Work Order History

NQ ASPHALT PTY LTD (2047240)

Tel: 0740522600 **City:** PORTSMITH **Branch:** CNS **Acct Type:** AX **Business Type:** End-User

Stock No:	100031465	**Make:**	AA	**Model:**	AP300F	**Serial No:**	YES00116	**Division:**	G	**FPC:**	AP
Eq Sts:	C	**Inv Sts:**	S	**Last SMU:**	3847 H	**SMU Date:**	Feb 17, 2026				
Eng Make:	AA	**Eng Model:**		**Eng S/N:**	8JC0731	**Eng Arr No:**		**Trans Make:**		**Trans S/N:**	

Segment View | Invoice View

Cust: All **Job Code:** All **Comp Code:** All

Customer	Open Date	Hours	Work Order	A/I	Job	COMP	Pt Cust	Lbr Cust	Misc Cust	Seg Total	Notes
2047240	Aug 25, 2025 12:00 AM	3643	117585339 - 001	C	035	6640					Customer complaint: Machine leaving defects in asp halt Complication of Repair: Screed to be diagnose d Cause of failure: Temp sensors shorting Correcti ve Action: Traveled to site and met with site fore man Amy to discuss reported fault. Started machine and activated screed heaters. Verified all screed heaters reached operational temperature (110°C). Used temperature gun to confirm screed temperature s. Inspected screed plates for any signs of damage – no major issues found. Cleared asphalt buildup from temperature sensors to ensure accurate readin gs. Identified exposed (bare) wires on temperature sensors. Shorted the wires to replicate the fault condition for diagnostic confirmation. Advised cu stomer on required replacement parts to complete p roper repair of the machine.
			117585339 - 002	C	608	0313					
			117585339 - 003	C	035	6640					
									WO Total:		
2047240	May 29, 2025 12:00 AM	3643	117569177 - 001	C	023	6640					Customer complaint: Screed plates heavily worn an d damaged Complication of Repair: Screed plates w orn beyond minimum wear percentage and broken on o ne edge Cause of failure: Excessive wear and age Corrective Action: - Check wear plate measurement

					s against minimum and maximum - Clean screed an d prepare to disassemble - Remove screed plates, temp sensors and heating element clamp plates - Clean any asphalt buildup around edges of screed f rame - Install new studs in new screed plates - Cut excess stud length from bottom side of screed plates for a smooth surface - Install new scree d plates using new bolts and washers - Install t emp sensor on LH side screed plate to replace brok en sensor
117569177 - 002		C	023	6282	Customer complaint: Auger bearings heavily worn a nd need to be replaced Complication of Repair: He avily worn outer carrier bearings and collapsed LH inner auger bearing Cause of failure: Heavy wear and asphalt ingress Corrective Action: - Clean au ger and general area - Chisel excess asphalt awa y from bolt heads and mounting surfaces - Remove step hatches from top side of screed to gain acce ss to auger drop box - Remove both outer carrier bearings and associated grease lines - Loosen L H auger shaft chain to remove shaft - Remove dro p box hatches to gain access - Remove auger shaft and clean - Clean grease from drop box to locat e old roller bearings - Fit new inner and outer bearings to auger shaft and reinstall - Re tensi on auger shaft chain - Grease auger drop box and reinstall drop box hatches - Reinstall screed st ep hatches
117569177 - 003		C	035	4300	Customer complaint: Steering system loose and wil l not lock in place Complication of Repair: Strip ped threads in upper lockout pin hole Cause of fai lure: Worn/missing lockout pins for steering syst em Corrective Action: - Replace lower lockout pin - Replace upper lockout pin using a nut on the underside to tighten against the upper retention n ut
117569177 - 004		C	023	6922	Customer complaint: Rear step brackets bent, brack ets from dampener blocks broken and travel pin is missing Complication of Repair: Bent retainer brac kets Missing travel pins Broken dampener bracke

									ts Cause of failure: Rear step impact due to trave l pin not being used Corrective Action: - Remove rear step - Remove dampener brackets - Remove mounting brackets - Used press to straighten mou nting brackets - Weld broken dampener brackets b ack together - Re mount brackets to step and moun t step to screed - Fit new travel pin
			117569177 - 005	C	608	0313			
			117569177 - 006	C	023	6640			
							WO Total:		
2047240	Oct 24, 2024 12:00 AM	2983	117530990 - 001	C	041	7000			Customer complaint: 1000 hour service. Resultant damage: N/A Cause of failure: N/A Repair process comments: Machine cleaned before bringing into wo rkshop, engine and radiator done alSO Completed 10 00 hour service. Auger and drag chains were adju sted. Engine Valves were adjusted Engine oil, hydraulic fluid, final drives and coolant samples collected. Generator belts changed. Alternator belt adjusted. Engine oil and filter changed. Coolant added. Final drive had an oil change. Fuel filters changed. Defects found. - Fr ont pin on the tow point is missing, front of the machine. - 4 fasteners on the front hatch to the engine missing - 3 fasteners for the hatch to th e diesel tank missing. - Latch on the air filter cover missing. - both seat belts do not retract completely. left seatbelt is jammed. - Hose fro m the diesel tank to the pump for the sprayer is c racking. - Left side door is damaged. - No fir e extinguisher
			117530990 - 002	C	041	7000			
							WO Total:		
2047240	Feb 13, 2024 12:00 AM	2050	117482241 - 001	C	023	1408			Customer complaint: Machine not starting. Fault co des displayed. Resultant damage: Machine will no t start with key switch. Engine RPM will not incr ease. Cause of failure: Open circuit in ground wir ing in engine harness. Repair process comments: Tr avelled to machine. Downloaded PSR. Fault codes displayed were: (444- 3) Starter Motor Relay : Vol tage Above Normal (3514- 9) Engine Throttle Actuat

