

Serial Number	WO No	SMU	SMUDate	Seg No.	Job	Component	Notes	Open Date
074Z00779	0074813	0		01	023 - REPAIR	7950 - MISCELLANEOUS	<p>COMPLAINT: REPAIR MISCELLANEOUS.  CORRECTION: UNBOLTED GUARD, BURNED PINS OUT,  REMOVED BOGIE FRAMES, INSPECTED FOR CRACKS,  POLISHED BORES, CLEANED THREADS FOR PIN INSTALLATION, PRESSED NEW PINS IN, REPLACED  SUSPENSION PADS, REBUILT AND RESEALED TRACK  ADJUSTER, INSTALLED NEW ROLLERS AND IDLERS,  INSTALLED BOTH FINALS AND STEERING CLUTCHES.  REMOVED AND INSTALLED INJECTION PUMP ON D10,  INSTALLED TWO NEW FANS.</p>	12/28/2017
074Z00779	0089968	0		05	040 - INSPECT	7000 - MACHINE	<p>TECHNICIAN:1718  DATE:1-25-22  COMPLAINT:MACHINE NEEDED POWERTRAIN COOLERS  REPLACED  CAUSE: FAILED COOLERS  RESULTANT DAMAGE:  CORRECTION:  1-20-22 ASSITED TECH WITH  REMOVAL OF POWERTRAIN COOLERS. CLEANED COOLER CAPS  AND INSTALLED NEW COOLERS WITH NEW GASKETS.  INSTALLED COOLERS IN MACHINE. INSTALLED COOLANT  AND AIR LINES. TIPPED HARDNOSE. INSTALLED COMPONENTS.  1-24  INSTALLED PANELS, FILLED MACHINE WITH OIL.  INSTALLED HOOD. TESTED MACHINE. PRESSURE TESTED  COOLING SYSTEM. RETURNED MACHINE TO SERVICE.  *****  TECHNICIAN:1831  DATE:1 25 2021  COMPLAINT:COOLANT IN TRANNY  CAUSE:FAILED OIL COOLERS  RESULTANT DAMAGE:NA  CORRECTION:WENT OUT TO MACHINE TO REPLACE OIL  COOLERS. DRAIN COOLANT. REMOVE AIR LINES, COOLANT  HOSES, EXHAUST MOUNTS, OIL FILTERS, HOOD, TILT  HARDNOSE.  GET OUT OF FIELD AFTER TRUCKS GOT STUCK.  GO TO WORK ON MACHINE BUT COULDN'T GET</p>	12/14/2021

074Z00779	0089968	0		06	040 - INSPECT	7000 - MACHINE	<p>TECHNICIAN:4120  DATE:2/9/2022  COMPLAINT:COOLANT LEAK  CAUSE:LINE FROM RADIATOR TO COOLANT PUMP DAMAGE  RESULTANT DAMAGE:COOLANT LEAK  CORRECTION:INSPECT MACHINE FIND COOLANT LEAKING  FROM AROUND THE HOSE THAT CONNECTS THE RADIATOR TO THE PUMP. REMOVE RIGHT SIDE PANEL TO ACCESS THE LINE. TRY TO TIGHTEN THE HOSE CLAMP BUT THE LEAK BECAME WORSE. CHECK FOR PARTS, NOTICE THAT THE WRONG HOSE HAD BEEN USED ON THE PREVIOUS REPAIR.  ORDER THE RIGHT HOSE AND NEW CLAMPS AND REPLACED IT. PRESSURIZE THE COOLING SYSTEM AND CHECK FOR ANY MORE LEAKS, NONE WERE SEEN. REFILL COOLING SYSTEM WITH ELC COOLANT. START ENGINE AND LET IT RAN TILL COOLANT SYSTEM REACHED NORMAL OPERATING TEMP AND CHECK FOR LEAKS, NONE WERE SEEN. END BY ASSEMBLE THE ENGINE PANELS AND RETURN MACHINE TO WORK.  *****</p>	12/14/2021
074Z00779	0074694	0		01	728 - REBEARING & RESEAL	4100 - STEERING CLUTCH & BRAKE	<p>COMPLAINT: DISASSEMBLED, AND INSPECTED STEERING CLUTCHES AND BRAKES. ALL FRICTIONS WERE REPLACED.  THE BRAKE PISTONS WERE MACHINED AS PER SERVICE LETTER SEBE5270. ALL SEALS WERE REPLACED. BOLTS WERE TORQUED AND WRAPPED WITH PLASTIC TO LOAD INTO THE TECH TRUCK.</p>	12/13/2017
