

User: E140

Catalog #:

D6T Track Type Tractors, 2015  
SN: OWRN00470

Current Hours (SMU): 1587  
Sale Date: 13/01/2016

Delivery Date: Unknown

Service History

01/13/2016	Service	5	INSTALL FUEL, PRESSURE(S)	
01/13/2016	Service	5	MACHINE	<p>*****SIMS REPORT***** 01 G  7588 PREDELIVERY (N) PERFORM PREDELIVERY  INSPECTION SMR: HRS  *****  PERFORMED PREDELIVERY INSPECTION AS PER  GUIDELINE. TECH: CUSTOMER COMPLAINT: MAKE  READY MACHINE CAUSE OF FAILURE: NONE  RESULTANT DAMAGE: NONE REPAIR PROCESS  COMMENTS: APPLIED ALL HOLT, AND SERIAL  NUMBER DECALS. REMOVED ALL TRANSPORTATION  MARKINGS. REMOVED ALL WRAPPING FROM  CYLINDER RODS. REMOVED ALL PLASTIC FROM  INSIDE OF CAB. BLADE WAS INSTALLED BY DARIN  OGDEN, #0247. RIPPER SHANKS WERE ALSO FLIPPED  UPRIGHT BY D. OGDEN. CLEANED ALL DEBRIS OUT OF  FLOORBOARD. DID NOT DETAIL MACHINE (STOCK  MACHINE). TOUCHED UP ANY NEEDED AREAS ON  BLADE, AND CYLINDERS. LARRY LARRY  LAFFERTY, #4065, 5 HOURS</p>
01/13/2016	Service	5	PREDELIVER MACHINE	<p>*****SERVICE REPORT*****  R/H LINK SER. # L/H LINK SER. # TRACK SHOE WIDTH -  HARDWARE TORQUE - TECH: CUSTOMER  COMPLAINT: PREDELIVERY INSPECTION CAUSE OF  FAILURE: NONE RESULTANT DAMAGE: NONE REPAIR  PROCESS COMMENTS: PERFORMED PREDELIVERY  INSPECTION PER CHECK-LIST, AND TURNED LIST IN  FOR MACHINE FILE. LARRY LAFFERTY, #4065, 5  HOURS LARRY LAFFERTY, #4065, 5 HOURS</p>