										or : Abnormal Update Rate. Starter motor wiring w as checked. All was okay. Starter relay was check ed. All was okay. Delayed engine power relay was checked. All was okay. Placed a jump wire between the ground wire for the starter relay and battery negative. Fault codes were corrected pointing tow ards an open in the ground circuit. Wire was trac ed on schematic and found to have 4 wires connecte d to it in the engine harness. Continuity and res istance was checked from the 12 pin connector befo re the 4 way ground circuit joining the engine co mponents: Continuity and resistance was found bet ween the connector and the air filter restriction sensor. Continuity and resistance was found betwe en the connector and the throttle actuator. Conti nuity was found between the connector and the sepa rate engine ground wire but was displaying open ci rcuit on and off erratically. A jump wire from th e 12 pin connector and the separate earth wire. Fa ults were rectified. Engine was able to start and engine RPM was able to be adjusted. Alternator belts were adjusted due to being loose and squeali ng.
									WO Total:	
2047240	Aug 31, 2023 12:00 AM	2050	117453541 - 001	C	540	7755	9000036	9000036	9000036	Customer complaint: install new product link modul e Resultant damage: N/A Cause of failure: updated Repair process comments: Old product link ECM and antenna removed New product link ecm and antenna i nstalled
			117453541 - 002	C	540	7755	9000036	9000036	9000036	Customer complaint: Replace emergency stops Result ant damage: N/A Cause of failure: Updated Repair p rocess comments: Emergency stops on consoles repla ced
			117453541 - 003	C	540	752B				Customer complaint: Perform 500HR service Resultan t damage: N/A Cause of failure: PM Repair process comments: Machine washed (r.g) Engine oil and filt er replaced (n.m) Fuel filters replaced (n.m) Gene rator belts replaced (t.s) Oil samples taken (Engi ne, coolant, F/D) (n.m) Final drive oil changed. (LHR final drive over full with hydraulic oil) (n.m

									) Screed, auger lubricated (b.v) Diesel wash down filter cleaned Auger chain adjusted (b.v) Drag con veyor chain adjusted (b.v) V-belts inspected (b.v) Radiator cleaned (r.g) Brakes tested ok (r.g)
			117453541 - 004	C	01B	730H			Customer complaint: Install locking pin Resultant damage: no locking pin Cause of failure: no lockin g pin Repair process comments: Locking pin install ed
			117453541 - 005	C	040	5095			Customer complaint: Inspect final drive/hydrostati c motor Resultant damage: hydraulic oil leaking in to final drive Cause of failure: Park brake piston seal Repair process comments: Screed support remo ved Machine jacked and chocked Wheel, final drive, housing and motor removed Final drive brake pack was pressure tested (Failed) Lip seal on hydrosta tic motor inspected (okay) Park brake was remove d from final drive assembly. Upon disassembly it w as noticed that the park brake seal was damaged. N ew seals were installed and park brake assembled. Final drive, housing and motor installed back ont o machine Hoses fitted to motor and final drive fi lled Wheel was installed back on machine and scre ed linkage assembled. Machine started and run. No leaks were present and park brake was operational Machine washed and returned to Go line Park brak e piston seal was leaking causing F/D to fill with hydraulic oil Parts clean and seal kit ordered
			117453541 - 006	C	01B	5801			Hose reel for washdown wont retract and is leaking bad Customer complaint: Replace wash down hose re el Resultant damage: Leaking hose, will not retrac t Cause of failure: wear and tear Repair process c omments: Supply lines removed Old hose reel remove d New hose reel installed Supply lines installed
								WO Total:	
2047240	Feb 7, 2023 12:00 AM	2050	117416774 - 001	C	510	6639			
								WO Total:	
2047240	Nov 17, 2022 12:00 AM	2050	117404687 - 001	C	540	7524			
			117404687 - 002	C	540	7524			Every 250 Service Hours TA1 Inspection Engine Oil Sample - Obtain Engine Oil and Filter - Change B elt - Inspect/Adjust/Replace Condenser (Refrigera

										nt) - Clean Final Drive Oil Level – Check Fuel Sy stem Filter – Replace
			117404687 - 003	C	023	0635				
			117404687 - 004	C	023	7150				
			117404687 - 005	C	510	1382				
									WO Total:	
2047240	Jun 15, 2022 12:00 AM	2034	117378066 - 001	C	540	7527	9000643	9000643	9000643	Customer complaint: Machine due for 2000hr PM4 ser vice. Resultant damage: No resultant damage. Cause of failure: No cause of failure. Repair process c omments: Cleaned machine as best as possible to re move road dust/dirt. Carried out take 5, parked an d isolated machine in workshop Carried out 2,000 h r service as per SIS procedure including: - -Oil s amples from engine, hydraulic, coolant, final driv es x 2 and front propel drives x 2. -Replace engin e oil filter with new. -Replace engine oil with ne w, -Replace oil in front wheel and main final driv es x2 each. -Replace fuel filters and prime fuel system. -Replace hydraulic filters -Complete valve set adjustment. -Replace engine breathers -Replac e alternator drive belts. -Adjust and all conveyo r drive chains and auger chains. Extra time taken to remove asphalt and bitumen from under covers to allow access to adjustment points. -Full grease o f machine grease points. -Check over and full test of screed and functions. Check heating elements. -Complete visual inspection of engine bay, and ma chine. Test drive machine after service. No leak s or issues found post service. Complete reports and park machine up for collection. Complete defe ct reports for issues reported by customer: - -Die sel wash down nozzle -Front hopper rubbers and mou nt. -LH and RH end gate ski worn- price up.
			117378066 - 002	C	510	105B	9000643	9000643	9000643	Customer complaint: Replace engine air filters as part of 2000hr service. Resultant damage: No resul tant damage. Cause of failure: Due for change out as per service interval. Repair process comments: Removed old air cleaners. Wiped out filter housing , Installed primary and secondary air filters. Com plete reports.

