTH. MOVED ONTO NEXT SEGMENT Trouble shoot and repair def system TROUBLE SHOOT AND REPAIR DEF SYSTEM
Jan 14, 2021	Service	766	Troubleshoot Air Conditioner	CUSTOMER COMPLAINT: 5151-12-22-20 REPAIR PROCESS COMMENTS: ARRIVED AT MACHINE. STARTED MACHINE AND THE REAR ENGINE HAD A CODE FOR DEF PRESSURE LOW. CHECKED OPERATION OF BLOWER AND IT WORKED IN ALL SPEED. NO UNUSUAL NOISES WERE HEARD. SHOOK HARNESS AROUND AND THE BLOWER CONTINUED TO WORK. WILL RECHECK BLOWER STATUS ONCE SEG 11 IS RESOLVED. MOVED ONTO SEG 11. CUSTOMER COMPLAINT: 5151-12-23-20 REPAIR PROCESS COMMENTS: RETESTED BLOWER. BLOWER WAS STILL WORKING WITH NO ISSUES AT THIS TIME. WROTE SERVICE REPORT. INTO OPERATION. T/s blower motor not working T/S BLOWER MOTOR NOT WORKING **STD WARRANTY**
Jan 14, 2021	Service	766	Troubleshoot Engine	5151-12-23-20 T/S MACHINE WILL NOT START TRACTOR STARTER MOTOR RESULTANT DAMAGE: NONE REPAIR PROCESS COMMENTS: ATTEMPTED TO START TRACTOR. IT WOULD NOT START. TROUBLESHOT ISSUE AND FOUND THE STARTER WAS BAD. ORDERED NEW STARTER AND DROVE TO WAGNER TO PICK IT UP. RETURNED TO JOB SITE. DROPPED BELLY PANS. REMOVED OLD STARTER. INSTALLED NEW STARTER AND TESTED. ALL WORKED. REATTACHED BELLY PANS AND ALL I HAD REMOVED TO ACCESS THE STARTER. MOVED ONTO NEXT SEGMENT. T/s engine
Jan 14, 2021	Service	766	Furnish **use 608** Parts	FURNISH START AID CANNISTERS
Jan 14, 2021	Service	766	Travel To/from Work Area	

Jan 05, 2021	Service	668	Troubleshoot Heater & Air Conditioner	12-3-20 THE CUSTOMER COMPLAINED OF THE HEATER NOT WORKING. FOUND THE BLOWER MOTOR WOULD NOT SHUT OFF AND THE HEATER LINES WERE COLD. DETERMINED THE A/C BOX WOULD HAVE TO BE REMOVED TO PERFORM ANY FURTHER TROUBLE SHOOTING. HAD WORK ORDER OPENED AND SCHEDULED AN AC TECH TO COME OUT TO THE JOB SITE. 5151-12-7-20 CUSTOMER COMPLAINT: T/S BLOWER MOTOR IS STUCK ON CAUSE OF FAILURE: FAILED CONTROL PANEL RESULTANT DAMAGE: NONE ARRIVED AT MACHINE. TESTED BLOWER SWITCH AND FOUND THE BLOWER MOTOR DIAL WOULD TURN 360 DEGREES. THE FAN WOULD CONSTANTLY STAY ON HIGH AND THE A/C WOULD INTERMITTENTLY WORK DEPENDING WHERE THE FAN SPEED DIAL WAS LOCATED. LOOKED UP AND ORDERED A NEW CONTROL FOR THE HVAC. DROVE TO WAGNER AND PICKED UP PARTS NEEDED. DROVE BACK TO JOB SITE WORKING CORRECTLY AT THIS TIME. CLEANED UP WORK AREA. WROTE SERVICE REPORT. T/s blower wont turn off and heater not working T/S BLOWER WONT TURN OFF AND HEATER NOT WORKING
Jan 05, 2021	Service	668	Troubleshoot Heater & Air Conditioner	12-3-20 THE CUSTOMER COMPLAINED OF THE HEATER NOT WORKING. FOUND THE BLOWER MOTOR WOULD NOT SHUT OFF AND THE HEATER LINES WERE COLD. DETERMINED THE A/C BOX WOULD HAVE TO BE REMOVED TO PERFORM ANY FURTHER TROUBLE SHOOTING. HAD WORK ORDER OPENED AND SCHEDULED AN AC TECH TO COME OUT TO THE JOB SITE. 5151-12-7-20 CUSTOMER COMPLAINT: T/S BLOWER MOTOR IS STUCK ON CAUSE OF FAILURE: FAILED CONTROL PANEL RESULTANT DAMAGE: NONE ARRIVED AT MACHINE. TESTED BLOWER SWITCH AND FOUND THE BLOWER MOTOR DIAL WOULD TURN 360 DEGREES. THE FAN WOULD CONSTANTLY STAY ON HIGH AND THE A/C WOULD INTERMITTENTLY WORK DEPENDING WHERE THE FAN SPEED DIAL WAS LOCATED. LOOKED UP AND ORDERED A NEW CONTROL FOR THE HVAC. DROVE TO WAGNER AND PICKED UP PARTS NEEDED. DROVE BACK TO JOB SITE WORKING CORRECTLY AT THIS TIME. CLEANED UP WORK AREA. WROTE SERVICE REPORT. T/s blower wont turn off and heater not working T/S BLOWER WONT TURN OFF AND HEATER NOT WORKING
Dec 17, 2020	Service	689	Inspect Machine	CUSTOMER COMPLAINT: INSPECT MACHINE CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: HAD TO MOVE MACHINES TO ACCESS SCRAPER. PULLED SCRAPER IN WASH BAY FOR INSPECTION. PERFORMED A DAILY INSPECTION OF MACHINE. CHECKED FOR ANY DAMAGES. CHECKED FOR LEAKS. CHECKED FLUID LEVELS. CHECKED OPERATION OF MACHINE. HAD SEGMENTS OPENED FOR REPAIRS.
Dec 17, 2020	Service	689	Rental Steam Clean Machine	