05/31/2016	Service	291	WELD WITH HARDWARE INFORMATION RECORD ONLY	JOB LOCATION: HUNTER RD SAN MARCOS TX SERVICE DATE:5-27-16 TECHNICIAN:B833 SEAT BELT INSTALL DATE:JUN 15 MACH. DOES HAVE OPERATION & MAINTENANCE GUIDE ***** ITEMS REQUIRING FURTHER ATTENTION ***** MACHINE WAS RAN FOR TEN MINUTES TO ENSURE FUEL SYSTEM IS PRIMED. ENGINE OIL AND FUEL FILTERS ARE TIGHT AND NOT LEAKING. ALL FILTERS CHANGED AS PER PM SCHEDULED. ALL PLUGS ARE TIGHT AND MARKED WITH TAMPER SEAL.
05/31/2016	Service	291	PERFORM	
06/20/2016	Service	404		
06/20/2016	Service	404	TROUBLESHOOT AIR CONDITIONER	CUSTOMER COMPLAINT: AIR CONDITIONER SOME TIMES BLOWS HT. CAUSE OF FAILURE: EVAPORATOR IS FREEZING UP. REPAIR PROCESS COMMENTS: HOOKED GUAGES TO MACHINE AND LET RUN. PRESSURES WERE GOOD. COULDN'T GET AIR CONDITIONER TO ACT UP. VISUALLY INSPECTED SYSTEM AND FOUND TH DRAIN TUBE FOR THE EVAPARATOR WASN'T DRAINING WELL. REMOVED DIRT AND RE ROUTED LINES SO THEY WERE NOT GETTING PINCHED. LET MACHINE RUN AND DIDN'T HAVE FURTHER ISSUES.
06/20/2016	Service	404	TRAVEL TO/FROM MACHINE	
07/13/2016	Service	591	PERFORM	
07/13/2016	Service	591	PERFORM SERVICE ON 500 HR MNT SVR TIER 4	
07/13/2016	Service	591	TRAVEL TO/FROM MACHINE	
07/13/2016	Service	591	WELD WITH HARDWARE INFORMATION RECORD ONLY	REPAIR PROCESS COMMENTS: JOB LOCATION: SAN MARCOS SERVICE DATE: 7/12/2016 TECHNICIAN: B832 SEAT BELT INSTALL DATE:MAR 15 MACH. DOES HAVE OPERATION & MAINTENANCE GUIDE. * *****ITEMS REQUIRING FURTHER ATTENTION***** MACHINE WAS IDLED FOR TEN MINUTES TO CONFIRM THE FUEL SYSTEM IS PRIMED. THE ENGINE OIL AND FUEL FILTERS ARE TIGHT AND NOT LEAKING. ALL FILTERS INSTALLED AS PER PM SCHEDULED.
07/13/2016	Service	591	PERFORM	
07/20/2016	Service	636	REPAIR ENGINE	CUSTOMER COMPLAINT: CODE FOR BLADE PITCH SENSOR REPAIR PROCESS COMMENTS: HOOKED UP ET AND FOUND A CODE FOR BLADE PITCH SENSOR: DATA INCORRECT. UNPLUGGED THE SENSOR AND THE CODE CHANGED. PLUGGED THE SENSOR BACK IN AND THE CODE CHANGED TO SENSOR FAILURE. FOUND A TIB FOR UPDATING THE SOFTWARE BECAUSE THE ACCUGRADE AND THE CAT GRADE CONTROL SYSTEMS HAVE A COMMUNICATION ISSUE. FLASHED THE LATEST IMPLEMENT SOFTWARE IN THE MACHINE. THE CODE FOR THE SENSOR WAS NO LONGER ACTIVE. HAD THE OPERATOR RUN THE MACHINE TO VERIFY THE REPAIR. CODE NO LONGER COMES UP. MACHINE IS LOCATED AT PASO ROBLES.
07/20/2016	Service	636	REPAIR ENGINE	CUSTOMER COMPLAINT: CODE FOR BLADE PITCH SENSOR REPAIR PROCESS COMMENTS: HOOKED UP ET AND FOUND A CODE FOR BLADE PITCH SENSOR: DATA INCORRECT. UNPLUGGED THE SENSOR AND THE CODE CHANGED. PLUGGED THE SENSOR BACK IN AND THE CODE CHANGED TO SENSOR FAILURE. FOUND A TIB FOR UPDATING THE SOFTWARE BECAUSE THE ACCUGRADE AND THE CAT GRADE CONTROL SYSTEMS HAVE A COMMUNICATION ISSUE. FLASHED THE LATEST IMPLEMENT SOFTWARE IN THE MACHINE. THE CODE FOR THE SENSOR WAS NO LONGER ACTIVE. HAD THE OPERATOR RUN THE MACHINE TO VERIFY THE REPAIR. CODE NO LONGER COMES UP. MACHINE IS LOCATED AT PASO ROBLES.
07/20/2016	Service	636	TRAVEL TO/FROM MACHINE	
09/06/2016	Service	981	PERFORM	
09/06/2016	Service	981	PERFORM SERVICE ON 1000 HR MNT SVR TIER 4	
09/06/2016	Service	981	TRAVEL TO/FROM MACHINE	
09/06/2016	Service	981	WELD WITH HARDWARE INFORMATION RECORD ONLY	REPAIR PROCESS COMMENTS: JOB LOCATION: HUNTER ROAD SERVICE DATE: 9-2-16 TECHNICIAN: B942/A762 SEAT BELT INSTALL DATE:MFG MARCH 2015 MACH. DOES HAVE OPERATION & MAINTENANCE GUIDE ***** ITEMS REQUIRING FURTHER ATTENTION ***** MACHINE WAS RAN FOR TEN MINUTES TO INSURE FUEL SYSTEM IS PRIMED. ENGINE OIL AND FUEL FILTERS ARE TIGHT AND NOT LEAKING. ALL FILTERS CHANGED AS PER PM SCHEDULED.
09/06/2016	Service	981	PERFORM	