									WO Total:	
2047240	Feb 1, 2022 12:00 AM	1792	117354760 - 001	C	540	7524	9000643	9000643	9000643	Customer complaint: Machine due for PM1. Resultant damage: No resultant damage. Cause of failure: No cause of failure PM1 due. Repair process comments : Carried out take 5 to undertake service procedur es on machine. Operated machine to wash bay. Isola ted machine and washed machine to meet CC requirem ents in workshop. Operated machine to work area. R eviewed service procedure and parts. Carried out s ervice as per OMM interval and procedure. Disposed of waste oils and filters. Replaced generator bel ts. Completed chain adjustment on Auger and convey or drag adjustment chains. Cleaned work area. Wash ed down affected areas of machine. Carried out PSR . Tested machine operation. Carried out reports, s ubmitted oil sample. Park up ready for collection.
									WO Total:	
2047240	Feb 1, 2022 12:00 AM	1792	117354780 - 001	C	511	1431				Customer complaint: Supply and install 2 new orang e flashing beacons. Resultant damage: No beacons w orking on machine. Cause of failure: One light not working and one light missing. Repair process com ments: Parked and isolated machine. Ordered and so urced 2 x LED beacons. Manafactued beacon light br acket that was missing. Painted brackets x2 Mounte d x2 beacon lights and wired into harness with new pins and plugs where required. Tested operation. Both lights worked with no faults. Complete repor ts.
			117354780 - 002	C	023	7189				Customer complaint: Center conveyor drive guard ha s become loose and disloged. Potential for guard t o get caught in auger at rear of machine and cause major damage. Resultant damage: Center chain guar d loose and not secured. Cause of failure: Welds w orn down due to wear and normal operation. Materia l getting dragged past welds over time has worn th em down. Repair process comments: Moved machine to fabrication bay and isolate. Bent guard back str aight that was bent on curved end. Prepped chain guard. Grind back previous welds and clean up for rewelding. Prepped hopper mounting points for cha

											in guard. With use of fire spotter due to potenti al fire risk, guard was rewelded back into positio n. Ground back excess weld and cleaned up area. Test operation of conveyor to ensure no problems w ere present post repair- None found. Cleaned work area. Complete reports.
									WO Total:		
2047240	Oct 18, 2021 12:00 AM	1641	117337995 - 001	C	510	6282					Customer complaint: Replace Auger Segments. Result ant damage: No resultant damage. Segments require replacement. Cause of failure: Wear and tear throu gh machine operation. Repair process comments: Mov ed machine into the workshop. Lift screed and lock into place. Gather heating equipment and set up. Heat up shaft with LPG heat torch to make caked on asphalt malleable. Scrape off asphalt mix and di g out bolts. Undo mounting hardware and removed ol d auger segments. Cleaned shafts with diesel and b olt holes. Upon inspection of shaft, it was discov ered that both auger support bearings were worn an d full of asphalt. Inform customer and discuss rep air options. Approval given to replace bearings. Remove bearings and grease lines on both sides. Re placed bearings with new and installed grease seal s. Fitted new auger segments with new hardware. T ested auger operation. All operated correctly. Gre ase bearings. Move machine down to backyard and pa rk up for customer collection. Completed service report and cleaned work area.
									WO Total:		
2047240	Oct 4, 2021 12:00 AM	1503	117335412 - 001	C	540	7525	9000643	9000643	9000643		
			117335412 - 002	C	510	105B	9000643	9000643	9000643		Customer complaint: Replace engine primary and sec ondary air cleaners. Resultant damage: No resultan t damage. Cause of failure: No cause of failure- d ue for change. Repair process comments: Remove pri mary and secondary air cleaners. Wipe out filter h ousing. Install primary and secondary air cleaners . Complete reports.
									WO Total:		
2047240	Jun 21, 2021 12:00 AM	1238	117317474 - 001	C	540	7524	9000643	9000643	9000643		Customer complaint: 250 Hour service Resultant dam age: N/A Cause of failure: N/A Repair process comm

										ents: Machine was washed and then set up in the wo rkshop. A TA1 inspection completed. PSR Downloaded . Engine oil and filter replaced. Primary and seco ndary fuel filter replaced. Generator belts replac ed. All grease points greased. Run machine and tes t. No faults found. Complete reports.
			117317474 - 002	C	510	105B	9000643	9000643	9000643	Customer complaint: Replace Air Filters Resultant damage: N/A Cause of failure: N/A Repair process c omments: Primary and secondary Air filters replace d.
									WO Total:	
2047240	Dec 16, 2020 12:00 AM	964	117289190 - 001	C	540	7755	9000036	9000036	9000036	Customer complaint: Replace cracked guard with upd ated part. Apply PS46882 Resultant damage: Cracked guard. Cause of failure: Vibration, structural de fect. Repair process comments: Apply PS46882 to AP 300F
			117289190 - 003	C	510	105B	9000643	9000643	9000643	Customer complaint: Replace air filters as part of 1000hr service. Resultant damage: N/A Cause of failure: N/A Repair process comments: Old air filt ers removed. New air filters installed.
			117289190 - 004	C	540	7526	9000643	9000643	9000643	Customer complaint: Machine due for 1000hr service . Resultant damage: N/A Cause of failure: N/A Repa ir process comments: Machine moved into workshop a nd set up for repair. 1000hr service completed as per OMM including:- Engine, Planetary, Hydraulic oil SOS samples taken. Conveyor Drive Chains (Auge r) - Adjusted Conveyor Drive Chains (Drag) - Adju sted Engine Oil and Filter - Changed Hydraulic O il Filter- Changed Final Drive Planetary Oil - Cha nged Primary and Secondary Air Filters - Changed Fuel System Filter (In-Line) - Replaced Fuel Syst em Primary Filter (Water Separator) Element - Repl aced Fuel Tank Strainer - Cleaned Fuel Tank Wate r and Sediment - Drained Generator - Inspected B ogies - Lubricated Hopper Cylinder Bearings - Lub ricated Engine Valve Lash – Checked and adjusted. Moved machine to backyard and complete reports.
									WO Total:	
2047240	Aug 21, 2020 12:00 AM	964	117269858 - 001	C	510	5056				Customer complaint: Replace canopy hydraulic tank. Resultant damage: Tank leaks oil. Cause of failur