074Z00779	0074694	0		02	763 - MACHINE/GRI ND/MILL	1214 - PISTON	<p>COMPLAINT: MACHINE PISTONS AS PER SEBE5270  CORRECTION: MACHINED FEED GROVES IN PISTON EDGES AS PER SEBE5270</p>	12/13/2017

074Z00779	0082737	100005	01/30/2020	01	938 - INSPECT & ADVISE W/ QUOTE	4050 - FINAL DRIVE	<p>COMPLAINT: INSPECT &amp; ADVISE W/ QUOTE/FINAL DRIVE  CAUSE: N/A  RESULTANT DAMAGE: N/A  CORRECTION: THE FINAL WAS DISASSEMBLED AND INSPECTED  ONE OF THE PLANETARY GEAR BEARINGS HAD FAILED AND PUT DEBRIS IN THE SYSTEM WHICH DAMAGED THE GEARS IN THE FINAL  A PARTS QUOTE WAS MADE AND GIVEN TO THE PSSR</p>	11/18/2019
074Z00779	0082679	0		01	012 - INSTALL	4050 - FINAL DRIVE	<p>COMPLAINT: EXCESSIVE METAL WAS FOUND AT THE MAGNETIC PLUG  CAUSE: FINAL DRIVE INTERNAL FAILURE  RESULTANT DAMAGE: UNKNOWN  CORRECTION: 11/12 TRAVEL TO CUSTOMER SHOP TO PICK UP A REPLACEMENT FINAL DRIVE. 11/13 TRAVEL TO JOB SITE AND START BY BRAKE THE RIGHT SIDE TRACK TO ACCESS THE FINAL DRIVE. REMOVE DRIVE SHAFT AND INSTALL REMOVAL BRACKET, DRAIN THE OIL AND REMOVE THE MOUNTING BOLTS. REMOVE FINAL DRIVE. CLEAN SURFACE AND TRANSFER MOUNTING BRACKET TO NEW FINAL. INSTALL NEW FINAL AND TORQUE MOUNTING BOLTS TO 900 FT/LB, INSTALL DRIVE SHAFT AND REMOVE THE MOUNTING BRACKET. WRAP TRACK AND TORQUE MASTER BOLTS TO 1100 FT/LB PLUS 90 DG OF TURN. CUSTOMER REFILL THE FINAL DRIVE WITH OIL AND ADJUST THE TRACK TENSION</p>	11/12/2019

074Z00779	0074234	1	10/31/2017	01	255 - REPAIRS AS AUTHORIZED	<p>COMPLAINT: FAN PUMP LEAKING.  CAUSE: BROKE O-RING SEAL.  CORRECTION: REMOVED FLOOR PLATE, PUMPED  OIL FROM  HYDRAULIC TANK INTO CLEAN BARREL FOR  REUSE.  REMOVED HARDLINE FROM SIDE OF PUMP,  REMOVED  MOUNTING BOLTS AND SLID PUMP FROM  DRIVE. REMOVED  DAMAGED O-RING AND CLEANED MOUNTING  SURFACE.  INSTALLED NEW O-RING AND REINSTALLED  PUMP.  REFILLED HYDRAULIC TANK AND RAN MACHINE  TO CHECK  FOR LEAKS. FOUND SEEPAGE FROM MANIFOLD  BOLTED TO  UNDERSIDE OF PUMP. PUMPED OIL INTO  BARREL,  REMOVED MANIFOLD AND REPLACED O-RINGS  ON MANIFOLD,  REINSTALLED AND FILLED TANK. RAN ENGINE  TO VERIFY  REPAIR. REINSTALLED FLOOR PLATE AND  RETURNED  MACHINE TO SERVICE.</p>	11/01/2017
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074Z00779	0161183	0		03	715 - DISASSEMBLE	3030 - TRANSMISSION	<p>USED TRANSMISSION WAS PURCHASED. THE COST TO REBUILD THIS TRANSMISSION WAS MORE THAN THE PRICE OF A USED TRANSMISSION. OWNER OPTED TO BUY THE USED TRANSMISSION.</p> <p>COMPLAINT: DISASSEMBLE AND INSPECT RESULTANT DAMAGE: CATASTROPHIC DAMAGE TO FORWARD AND REVERSE CLUTCHES, MULTIPLE PLANET CARRIERS DESTROYED.</p> <p>CORRECTION: WASHED TRANSMISSION, DIVORCED BEVEL GEAR ARRANGEMENT, REMOVED, DISASSEMBLED, AND INSPECTED CONTROL VALVE. REMOVED PLANETARY FROM CASE. DISASSEMBLED REVERSE CLUTCH, FOUND PLANET GEARS WORN ON THE INSIDE BEARING RACE AND SHAFTS ALL GROOVED BY THE THRUST WASHER. REVERSE HAD 3 DISCS, ONE PLATE, RING SEAL CARRIER, AND PISTON ALL DAMAGED BY METAL SMEARING DUE TO CONTAMINATION. REVERSE PLANET CARRIER HAD "WEAR TYPICAL TO HIGH HOUR D11" AND NEEDED TO UPDATED (MEDIA # TIBU1256). BEGAN DISASSEMBLY OF FORWARD CLUTCH. PLANET CARRIERS WERE JAMMED TOGETHER. REMOVED PLANET CARRIERS AS A UNIT TO DISASSEMBLE</p>	10/27/2017