09/15/2016	Service	991	REMOVE&INSTALL/REPLACE HYDRAULIC OIL/FILTER	CUSTOMER COMPLAINT: LEAKING OIL FILTER CAUSE OF FAILURE: LOOSE FILTER RESULTANT DAMAGE: FILTER WAS NOT SPUN ON TIGHT ENOUGH CAUSING THE HIGH OIL PRESSURE TO BLOW THE SEAL ON THE TOP OF THE FILTER REPAIR PROCESS COMMENTS: REMOVED THE STEERING SYSTEM OIL FILTER AND REPLACED WITH NEW. FILLED HYDRAULIC TANK WITH 10W. MACHINE IS LOCATED AT PASO ROBLES.
09/15/2016	Service	991	TRAVEL TO/FROM MACHINE	
09/23/2016	Service Credit	991	REMOVE&INSTALL/REPLACE HYDRAULIC OIL/FILTER	CUSTOMER COMPLAINT: LEAKING OIL FILTER CAUSE OF FAILURE: LOOSE FILTER RESULTANT DAMAGE: FILTER WAS NOT SPUN ON TIGHT ENOUGH CAUSING THE HIGH OIL PRESSURE TO BLOW THE SEAL ON THE TOP OF THE FILTER REPAIR PROCESS COMMENTS: REMOVED THE STEERING SYSTEM OIL FILTER AND REPLACED WITH NEW. FILLED HYDRAULIC TANK WITH 10W. MACHINE IS LOCATED AT PASO ROBLES.
09/23/2016	Service Credit	991	TRAVEL TO/FROM MACHINE	
09/23/2016	Service	991	REMOVE&INSTALL/REPLACE HYDRAULIC OIL/FILTER	CUSTOMER COMPLAINT: LEAKING OIL FILTER CAUSE OF FAILURE: LOOSE FILTER RESULTANT DAMAGE: FILTER WAS NOT SPUN ON TIGHT ENOUGH CAUSING THE HIGH OIL PRESSURE TO BLOW THE SEAL ON THE TOP OF THE FILTER REPAIR PROCESS COMMENTS: REMOVED THE STEERING SYSTEM OIL FILTER AND REPLACED WITH NEW. FILLED HYDRAULIC TANK WITH 10W. MACHINE IS LOCATED AT PASO ROBLES.
09/23/2016	Service	991	TRAVEL TO/FROM MACHINE	
11/14/2016	Service	1435	PERFORM SERVICE LTR AUTHORIZATION	CUSTOMER COMPLAINT: HAS CODES FOR INJECTOR #3 NOT RESPONDING PROPERLY. CAUSE OF FAILURE: INJECTOR. REPAIR PROCESS COMMENTS: HOOKED MACHINE TO ET AND FOUND CODE. PERFORMED PS45056 SOFTWARE UPDATE AND RAN FUEL VERIFICATION TEST TO CHECK REPAIR. INJECTOR FAILED. REMOVED HOOD AND REGENERATION SYSTEM AND BLEW OFF ENGINE. REPLACED INJECTOR AND INSTALLED TRIM FILE. INSTALLED ALL REMOVED COMPONENTS AND RAN MACHINE FUEL VERIFICATION TEST. TEST PASSED.