							e: Tank had been struck and cracked. Tank taped up . Repair process comments: Moved paver into worksh op and set up for repairs. Lower screed, chock whe els and isolate. Remove tank cover and disconnect wiring harness. Drain hydraulic fluid from tank. D isconnect and remove broken tank. Clean up sealing surface and install new tank with new seal. Fill hydraulic oil to correct operating level. Check f or leaks- none found. Re-connect wiring harnesses and install cover. Test operation of canopy throug h full range of motions multiple times. All okay. Wash residual oil off machine after repair. Move machine to back yard to ready for customer collect ion. Complete reports.
117269858 - 002	C	540	7524	9000643	9000643	9000643	Customer complaint: Machine due for PM1 service. R esultant damage: N/A Cause of failure: N/A Repair process comments: Machine moved into workshop and set up for repair. The following was completed as part of the PM1: TA1 Inspection Auger Slide - Lub ricated Belt (Generator Drive) - Replaced Belts - Inspected Conveyor Drive Chains (Drag) - Adjuste d Cooling Cores - Cleaned Engine Air Cleaner Inl et - Cleaned Engine Air Filter Primary Element - Replaced Engine Oil Sample - Obtained Fuel Syste m Filter (In-Line) - Replaced Fuel System Primary Filter (Water Separator) Element - Replaced Engi ne Oil and Filter - Changed Completed reports
117269858 - 003	C	595	1706				
117269858 - 004	C	023	5943	9000230	9000230	9000230	Customer complaint: Troubleshoot fault code. Resul tant damage: No power to material height sensors. Cause of failure: Blown Fuse. Repair process comme nts: During the PM1 it was noted that the were a f ew active codes present. Complete troubleshooting as per UENR5499. Confirmed that there was no volta ge to the connector. Checked wiring for a short to ground none present. Checked fuse and found to be blown. Replaced fuse. Checked the harness for an open circuit - none found Checked for short to bat tery +ve - none found At the machine harness conne ctor for the sensor, a jumper wire was connected b

							etween the sensor return contact and signal contac t - code changed. Blown fuse determined to be the cause of the code. Complete reports
117269858 - 005	C	023	7168	9000230	9000230	9000230	Customer complaint: Repair cracked alternator guar d. Resultant damage: Cracked guard. Cause of failu re: Generator vibrations - guard does not have eno ugh crack resistance. Repair process comments: Upo n generator belt replacement as part of the PM1 se rvice, when the alternator guard was removed it wa s noted that it was starting to crack. Informed le ading hand and the guard cracks were repaired. Gua rd was taken to boilermaker and cracks ground out and welded. The guard was then painted and instal led onto the machine. Complete reports.
117269858 - 006	C	023	6640	9000230	9000230	9000230	Customer complaint: LH screed extension extends bu t will not retract randomly. Resultant damage: Scr eed extentions will not retract on their own. Caus e of failure: Screed bushes sticking. Repair proce ss comments: Machine was brought into workshop and run until at operating temperature. Screed would not fault so the extend/retract pressures were ch ecked for both LH and RH cylinders. The pressures were: LH extend: 2400PSI (A1) LH retract: 2300PSI (B1) RH extend: 2350PSI (A2) RH retract: 2290PSI (B2) The LH screed extension was removed from mach ine and both guide rods were removed. The guide r ods were placed on V blocks and spun, using a dial indicator to check if they were bent. The dial i ndicator did not move meaning they were both strai ght. The rods and bushes were measured: Top bush vertical measurement: 1.974" Top bush horizontal m easurement: 1.976" Top Rod: 1.967" Bottom bush Ver tical/horizontal measurement: 3.4635" Bottom Rod: 3.462" When Guide rods were removed some minor ru st was observed between the two top bushes but not hing of note that would contribute to binding. T he bushes are made from hard plastic with no lube at all. Screed extension was assembled, and mach ine was tested. Gauges were fitted to the retract and extend circuit of both L.H. and R.H. cylinder

											circuits to see if the pressure increased at any stage. The retracting pressure for both L.H. and R .H. cylinders was roughly 900-1000PSI and the retu rn to tank pressure was 0 PSI with no major spikes in pressure until at end of stroke. This meant th e screed was moving normally and not binding. It w as noticed on the both the L.H. and R.H. extend ci rcuits that both extending pressures were 2000 PSI and return to tank pressures were 2000 PSI. Machi ne was driven and tested for approx. 1 HR and did not fault. Tech request 10963 was logged with all details of finding for CAT'S direction and input. CAT request that all the screed bushes be replaced and sent back to them for inspection. The tech re quest also recommended installing grease lines to the bushes. Ordered required bushes from overseas and await the arrival of parts. In the interim th e machine was sent back to work, When all parts h ad arrived, the paver was bought in and set up for repairs. Screed cover plates removed. Screed side plates removed. Support rods unbolted. Screed cyl inders disconnected. Screed moved rearwards to rem ove support rods. Bushes removed and labelled to b e sent to Caterpillar. Holes drilled and tapped in to barrels for grease lines. Barrels cleaned and n ew bushes installed. Screed reassembled. Holes dri lled in cover plates for remote grease point. Grea se lines installed and barrels filled with high te mperature grease. Screed extension tested extensiv ely. No further faults found. Complete reports.
			117269858 - 007	C	900	9098					Customer complaint: Supply screed sensors as reque sted by customer. Resultant damage: N/A Cause of f ailure: N/A Repair process comments: Supply screed material feed sensors and related componetory as requested by customer.
									WO Total:		
2047240	Jun 23, 2020 12:00 AM	607	117259680 - 001	C	023	7302					
									WO Total:		
2047240	Jun 5, 2020 12:00 AM	567	117257042 - 002	C	540	752B	9000643	9000643	9000643		Customer complaint: Perform 500HR service. Resulta nt damage: No damage. Cause of failure: No failure