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074Z00779	0161183	0		05	728 - REBEARING & RESEAL	3258 - DIFFERENTIAL	<p>DISASSEMBLY AND ASSEMBLY OF DIFFERENTIAL * REPLACEMENT OF ALL BEARINGS, SEALS, GASKETS AND LOCKS * OPERATIONAL TEST AND ADJUSTMENT (AS NEEDED) * CLEANING AND INSPECTION OF ALL PARTS USING CATERPILLAR SPECIFICATIONS **</p> <p>EXCLUSIONS ARE: SHAFTS, GEARS AND ANY MAJOR CASTINGS</p> <p>COMPLAINT: REBEARING &amp; RESEAL/DIFFERENTIAL</p> <p>CAUSE: HIGH HOURS.</p> <p>CORRECTION: DISASSEMBLED CLEANED INSPECTED. FOUND ONE BEARING CAGE OUT OF ROUND BEYOND SPEC, ONE BEARING COVER THAT UPDATED, AND BEVEL AND PINION UPDATED. MADE QUOTE FOR CUSTOMER. CUSTOMER DECLINED UPDATE BEVEL AND PINION. FOUND BEARING CAGE FOR TRANSFER GEAR OUT OF ROUND. BUFFED AND CLEANED ALL HOUSINGS. ASSEMBLED DIFFERENTIAL USING ALL NEW SEALS AND BEARINGS. SET PINION ROLLING TORQUE TO 50INLB. SET BACKLASH TO .016IN. SET BEVEL GEAR ENDPLAY TO .003IN. SHIM PACK FOR BEVEL PINION APEX SET TO .065IN. RETAINER O PINION TORQUED TO .065IN. PINION CAGE TORQUED TO 18OFTLB</p>	10/27/2017
074Z00779	0074152	0		01	023 - REPAIR	1000 - ENGINE	<p>COMPLAINT: OIL LEAK FROM FRONT CRANK SEAL</p> <p>CORRECTION: REMOVED LEFT SIDE ENGINE DOORS AND SIDE PANEL. REMOVED AND CAPPED FUEL LINES FROM FILTER HOUSING. REMOVED FILTER HOUSING FOR ACCESS. REMOVED BALANCER AND ADAPTER HUB FROM CRANK. REMOVED OLD SEAL, CLEANED UP BORE AND INSTALLED NEW SEAL WITH PROPER INSTALLER. REINSTALLED HUB ON CRANK, CLEANED UP BORES IN BALANCER RINGS AND SLID BACK INTO PLACE. TORQUED BOLTS TO SPEC, REINSTALLED FUEL FILTER HOUSING, LINES, AND BODY PANELS. RETURNED MACHINE TO SERVICE. REPLACE FRONT CRANK SEAL</p>	10/25/2017

074Z00779	0074022	0		01	023 - REPAIR	3030 - TRANSMISSION	<p>COMPLAINT: REMOVE OLD TRANSMISSION AND INSTALL REPLACEMENT  CAUSE: INTERNAL FAILURE  CORRECTION: REMOVED FLOOR PLATE AND PULLED PUMP SUCTION SCREEN AND FOUND METAL DEBRIS. REMOVED REAR BELLY PAN, REMOVED AND CAPPED HOSES FROM RIPPER VALVE ON LEFT SIDE AND TIED UP OUT OF THE WAY. REMOVED AND CAPPED TRANS HOSES. UNHOOKED CONTROL CABLES. INSTALLED RIGGING FOR REMOVAL, REMOVED MOUNTING BOLTS, PULLED TRANS OUT, AND SET IN TRUCK TO HAUL IN FOR REBUILD. CLEANED OIL AND DEBRIS FROM TRANS CAVITY AND OIL TANK. UNWRAPPED, CLEANED, AND INSTALLED REPLACEMENT TRANS WITH NEW SEAL. INSTALLED AND TIGHTENED MOUNTING BOLTS, HOSES AND CONTROL CABLES. REMOUNTED RIPPER VALVE AND REINSTALLED HOSES WITH NEW O-RINGS. INSTALLED REMANED SCAVENGE PUMP AND NEW PULLEY FOR AC BELT. REFILLED TRANS OIL AND OPERATED UNIT LOOKING FOR LEAKS AND PROPER OPERATION. RETURNED MACHINE TO SERVICE</p>	10/13/2017