11/14/2016	Service	1435	REPAIR FUEL SYSTEM	CUSTOMER COMPLAINT: HAS CODES FOR INJECTOR #3 NOT RESPONDING PROPERLY. CAUSE OF FAILURE: INJECTOR. REPAIR PROCESS COMMENTS: HOOKED MACHINE TO ET AND FOUND CODE. PERFORMED PS45056 SOFTWARE UPDATE AND RAN FUEL VERIFICATION TEST TO CHECK REPAIR. INJECTOR FAILED. REMOVED HOOD AND REGENERATION SYSTEM AND BLEW OFF ENGINE. REPLACED INJECTOR AND INSTALLED TRIM FILE. INSTALLED ALL REMOVED COMPONENTS AND RAN MACHINE FUEL VERIFICATION TEST. TEST PASSED.
11/14/2016	Service	1435	PERFORM SERVICE LTR AUTHORIZATION	CUSTOMER COMPLAINT: HAS CODES FOR INJECTOR #3 NOT RESPONDING PROPERLY. CAUSE OF FAILURE: INJECTOR. REPAIR PROCESS COMMENTS: HOOKED MACHINE TO ET AND FOUND CODE. PERFORMED PS45056 SOFTWARE UPDATE AND RAN FUEL VERIFICATION TEST TO CHECK REPAIR. INJECTOR FAILED. REMOVED HOOD AND REGENERATION SYSTEM AND BLEW OFF ENGINE. REPLACED INJECTOR AND INSTALLED TRIM FILE. INSTALLED ALL REMOVED COMPONENTS AND RAN MACHINE FUEL VERIFICATION TEST. TEST PASSED.
11/14/2016	Service	1435	REPAIR FUEL SYSTEM	CUSTOMER COMPLAINT: HAS CODES FOR INJECTOR #3 NOT RESPONDING PROPERLY. CAUSE OF FAILURE: INJECTOR. REPAIR PROCESS COMMENTS: HOOKED MACHINE TO ET AND FOUND CODE. PERFORMED PS45056 SOFTWARE UPDATE AND RAN FUEL VERIFICATION TEST TO CHECK REPAIR. INJECTOR FAILED. REMOVED HOOD AND REGENERATION SYSTEM AND BLEW OFF ENGINE. REPLACED INJECTOR AND INSTALLED TRIM FILE. INSTALLED ALL REMOVED COMPONENTS AND RAN MACHINE FUEL VERIFICATION TEST. TEST PASSED.
11/14/2016	Service	1435	TRAVEL TO/FROM MACHINE	
11/16/2016	Service	1472	PERFORM	
11/16/2016	Service	1472	PERFORM SERVICE ON 500 HR MNT SVR TIER 4	
11/16/2016	Service	1472	TRAVEL TO/FROM MACHINE	
11/16/2016	Service	1472	WELD WITH HARDWARE INFORMATION RECORD ONLY	JOB LOCATION:HUNTER STREET,SAN MARCOS SERVICE DATE:11/14/16 TECHNICIAN:LUIS.PEREZ SEAT BELT INSTALL DATE: 05/15 MACH. DOES HAVE OPERATION & MAINTENANCE GUIDE. *****ITEMS REQUIRING FURTHER ATTENTION***** MACHINE WAS IDLED FOR TEN MINUTES TO CONFIRM THE FUEL SYSTEM WAS PRIMED.THE ENGINE OIL AND FUEL FILTERS ARE TIGHT AND NOT LEAKING. ALL FILTERS INSTALLED AS PER PM SCHEDULED.