							. Repair process comments: Machine was brought int o workshop and a PSR download was completed. A TA1 inspection was completed. The following SOS sampl es were obtained: Engine, LH rear final, RH rear f inal, LH front final, RH front final and coolant. The engine oil was drained and old engine oil filt er was removed. New engine oil filter was fitted a nd engine was filled with new engine oil. The fuel filter and fuel/water seperator were both replace d. The secondary air filter was cleaned and the pr imary was replaced. The fuel tank strainer was rem oved and cleaned. The conveyer chains were checked and adjusted and the auger chains were checked an d adjusted. Machine was greased and all operation checks completed.
117257042 - 003	C	510	1054				
117257042 - 004	C	023	4192	9000230	9000230	9000230	Customer complaint: Right front spindle bearing co llapsed. Resultant damage: Bearing U/S. Cause of f ailure: Loose retaining bolt. Repair process comme nts: When completing the PI33172 on the front spin dles it was found that the king pin retaining bolt had come loose until it had hit the lower bearing cover. Then when removing the king pin, the lower bearing assembly collapsed. Fitted new bearing w hen the spindle was reassembled. Refitted kingpin retaining bolt, torqued to standard CAT spec and l octited.
117257042 - 005	C	023	4305	9000230	9000230	9000230	Customer complaint: Loose/missing steering linkage nuts. Resultant damage: Contact with Bogie frame. Cause of failure: Loose nuts due to machine vibra tion/operation. Repair process comments: When comp leting PI33172 on the front spindles it was found that the steering linkage control nuts had become loose. Remove all bogie steering rods on both side s of the machine, found that one of the nuts were missing. Ordered new nut. Cleaned all threads. Ref itted rods and loctite all nuts and bolts. Torqued to standard CAT specs. Completed service report.
117257042 - 006	C	510	7174	9000230	9000230	9000230	Customer complaint: When replacing alternator belt s as per 500hr service the belt guard was removed

										and found to be cracked. Resultant damage: No furt her damage. Cause of failure: Vibration/bad design /not strong enough. Repair process comments: Old g aurd was removed whilst changing belts and was fou nd to had structual cracks. A new gaurd was ordere d and fitted to machine. Place old guard in warran ty shed.. Complete Paperwork.
			117257042 - 007	C	510	7332	9000230	9000230	9000230	Customer complaint: Canopy switch has intermittent fault where it will not go down but pump still wo rks. Resultant damage: No further damage. Cause of failure: Faulty switch contacts. Repair process c omments: Move machine into workshop. Isolate and c hock wheels. Remove guard that switch is moutned i n removed. The switch was replaced with new switc h and guard was fitted to machine. Switch was tes ted to ensure correct operation. No futher intermi ttent faults found. Move machine to backyard for c ustomer collection.
									WO Total:	
2047240	May 29, 2020 12:00 AM	536	117255666 - 001	C	023	4000	9000230	9000230	9000230	Customer complaint: DRIVE MOTORS LOCKED UP WHEN MA CHINE MOVING ONSITE, CODES FLAGGED ON MONITOR:- FM I 8 CID 2687, FMI 8 CID 2686, FMI 8 CID 2685. DIA GNOSE / REPAIR Resultant damage: UNABLE TO REPLICA TE FAULT. Cause of failure: UNABLE TO REPLICATE FA ULT. Repair process comments: - MOVE MACHINE FROM PARKED LOCATION INTO WORKSHOP. - CHECK DIAGNOSTICS , FIND LOGGED CODES, CONNECT ET AND CHECK CODES / DOWNLOAD PRODUCT STATUS REPORT. - FIND CODES RELA TING TO DRIVE MOTORS, LHS / RHS DRIVE MOTORS UNEXP ECTED FORWARD MOVEMENT. - CHECK DIAGNOSTICS PROCE DURE, VERY LITTLE INFORMATION AVAILABLE. - GET TOO LING AND JACK UP MACHINE / BLOCK TO SECURE MACHINE OFF GROUND. - CHECK CONDITION OF SENSORS ON BOTH WHEELS, DUE TO ACCESS BEHIND REAR DRIVE WHEELS UNA BLE TO FULLY INSPECT, REMOVAL OF SCREED BRACING BA R AND WHEELS REQUIRED TO ACCESS SENSORS. - CHECK M ACHINE SCHEMATICS AND INSPECT HARNESS ASSY FROM PL ATFORM UP TO ECM, PERFORM WIGGLE TEST TO CHECK FOR LOOSE CONNECTIONS- NIL DETECTED. - MOVE MACHINE T O TESTING AREA AND TEST IN ALL CONDITIONS, UNABLE

										TO FAULT OPERATION. - CONTACT CUSTOMER TO GET UPDATE ON ACTUAL OPERATING CONDITION WHEN FAULT OCCURRED TO FOCUS TESTING ON THIS OPERATION. - RUN TEST MACHINE OPERATION IN HIGH SPEED FORWARD FOR EXTENDED PERIOD, FORWARDS / BACKWARDS UP LOADING RAMP, ATTEMPT TO GET MACHINE TO ROLL, MACHINE WILL ROLL FOR 1.5M THEN AUTOMATICALLY APPLY PARKING BRAKE TO STOP MACHINE MOVEMENT. -MACHINE REQUIRED TO GO BACK TO CUSTOMER FOR WORK AND DUE TO FAULT NOT OCCURRING AND FREQUENCY OF CODE ONLY HAPPENED ONCE, OPERATIONAL ENVIRONMENT OR INTERMITTANT FAULT SUSPECTED. -UNABLE TO CONFIRM FAULT. -CONTINUE TO MONITOR.
									WO Total:	
2047240	May 15, 2020 12:00 AM	567	117253425 - 001	C	540	7751	9000036	9000036	9000036	Customer complaint: Complete PI33172 as per CAT Service letter. Resultant damage: - Cause of failure : - Repair process comments: Completed Take 5. Gathered all parts and checked to ensure they were all delived, Drove machine into the washpad. Pressure washed machine to meet CC guidelines. Drove into workshop. Carried out PI33172 as instucted by service letter. Torqued wheel bearings as per Media Number -M0068282-05 Tested machine after repair. Completed service report. Clean work Area. *** As per CAT Global Machine Policy the $1882.52 is freight charge is claimable to CAT as the wheels had to be soucred from overseas (Grimbergan) as this service letter was to be completed as a "Priority". At time of ordering parts these were the only ones available in the world.***
									WO Total:	
2047240	Mar 31, 2020 12:00 AM	363	117245898 - 001	C	035	1400	9000230	9000230	9000230	Customer complaint: Please identify why the fuse keeps blowing on the Crown circit. Resultant damage : Shaft stripped threads and rod ends thread stripped. Cause of failure: Motor works hard and gets hot and blows the fuse. Motor is working hard because the threded rod/shaft that drives the crown angle, appears to have wound out and strripped the threads. Repair process comments: Traveled to site at Mareeba. Liased with customer. Inspected machine and confirm fault. Tested machine and found to blow a 20 Amp Crown fuse when the motor lugged down.