Dec 17, 2020	Service	689	Rental Steam Clean Machine	
Dec 17, 2020	Service	689	Replace***use Code 510*** Radio Unit	CUSTOMER COMPLAINT: CB WAS LEFT IN CAB BY CUSTOMER CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: DISCONNECTED AND REMOVED CB FROM CAB. GAVE RADIO TO SUPERVISOR TO GET IN CONTACT WITH CUSTOMER. Remove cb radio REMOVE CB RADIO
Dec 17, 2020	Service	689	Perform When Required	CUSTOMER COMPLAINT: PERFORMED INDICATED MAINTENANCE CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: ORDERED AND TOPPED OFF WINDSHIELD WASHER FLUID. GREASED MACHINE. COMPLETED INPCT FORM.
Dec 17, 2020	Service	689	Repair Light(s)	CUSTOMER COMPLAINT: FRONT LIGHTS NOT WORKING CAUSE OF FAILURE: N/A RESULTANT DAMAGE: REPAIR PROCESS COMMENTS: CHECKED FUSES FOR LIGHTS. FOUND ONE FUSE TO BE BAD. REPLACED FUSE. VERIFIED LIGHTS WORKED. Front work lights not working FRONT WORK LIGHTS NOT WORKING
Dec 17, 2020	Service	689	Replace***use Code 510*** Hoses & Lines	CUSTOMER COMPLAINT: CLAMP FOR OIL COOLER LINE ON REAR ENGINE BROKEN CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: REMOVED OLD CLAMP. INSTALLED NEW CLAMP. Clamp missing on rear engine CLAMP MISSING ON REAR ENGINE
Dec 17, 2020	Service	689	Replace***use Code 510*** Guard	CUSTOMER COMPLAINT: FRONT BELLY PANS DAMAGED CAUSE OF FAILURE: OPERATOR BOTTOMING MACHINE OUT. RESULTANT DAMAGE: PUSHED BELLY PANS INWARD REPAIR PROCESS COMMENTS: ORDERED BELLY PANS FOR MACHINE. ONE HAD NO ON HAND. THE OTHER WAS IN CLAYTON. DUE TO NEED OF MACHINE THE NEXT DAY. INSPECTED TO MAKE SURE PANS WENT HITTING ANYTHING UNDERNEATH. PANS WERE CLEAR. MACHINE IS ABLE TO GO BACK OUT ON RENT REPAIR PROCESS COMMENTS: CUSTOMER TO GIVE IT UP Replace belly pans customer damage REPLACE BELLY PANS CUSTOMER DAMAGE USE PO# 015366
Dec 17, 2020	Service	689	Install Decals	CUSTOMER COMPLAINT: MACHINE MISSING FRONT WAGNER DECALS CAUSE OF FAILURE: N/A RESULTANT DAMAGE: REPAIR PROCESS COMMENTS: INSTALLED WAGNER DECALS ON FRONT OF MACHINE.
Dec 17, 2020	Service	689	Travel To/from Work Area	REPAIR PROCESS COMMENTS: TRAVEL