11/16/2016	Service	1472		
11/16/2016	Service	1472	PERFORM	
01/04/2017	Service	1737	REPAIR BULLDOZER BLADE	CUSTOMER COMPLAINT: RUBBER PAD ON LEFT ANGLE CYLINDER CUT REPAIR PROCESS COMMENTS: REMOVED THE TILT CYLINDER AND REMOVED THE PIN FOR THE ANGLE CYLINDER. REMOVED THE 2 CUT RUBBER PADS AND REPLACED WITH NEW. REINSTALLED THE PIN AND REINSTALLED THE TILT CYLINDER. MACHINE IS LOCATED AT PASO ROBLES IN SAN MARCOS.
01/04/2017	Service	1737	REPAIR UNDERCARRIAGE COMPLETE	CUSTOMER COMPLAINT: FRONT TRACK ROLLER ON BOTH ROLLER FRAMES LEAKING OIL CAUSE OF FAILURE: SEAL BLOW OUT RESULTANT DAMAGE: LEAKING OIL FROM TRACK ROLLERS REPAIR PROCESS COMMENTS: LIFTED THE MACHINE AND LOOSENED THE TRACK. REMOVED THE TRACK ROLLER AND REPLACED WITH NEW. TIGHTENED THE TRACK. DID THE SAME THING FOR THE OPPOSITE TRACK. MACHINE IS LOCATED AT PASO ROBLES.
01/04/2017	Service	1737	TRAVEL TO/FROM MACHINE	
01/31/2017	Service	1914	REPAIR BULLDOZER BLADE	CUSTOMER COMPLAINT: ADJUSTER LINK BROKE. CAUSE OF FAILURE: PITCH LINK BROK RESULTANT DAMAGE: NEEDS TO BE REMOVED AND REPAIRED REPAIR PROCESS COMMENTS: BROKEN THREADS WERE SIEZED IN ADJUSTER. WELDED NUT TO BROKEN PIECE AND WORKED IT OUT WITH HEAT. INSTALLED NEW EYELET AND ADJUSTED BLADE.
01/31/2017	Service	1914		
01/31/2017	Service	1914	REPAIR BULLDOZER BLADE	CUSTOMER COMPLAINT: ADJUSTER LINK BROKE. CAUSE OF FAILURE: PITCH LINK BROK RESULTANT DAMAGE: NEEDS TO BE REMOVED AND REPAIRED REPAIR PROCESS COMMENTS: BROKEN THREADS WERE SIEZED IN ADJUSTER. WELDED NUT TO BROKEN PIECE AND WORKED IT OUT WITH HEAT. INSTALLED NEW EYELET AND ADJUSTED BLADE.
01/31/2017	Service	1914	TRAVEL TO/FROM MACHINE	
02/14/2017	Service	2011	PERFORM	
02/14/2017	Service	2011	PERFORM SERVICE ON 2000 HR MNT SVR TIER 4	
02/14/2017	Service	2011	TRAVEL TO/FROM MACHINE	
02/14/2017	Service	2011	WELD WITH HARDWARE INFORMATION RECORD ONLY	JOB LOCATION: SAN SABA SERVICE DATE: 2-10-17 TECHNICIAN: 2611 SEAT BELT INSTALL DATE: MAY 2015 MACH. DOES HAVE OPERATION & MAINTENANCE GUIDE. *****ITEMS REQUIRING FURTHER ATTENTION***** MACHINE WAS IDLED FOR TEN MINUTES TO CONFIRM THE FUEL SYSTEM IS PRIMED. THE ENGINE OIL AND FUEL FILTERS ARE TIGHT AND NOT LEAKING. ALL FILTERS INSTALLED AS PER PM SCHEDULE
02/14/2017	Service	2011		
02/14/2017	Service	2011	PERFORM	
05/31/2017	Service	2752	PERFORM SERVICE ON STARTER	
05/31/2017	Service	2752	TRAVEL TO/FROM MACHINE	
05/31/2017	Service	2752	WELD WITH HARDWARE INFORMATION RECORD ONLY	JOB LOCATION: DEL VALLE SERVICE DATE:5-30-17 TECHNICIAN:3319 SEAT BELT INSTALL DATE:MAR.2015 MACH. DOES HAVE OPERATION & MAINTENANCE GUIDE ***** ITEMS REQUIRING FURTHER ATTENTION ***** MACHINE WAS RAN FOR TEN MINUTES TO INSURE FUEL SYSTEM IS PRIMED. ENGINE OIL AND FUEL FILTERS ARE TIGHT AND NOT LEAKING. ALL FILTERS CHANGED AS PER PM SCHEDULED.
05/31/2017	Service	2752		
06/21/2017	Service	2859	TROUBLESHOOT ATMOSPHERIC PRESSURE SEN.	CUSTOMER COMPLAINT: MACHINE WAS LOGGING 2458-3 - DPF #1 DIFFERENTIAL PRESSURE SENSOR AND 2458-2 - DPF #1 DIFFERENTIAL PRESSURE SENSOR CODES ON THE MACHINE DISPLAY. 7 CAUSE OF FAILURE: A/C LINE HAD RUBBED THROUGH MULTIPLE ENGINE HARNESS WIRES. RESULTANT DAMAGE: FOUND 923PU WIRE WAS SEVERED FROM MAKING CONTACT WITH A/C LINE. 923PU IS THE SIGNAL WIRE FOR AFTER TREATMENT SECONDARY PRESSURE SENSOR. THIS CAUSED THE HIGH VOLTAGE CODE. REPAIR PROCESS COMMENTS: REMOVED ACCESS COVERS. CLEANED UP AREA AROUND HARNESS. DISCONNECTED HARNESS. REPAIRED HARNESS WITH 115-8109 REPAIR KITS. WRAPPED HARNESS WITH ELECTRICAL TAPE AND RECONNECTED. ADJUSTED A/C LINE AWAY FROM HARNESS. RE-INSTALLED COVERS. DOWNLOADED BEFORE AND AFTER PSR. SERVICE REPORTS.