Installed a bigger 25 Amp fuse the Crown motor co
ntinue to work. Inspected wiring system and found
there to be no shorts. Inspected switches and rela
ys found to be good. The Crown switch should be r
eplaced as its sometimes sticks. Worked out the re
sistance for the Crown motor to be 0.6 OHms resist
ance. When cold the motor has 0.7 Ohms resistance.
After working it to the same point on the threade
d rod where it is stripped and the motor loads up.
The resistance drops to 0.4 Ohms which would be
enough to blow the 20 Amp fuse but not a 25 Amp fu
se. Recomend to bring machine back to Cairns works
hop for further repiars to remove the Crown motor
assembly and inspected those tierod ends and drive
. ----------

---------- Machine bought into Cairns Worksho
p. Crown motor assembly was removed and inspected.
The shaft which the rod ends run in had damaged
threads, particulaly the LH thread. The rod could
slide in and out about 1.5cm before the thread wo
uld start. This indicated the shaft had been stri
pped or cross threaded at some point. Assembly wa
s put back together, fitted to machine and tested.
The crown circut switch was sticky so it has to
be replaced as it was contibuting to inconsistent
operation. Parts were ordered from overseas. As pe
r CAT warranty bullitin, emergency freight is revo
verable as GRM is not our normal sourcing warahous
e. ----------

---- When all parts from overseas arrived, the ma
chine was bought back into workshop. Crown motor r
emoved and disassembled. The shaft and both threa
ded rods were replaced. The crown motor was assem
bled and the threads/chain were greased. New pins
and cotter pin were used. Fuse was changed back
to a 20A and machine was tested. All Crown functi
on on the machine worked and no further faults wer

										e found. Complete paperwork.
									WO Total:	
2047240	Mar 27, 2020 12:00 AM	351	117245406 - 001	C	735	7000	9000230	9000230	9000230	Customer complaint: Eratic movment of screed up an d down during paving operation. Resultant damage: N/A Cause of failure: Bent control arm bolts. Repa ir process comments: Test drove machine with opera tor present to verifiy faults/machine behaviour in the backyard. Move machine into workshop for furt her investigation/diagnosis. Check screed control arms. All ok. Check screed control arm mounts. LHS mount appears to be bent and RHS is begining to s how signs of bending. Check PS/PI service literatu re. Found that PS53911 was listed for replacing c ontrol arm bolts, but machine was not in the eligi ble serial number range. As machine still has new equipment warranty, control arm bolts were replace d as machine was showing symptons as outines in th e PS Ordered new bolts. Replaced new bolts when th ey arrived. Set screed attachement calibration bac k to zero. Test machine operation. All operations okay. Move machine down to customer collect area. Complete paperwork.
									WO Total:	
2048553	Mar 18, 2020 12:00 AM	351	117243922 - 001	C	510	7168	9000230	9000230	9000230	Customer complaint: Alternator guard cracked. Resu ltant damage: Cracked Gaurd. Cause of failure: Mac hine Vibration. Repair process comments: Wash mach ine prior to entering workshop. Move machine into workshop and position for repair. Disconnected and remove ECMs to allow enough room to remove guard. Old guard was removed. New guard was fitted. Acti ve diagnostic codes present after reinstalling ECM connectors. Removed connectors and found seals ha d moved and split during installation causing bad connections. Replaced split ECM connector seals an d reinstalled. Tested operation, no active codes. Move machine down to customer collect area. Comp lete paperwork. Photos of cracked guard attached to Service Report.
									WO Total:	
2048553	Mar 10, 2020 12:00 AM	315	117242450 - 001	C	540	7755	9000036	9000036	9000036	Customer complaint: PS46484 avaliable for Muffler.

										Resultant damage: N/A Cause of failure: Fault fro m factory Repair process comments: Washed machine prior to entering workshop. Move machine into work shop. Remove old muffler. Install new muffler and hardware as per PS46484. Test machine to ensure th ere is no leaks. No exhaust leaks found. Complete paperwork and move machine down to customer collec t area. old Muffler was removed new bracket and muffler was fitted with new hardwear
			117242450 - 003	C	540	7524	9000643	9000643	9000643	Customer complaint: 250hr serv Resultant damage: N /A Cause of failure: N/A Repair process comments: TA1 Inspection Auger Slide - Lubricate Belts (Gen erator Drive) - Replaced Other Belts - Inspected C onveyor Drive Chains (Auger) - Adjusted Conveyor D rive Chains (Drag) - Adjusted Cooling Cores - Clea ned Cooling System Coolant Sample (Level 1) Engi ne Air Cleaner Inlet - Clean Engine Air Filter Pr imary Element - Replaced Engine Oil Sample Wash Down Filter - Cleaned Fuel System Filter (In-Line) - Replaced Fuel System Primary Filter (Water Sep arator) Element - Replaced Engine Oil and Filter - Changed Machine Greased RH Hand Rail Tightened Co nveyor drag chains Adjusted
			117242450 - 004	C	510	1054	9000643	9000643	9000643	Customer complaint: Replace air filters as require d. Resultant damage: Restricted. Cause of failure: Dirty. Repair process comments: Replaced air filt ers as part of PM1 service.
									WO Total:	
2048553	Feb 20, 2020 12:00 AM	216	117239287 - 001	C	035	8225	9000230	9000230	9000230	Customer complaint: Screed heaters not working cor rectly. Resultant damage: Heater element not worki ng Cause of failure: Ground fault. Repair process comments: Machine driven into workshop. Machine ra n for 30 minutes to get fault code E715 to come up . Product Status Report downloaded. Fault code che cked in ET, no test procedures or diagnostic test available. Fault code searched in SIS, code did no t come up. Ground connections were checked. Ecm pl ugs were checked. Tech request made and submitted. Code E715 does not come up under AP300, no test p rocedure could be found, no info on ground fault c