Dec 17, 2020	Service	689	Inspect Machine	CUSTOMER COMPLAINT: INSPECT MACHINE CAUSE OF FAILURE: N/A RESULTANT DAMAGE: N/A REPAIR PROCESS COMMENTS: HAD TO MOVE MACHINES TO ACCESS SCRAPER. PULLED SCRAPER IN WASH BAY FOR INSPECTION. PERFORMED A DAILY INSPECTION OF MACHINE. CHECKED FOR ANY DAMAGES. CHECKED FOR LEAKS. CHECKED FLUID LEVELS. CHECKED OPERATION OF MACHINE. HAD SEGMENTS OPENED FOR REPAIRS.
Dec 14, 2020	Service	537	Troubleshoot Engine	CUSTOMER COMPLAINT: 3749-11-17-20 MACHINE HAD E361 HIGH COOLANT TEMP AND E1092 HIGH EGR TEMPERATURE CAUSE OF FAILURE: FOUND 569-2751 BELT WAS FAILING RESULTANT DAMAGE: NONE REPAIR PROCESS COMMENTS: FOUND BELT FOR WATER PUMP IS COMING APART AND LOOKED UP NEW BELT AND PICKED PART UP AT WAGNER THEN INSTALLED NEW BELT AND HAD A OPERATOR RUN MACHINE AND FAULTS DID NOT COME BACK ON MACHINE T/s an emissions fault code & an over heat issue-- T/S AN EMISSIONS FAULT CODE & AN OVER HEAT ISSUE-- ON MACHINE, BOTH RELATED TO ONE ISSUE
Dec 14, 2020	Service	537	Troubleshoot Engine	CUSTOMER COMPLAINT: 3749-11-17-20 MACHINE HAD E361 HIGH COOLANT TEMP AND E1092 HIGH EGR TEMPERATURE CAUSE OF FAILURE: FOUND 569-2751 BELT WAS FAILING RESULTANT DAMAGE: NONE REPAIR PROCESS COMMENTS: FOUND BELT FOR WATER PUMP IS COMING APART AND LOOKED UP NEW BELT AND PICKED PART UP AT WAGNER THEN INSTALLED NEW BELT AND HAD A OPERATOR RUN MACHINE AND FAULTS DID NOT COME BACK ON MACHINE T/s an emissions fault code & an over heat issue-- T/S AN EMISSIONS FAULT CODE & AN OVER HEAT ISSUE-- ON MACHINE, BOTH RELATED TO ONE ISSUE

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/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 BALL SOCKETS, CIRCLES, ADJUSTMENT AND REPACKING OF ROLLERS (WHEN APPLICABLE)

12-12-20 PERFORMED 500 HR SVC

Dec 13, 2020	Service	702	Perform Pm 2	
Dec 13, 2020	Service	702	Add Parts Pm 2	
Sep 24, 2020	Service	254	Travel To/from Work Area	CUSTOMER CONCERN TECH ID: 5180 -- THURSDAY, SEPTEMBER 24, 2020 8:20 PM - WIRE HARNESS WIRES BROKEN. RESULTANT DAMAGE TECH ID: 5180 -- THURSDAY, SEPTEMBER 24, 2020 8:20 PM - SEAT WOULD NOT AIR UP. REPAIR COMMENTS TECH ID: 5180 -- THURSDAY, SEPTEMBER 24, 2020 8:20 PM - REMOVED WIRE HARNESS AND REPLACED WITH NEW. TESTED AND RETURNED TO SERVICE.
Sep 24, 2020	Service	254	Repair Seat Assembly	CUSTOMER CONCERN CUSTOMER CONCERNWIRE HARNESS WIRES BROKEN.RESULTANT DAMAGESEAT WOULD NOT AIR UP.REPAIR COMMENTSREMOVED WIRE HARNESS AND REPLACED WITH NEW. TESTED AND RETURNED TO SERVICE. Seat wont air up, staying down SEAT WONT AIR UP, STAYING DOWN
Jul 07, 2020	Service	0	Load/unload Machine	LOAD/UNLOAD MACHINE