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074Z00779	0089412	0		01	040 - INSPECT	C08E - Throttle Position Sensor	<p>TECHNICIAN: 0331  DATE: 10/14/21  COMPLAINT: REPAIR ENGINE  CAUSE: FAILED THROTTLE POSITION SENSOR  RESULTANT DAMAGE: LOW IDLE ONLY  CORRECTION: REPAIRED MACHINE  *****  TRAVELED TO MACHINE. INSPECTED MACHINE.  ESTABLISHED COMMUNICATIONS WITH  MACHINE ECM.  CUSTOMER MADE SEVERAL HARNESS REPAIRS.  INSPECTED  FAULTS. FOUND ACTIVE FAULT FOR THROTTLE  POSITION  SENSOR/COOLANT FLOW SWITCH. INSPECTED  HARNESS/ECM.  OBTAINED NEW THROTTLE POSITION SENSOR.  INSTALLED  SENSOR. OPERATED ENGINE. HIGH IDLE NOW  AVAILABLE.  INSPECTED COOLANT FLOW SWITCH FAULT.  INSPECTED  HARNESS. OBTAINED COOLANT FLOW SWITCH.  REPLACED  SWITCH. CLEARED FAULTS. ENGINE TACH NON  OP.  INSPECTED HARNESS. FOUND HARNESS TO  HAVE EXCESSIVE  RESISTANCE. REMOVED HARNESS. FABRICATED  HARNESS.  INSTALLED HARNESS. OPERATED MACHINE.  TAPED/RE  POSITIONED CUSTOMER HARNESS REPAIRS. NO  FURTHER  PROBLEMS AT THIS TIME.</p>	10/12/2021
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074Z00779	0092686	100005	10/17/2022	05	601 - TROUBLESHO OT & REPAIR	1250 - FUEL SYSTEM	<p>TECHNICIAN:1718  DATE:10-7-22  COMPLAINT:MACHINE HAD EXCESSIVE FUEL  DILUTION IN  OIL.  CAUSE: LEAKY INJECTOR O-RINGS.  RESULTANT DAMAGE: O-RINGS, HARDWARE.  CORRECTION:  GATHERED PARTS FROM SHOP. TRAVELED TO  MACHINE.  EXCESSIVE TRAFFIC.  ARRIVED AT MACHINE AND BEGAN TO  DIAGNOSE FUEL  DILUTION. CLEANED ENGINE WITH AIR WAND.  REMOVED  ALL VALVE COVERS. RAN PRIMING PUMP WHILE  VIEWING  INJECTORS. NOTICED LEAK AT CYLINDER 10  POSSIBLE  LEAK AT CYLINDER 12. REMOVED ROCKER AND  PULLED 10  &amp; 12 INJECTORS. VISIBLE DAMAGE TO O-  RING ON 10,  RESEALED BOTH INJECTORS. INSTALLED WITH  NEW HOLD  DOWN AND ROCKER BOLTS. TORQUED ROCKER  SHAFT TESTED  MACHINE AGAIN. NO LEAK DETECTED FROM  ANY  INJECTOR. NO VISIBLE FUEL COMING FROM  DRAIN OF  ENGINE. INSTALLED ALL VALVE COVERS.  CUSTOMER  FILLED ENGINE WITH OIL. STARTED ENGINE AND  OPERATED TO TEMP. RETURNED MACHINE TO  SERVICE.  *****  CUSTOMER STATES POSSIBLE INJECTOR O-</p>	10/06/2022