											ould be found. Code searched under AP600 and test procedures found. Fault code would not come up for remainder of testing. Ground fault possibly cause d by moisture/water getting into screed heating el ement plug. As the screed heaters are high voltage a high electrician was organised to diagnose scre ed heater faults. Electrician performed testing on high voltage components in screed, mainly the hea ting elements. Electrician disconnected and tested resistance through all heating elements. One of t he rear left heating elements in the L/H extension has shown a resistance below spec. Electrician wa s expecting an absolute minimum of 1MegOhm of resi stance across each heating element, L/H/R was 0.3M egOhm, indicating a ground fault in the element. N ew heating element was ordered. Installed new heat ing element. Tested on machine. Heater element wa s now working correctly. Complete job paperwork.
									WO Total:		
2048553	Jan 16, 2020 12:00 AM	192	117233209 - 001	C	035	4300	9000230	9000230	9000230		Customer complaint: Troubleshoot steering active a larm Resultant damage: Steering active alarm 164-3 Cause of failure: Corroded sockets in connector R epair process comments: Pack ute and travel to sit e. Connect E.T and compete download and check faul t. As machine was still operating could only compl ete quick harness check. Appeared ok and disconnec ting harness changed code from -3 to -4. Suggested bringing machine to workshop so the machine could be lifted to inspect steering cylnder. Packed up tools and returned to workshop. Machine was broug ht into workshop and no active fault present. Test ed machine to try and get fault to occur. Unable t o fault. Brought machine into workshop and lifted front of machine. Removed electrical connector to steering cylinder and inspected. Found inside of c onnector to be corroded. Cleaned up corrosion and installed plug and parked machine in the yard wai ting for the new harness to arrive. New harness a rrived and machine was brought into the workshop. The front of the machine was lifted and the old ha rness removed. Installed new harness and and teste

										d operation. Test results were all good. Complete d service report
			117233209 - 002	C	023	5628	9000230	9000230	9000230	Customer complaint: Unable to calibrate left hand side material height sensor Resultant damage: Unab le to calibrate Cause of failure: Sensor out of ra nge Repair process comments: Connect E.T to machin e and attempt to calibrate sensor - Unsuccessful. Check machine software files and updated to latest . Attempt to calibrate sensor - Unsuccessful Check values against right hand side and found to be di fferent. Tested sensor and found to be faulty. Ord ered new sensor. Removed old sensor and fitted new sensor. Complete calibration - successful Complet e reports and warranty paperwork
									WO Total:	
2048553	Jan 10, 2020 12:00 AM	182	117232240 - 001	C	023	7222	9000230	9000230	9000230	Customer complaint: Screed extender wings will not extend or retract Resultant damage: Screed pressu re reducing valve adjusted Cause of failure: Incor rect presssured reducing valve adjustment Repair p rocess comments: Travel to site Take download. Te st screed extenders. Extenders are slow to move, with material in auger hopper arms need to be push ed to move. With no material in hopper extender arms will work. Road crew operate machine to compl ete project, connect gauges to screed manifold and check pressures. Pressure at 1500 psi. Specifica tion is 1770 - 1870 psi. Wait until road crew ha ve completed project so pressure can be adjusted a nd tested. Pressure at screed pressure reducing valve adjusted to 1870 psi. Test screed extender s. Extenders will retract and extend quicker. Tra vel off site
									WO Total:	
2048553	Nov 19, 2019 12:00 AM	117	117224830 - 001	C	035	1000	9000230	9000230	9000230	Customer complaint: Investigate engine noise Resul tant damage: Nill Cause of failure: Unknown Repair process comments: 19-11-19 David Traveled out th e machine to investigate suspect engine noise Did machine pre start Liaised with the client and deci ded that we could not hear the noise unless it was working. Run the machine for approx 30mins but co

										uld identify a rattle or any unusual sounds coming from engine bay. Did machine download Traveled h ome Did service report 20/11/2019 Sam Travel out to machine to investigate suspect engine noise. Sa t on the machine while it was operating for approx imately 2 hours. Noise did not occur. Pack up and head back to workshop
									WO Total:	
2048553	Oct 15, 2019 12:00 AM	77	117218284 - 001	C	540	7500	9000643	9000643	9000643	Customer complaint: Initial 50 hour service. Resul tant damage: No resultant damage. Cause of failure : No cause of failure. Repair process comments: Ma chine was driven into workshop, wheels chocked and isolated. Initial 50 hour service was completed. Engine oil and filter were changed. Rear final dri ve oil were changed. Front final drive oil were ch anged. Tension of the auger conveyor drive chain w as checked and found to be okay. Tension of the co nveyor chain was checked and found to be okay.
									WO Total:	
2048553	Oct 14, 2019 12:00 AM	20	117218226 - 001	C	023	4801				Customer complaint: Front wheel assist not working Resultant damage: . Cause of failure: . Repair pr ocess comments: JW During testing in cairns it wa s noted Front wheel assist not working. Checked tr action control was enabled. Reflashed machine soft ware. Sent Tech request. Tech request advised to s end PSRPT. Obtained PSRPT and sent back. Tech requ est advised to Test Via a ceartin method. Tested m achine in this method and front wheel assist still did not work. Responded to tech request with Vide o and awaited further action BW Spent time reading through previous emails relating to the fault. Tr aveled to machine location and communicated with c ustomer in relation to faults. Operator did not fe el that the machine had an issue with the travel a ssist system. Connected electronic diagnostic tool ing. Monitored system parameters. Noted that the c ontrol solenoid would energize when the system was turned on and propel handle moved to initiate mac hine movement. System would not function if the ma chine was already in motion and the control button was actuated to turn on the function. Jacked up m