May 13, 2020	Service	14	Repair Drivetrain	CUSTOMER COMPLAINT: CHANGE TRANSMISSION OIL DUE TO POSSIBLE WATER ENTRY. CAUSE OF FAILURE: MACHINE WASHED WITH THE TRANSMISSION FILL CAP MISSING. RESULTANT DAMAGE: NONE, OIL SAMPLE CAME BACK CLEAN AND NO WATER WAS FOUND IN THE OIL. REPAIR PROCESS COMMENTS: 2580 DRAINED AND CHANGED TRANSMISSION OIL. CHANGED BOTH TRANSMISSION FILTER'S, RAN MACHINE AND CHECKED FOR LEAK'S. PULLED OIL SAMPLE, RETURNED MACHINE TO SERVICE. CUSTOMER COMPLAINT: WATER IN TRANSMISSION CAUSE OF FAILURE: FILL COVER MISSING RESULTANT DAMAGE: NO DAMAGE REPAIR PROCESS COMMENTS: 5608 REPLACED OIL AND ELEMENT. REPLACED TRANSMISSION FILL CAP Missing fill cap water in oil MISSING FILL CAP WATER IN OIL
May 13, 2020	Service	14	Perform Make Ready For Rent	CUSTOMER COMPLAINT: PERFORM MAKE READY FOR RENT REPAIR PROCESS COMMENTS: 4379 INSTALLED ALL NECESSARY WAGNER DECALS AND RENTAL DECALS AND MASKED AND PAINTED MACHINE STOCK NUMBERS ON BOTH SIDES OF THE MACHINE. I ALSO INSTALLED ALL NECESSARY DECALS IN THE CAB AND ATTACHED THE SAFETY MANUAL TO THE OPERATION AND MAINTENANCE MANUAL LANYARD
May 13, 2020	Service	14	Pre-deliver Machine	***REPAIR SPECIFICATION INCLUDES*** -PRE-DELIVER TRACTOR -CLEAN MACHINE -ASSEMBLE MACHINE AS NECESSARY -DYNO MACHINE WHEN NECESSARY -INSTALL RADIO -SET GAUGE CUSTOMER COMPLAINT: PRE-DELIVER MACHINE REPAIR PROCESS COMMENTS: 4379 PERFORMED A PRE-DELIVERY INSPECTION AND INSPECTED ALL POINTS NOTED ON THE MACHINE SPECIFIC CHECK LIST. I ALSO GREASED ALL GREASE FITTINGS, CHECKED AND TOPPED OFF ALL FLUID LEVELS AS NECESSARY, CHECKED AND ADJUSTED TIRE PRESSURES AS NECESSARY AND INSTALLED THE SAFETY MANUAL TO THE OPERATION AND MAINTENANCE MANUAL LANYARD. THE MACHINE DID NOT HAVE AN OPERATION AND MAINTENANCE MANUAL. IT IS ON ORDER WITH NO ESTIMATED ARRIVAL DATE THE DOCUMENT NUMBER FOR THE ORDER IS AES271256.
May 13, 2020	Service	14	Repair Machine	Repair machine from transport damage REPAIR MACHINE FROM TRANSPORT DAMAGE
May 13, 2020	Service	14	Check Ether Starting Aid	CUSTOMER COMPLAINT: CHECK ETHER STARTING AID REPAIR PROCESS COMMENTS: 4379 INSTALLED ETHER CYLINDERS INTO THE EXISTING SOLENOIDS

May 13, 2020	Service	14	Install Inst/warning Plate/film	CUSTOMER COMPLAINT: INSTALL INST/WARNING PLATE/FILM REPAIR PROCESS COMMENTS: 4379 MEASURED, MARKED AND DRILLED HOLES IN THE SMV SIGN THAT CORRESPOND WITH A LICENSE PLATE. I USED THE HOLES AS A TEMPLATE TO MARK THE GRILL AND DRILLED HOLES IN THE GRILL TO CORRESPOND WITH THE SIGN. I INSTALLED THE SIGN TO THE GRILL WITH PROVISIONS FOR A LICENSE PLATE AND I INSTALLED ALL NECESSARY DECALS IN THE CAB OF THE MACHINE. I ALSO THE CORRECT TIRE PRESSURE DISPLAYED
May 13, 2020	Service	14	Touch-up Machine	Touch up paint if necessary and clean TOUCH UP PAINT IF NECESSARY AND CLEAN
May 13, 2020	Service	14	Test/check & Adjust Product Link System	CUSTOMER COMPLAINT: TEST/CHECK & ADJUST PRODUCT LINK SYSTEM REPAIR PROCESS COMMENTS: 4379 OBTAINED ALL OF THE NECESSARY SERIAL NUMBERS IN ORDER TO EMAIL THEM TO DEBRA SANCHEZ AND SHE ACTIVATED THE PRODUCT LINK SYSTEM
May 13, 2020	Service	14	Use 595 Perform/7620 Sfwr Software	CUSTOMER COMPLAINT: UPDATE SOFTWARE REPAIR PROCESS COMMENTS: 4379 CHECKED AND UPDATED ALL SOFTWARE AS NECESSARY Update software/clear codes, pull status report UPDATE SOFTWARE/CLEAR CODES, PULL STATUS REPORT
May 13, 2020	Service	14	Use Code 081/mod Ta-tempe Machine	
Apr 17, 2020	Service	0	Wash Machine	Sanitize cab SANITIZE CAB