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074Z00779	0077722	6710	09/12/2018	01	273 - RESEAL	1290 - UNIT INJECTOR	<p>COMPLAINT: INSPECT MACHINE FOR FUEL DILUTION INTO ENGINE OIL.</p> <p>CAUSE: FUEL INJECTOR #4 UPPER SEAL FAILURE.</p> <p>RESULTANT DAMAGE: FUEL LEAKING OUT FROM TOP OF THE INJECTOR.</p> <p>CORRECTION: REMOVE VALVE COVERS IN BOTH SIDES AND PRESSURIZE THE FUEL SYSTEM FIND FUEL LEAKING FROM TOP OF INJECTOR #4 INSTALL VALVE COVERS BACK ON LEFT SIDE AND START BY VACUUM THE FUEL OUT THE ENGINE FUEL GALLERY. REMOVE ROCKER ARM AND REMOVE INJECTOR #4 REPLACE THE SEALS AND CLEAN THE HEAD BORE BEFORE INSTALL INJECTOR BACK. TORQUE HOLD DOWN BOLT TO 41 FT/LB INSTALL ROCKER ARM AND TORQUE MOUNTING BOLTS TO 41 FT/LB FIRST AND AGAIN TO 55 FT/LB AND ENDING TURN TO 60 DG PRIME FUEL SYSTEM AND PRESSURIZE FUEL TO 100 PSI NO MORE LEAKS WERE SEEN INSTALL REMAINING VALVE COVERS AND RETURN MACHINE TO WORK.</p>	09/04/2018
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074Z00779	0080893	10000	07/03/2019	01	023 - REPAIR	1353 - RADIATOR	<p>COMPLAINT: REPLACE RADIATOR CORES, AND THERMOSTATS CORRECTION: ARRIVED ON SITE. FABRICATED PULLER TOOL FOR PULLING HARD NOSE PINS. DISCONNECTED RADIATOR ASSEMBLY FROM HARD NOSE. STARTED MACHINE AND USED BLADE TO TILT HARD NOSE FORWARD WHILE MAKING SURE THE RADIATOR SEPARATED FROM HARD NOSE. DRAINED COOLANT FROM MACHINE. REMOVED AFTERCOOLERS, REMOVED UPPER AND MIDDLE RADIATOR FRAME BRACKETS AND REMOVED 12 RADIATOR CORES. REPLACED BOTH WATER TEMP REGULATORS. CLEANED BOTTOM RADIATOR TANK, INSTALLED NEW CORE SEALS, INSTALLED 12 NEW CORES. INSTALLED NEW JUMPER HOSES WITH NEW HOSE CLAMPS, INSTALLED AFTERCOOLERS, FILLED WITH COOLANT, STARTED MACHINE AND USED BLADE TO TILT HARD NOSE BACK UP, INSTALLED PINS, MOUNTED RADIATOR ASSEMBLY TO HARD NOSE. TOPPED OFF THE COOLANT. ALLOWED FOR COOLANT TO BLEED OUT THE AIR BUBBLES. INSTALLED DOORS ON THE ENGINE BAY. TESTED MACHINE UNDER LOAD FOR 2 HOURS. NO OVERHEAT CONDITION OCCURRED. WATER TEMPERATURE WOULD RISE TO 190*F</p>	07/01/2019
074Z00779	0076826	0		01	023 - REPAIR	4171 - TRACK LINK AS (SEALED)	<p>COMPLAINT: REPAIR/TRACK LINK AS. RESULTANT DAMAGE: CRACKED LINK. CORRECTION: LOADED PARTS AND TRACK PRESS, TRAVELED TO MACHINE, REMOVED 3 TRACK PADS FOR ACCESS, PRESSED PINS OUT OF DAMAGED LINK, SPREAD LINK AND REMOVED. POSITIONED REPLACEMENT LINK AND PRESSED PIN IN, PRESSED LOCK RINGS IN, FILLED WITH OIL AND INSTALLED STOPPERS. INSTALLED NEW SEALS AND SPACERS IN LINK, POSITIONED AND PRESSED PIN IN AND LOCK RINGS. FILLED PIN WITH OIL AND INSTALLED STOPPER. REINSTALLED TRACK PADS AND TORQUED BOLTS TO SPEC.</p>	06/22/2018

074Z00779	0084663	1	05/27/2020	01	023 - REPAIR	5050 - HYDRAULIC SYSTEM	TECHNICIAN:1093 DATE:5/26/20 COMPLAINT:HYDRAULIC LEAK CAUSE: HOSE FROM PILOT VALVE TO RIPPER VALVE FAILED. RESULTANT DAMAGE: NONE CORRECTION: TRAVELED TO MACHINE. FOUND LEAKING HOSE ORDERED PARTS. CUSTOMER RAN PARTS FOR ME. INSTALLED HOSE. FILLED HYDRAULIC TANK. CUSTOMER SUPPLIED OIL. TROUBLESHOT REVERSING FAN. FOUND BAD GROUND AT CONTROLLER. *****	05/15/2020
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