										achine and confirmed this and that the front wheel s were in fact moving. Captured video evidence to confirm this further. Return to workshop and began researching manual to find the description of the system and the Foreman in charge of the job reque sted to stop and write a report ststing the findin gs so far.
									WO Total:	
2047240	Oct 10, 2019 12:00 AM	77	117217611 - 001	C	012	1429				Customer complaint: Install aftermaket lighting po int on AP300 paver. Require wiring connectors for magnetic base lights in four locations. Resultant damage: N/A Cause of failure: N/A Repair process comments: Checked harness schematic for power, gro und and capacity of electrical circuits in desired areas of machine. Located power supply and ground in L/H and R/H screed panels. Altered wiring of c onnectors in panel for secure, reliable connection s. Extended 2 wire harness out of remote panels, p -clamped harness in position and secured power soc ket with blanked 2 pin connector. Fitted labels to panels near power sockets. Located factory light wiring behind L/H and R/H seats. R/H harness was f ine as is. L/H harness was extended to match lengt h of R/H. Fitted labels to panels near power socke ts. Circuits tested with a multimeter once all wi ring was complete.
			117217611 - 002	C	012	7259				Customer complaint: Customer requested tool box to be fitted to L/H rear of machine. Resultant damag e: N/A Cause of failure: N/A Repair process commen ts: Measured and test fitted various locations at rear of machine. Best location on top of L/H side of screed. Sat toolbox in position, raised screed and checked for clearance. Lowered screed, marked bolt hole locations. Drilled holes in toolbox and screed deck. Painted bare metal and fitted bolts t o holes with Loctite on threads. Checked operation of toolbox, lid and screed once complete.
									WO Total:	
2048553	Sep 23, 2019 12:00 AM	77	117214488 - 001	C	036	9042	9000230	9000230	9000230	Customer complaint: Inspect bogie wheel bearings p rior to delivery Resultant damage: nil Cause of fa

										ilure: Over tensioned RHS bogie wheel bearing exce ssive pre load Repair process comments: Machine dr iven into workshop and isolated Take 5 completed a nd front of machine raised off the ground. Remove cover and split pin. Check tension with torque wre nch. Found LHS in spec and RHS to be 4 times over spec and wheel would not free spin. Complete prelo ad proceedure to check if correct. found to be cor rect however castle nut would not line up. Decisio n made to skim the nut until correct preload was a cheved and the castle nut lined up with the split pin hole. installed cover. tested machine and comp leted report
			117214488 - 002	C	023	726M	9000230	9000230	9000230	Customer complaint: Some Floor mats lifting Resul tant damage: Floormat to not be secure Cause of fa ilure: Adheasive not bonding to floor Repair proce ss comments: machine was brought in and isolated r emoved old floormats that were lifting and adheasi ve clean surfaces and reapply adheasive install fl oormats complete reports
			117214488 - 003	C	023	7273	9000230	9000230	9000230	Customer complaint: L/H side door loose, not clos ing properly, latch not lining up when closing. Re sultant damage: Door latch not lining up correctly . Cause of failure: Hinge have excessive movement. Repair process comments: Sourced new hinge. Repla ced worst hinge. Adjusted position of hinge and do or to line up with latches.
									WO Total:	
1000127	Aug 28, 2019 12:00 AM	20	117209681 - 001	C	016	7000				Customer complaint: Predelivery Resultant damage: NA Cause of failure: Repair process comments:
			117209681 - 002	C	600	7606				
			117209681 - 003	C	524	0334				Customer complaint: Cant close segment without sim s Resultant damage: Cant close segment without sim s Cause of failure: Repair process comments:
			117209681 - 004	C	012	7307				
			117209681 - 005	C	012	7307				
			117209681 - 007	C	012	7419				
			117209681 - 008	C	036	6631				

117209681 - 009	C	012	1411	
117209681 - 010	C	012	1431	Customer complaint: Install two rotating beacons. Resultant damage: No resultant damage. Cause of f ailure: No cause of failure. Repair process comme nts: Ordered Mini LED beacons from ashdown ingrams as beacons avalable through HD are to large and c ause fibreglass to crack as previously found with YES00115. Machine was brought into workshop, wheel s chocked and isolated. Brackets for both rotating beacons were removed from machine. Brackets were modified to allow correct mounting of beacons. Deu tsch plugs were fitted to each rotating beacon wir ing and conduit run along the wiring. Front rotat ing beacon was installed onto bracket, mounted ont o machine and connected to the appropriate wiring harness. Rear rotating beacon bracket and beacon w as installed onto machine. Machine was then clean ed and prepared for dispatch. Rear beacon was fitt ed to machine on arrival
117209681 - 011	C	025	7334	
117209681 - 012	C	025	1814	Customer complaint: Adjust modular front end. Cust omer request. Resultant damage: No resultant dama ge. Cause of failure: front Beam needs to be adju sted in as advised by Ryan Van der brooke Repair p rocess comments: Machine was brought into workshop , wheels chocked and isolated. Spacers and bolts w ere removed from modular front end allowing it to be mounted using the second mounting pin holes. Ma chine was washed. Spacers and bolts were provided with machine upon dispatch.
117209681 - 013	C	510	7150	Customer complaint: Instument panel guard arrrived in Damaged on machine at HD cairns Resultant dama ge: Nil Cause of failure: Operator console was not centred before Canopy was lowered resulting in ca nopy rubbing on operator panel vandal guard being damaged. Repair process comments: Advised matt per ry and sent email of guard damage. Ordered replace ment Guard on project service call as advised by a tt perry

117209681 - 014	C	023	4801	
			WO Total:	