06/21/2017	Service	2859	TRAVEL TO/FROM MACHINE	REPAIR PROCESS COMMENTS: PIERCE LN AND LINDEN RD IN DEL VALLE FROM AUSTIN SHOP
06/24/2017	Service	2700	TROUBLESHOOT CLEAN EMISSIONS MODULE	CUSTOMER COMPLAINT: 2458- 2 DPF #1 DIFFERENTIAL PRESSURE SENSOR : ERRATIC, INTERMITTENT, OR INCORRECT CAUSE OF FAILURE: DPF DIFFERENTIAL SENSOR RESULTANT DAMAGE: REPLACED SENSOR REPAIR PROCESS COMMENTS: HOOKED LAPTOP UP TO MACHINE AND VERIFIED FAULT. 2458- 2 DPF #1 DIFFERENTIAL PRESSURE SENSOR : ERRATIC, INTERMITTENT, OR INCORRECT PULLED PRODUCT STATUS REPORT. CHECKED STATUS OF SENSOR IN E.T. AND FOUND THE PRESSURE WAS STUCK AT(-0.1) PSI THROUGH ALL RPM RANGES. REMOVED INLET AND OUT LINES TO SENSOR AND CHECKED FOR BLOCKAGE, FOUND NONE. INSTALLED LINES. ORDERED NEW DIFFERENTIAL SENSOR. REMOVED OLD SENSOR AND INSTALLED NEW SENSOR. TESTED AND CHECKED SENSOR IN E.T. AND FOUND THE PSI DIFFERENTIAL WAS NOW FLUXUATING UP AND DOWN WITH THE RPM'S. PERFORM ARD IGNITION TEST, PASSED. PERFORM REGEN FUNCTIONAL TEST, PASSED. PERFORM ARD AIR SYSTEM TEST, PASSED. RETURN MACHINE TO SERVICE. FLASHED ECM'S WITH UPDATED FLASH FILES. ENGINE: OLD-4948102 NEW-5158363 AFTERTREATMENT: OLD-4954850 NEW-5247180 GU
06/24/2017	Service	2700	TROUBLESHOOT FUEL SYSTEM	CUSTOMER COMPLAINT: E390 (1) FUEL FILTER RESTRICTION CAUSE OF FAILURE: PLUGGED FUEL FILTERS RESULTANT DAMAGE: REPLACED ALL FUEL FILTERS REPAIR PROCESS COMMENTS: HOOKED LAPTOP UP TO MACHINE AND VERIFIED FAULT. E390 (1) FUEL FILTER RESTRICTION PULLED PRODUCT STATUS REPORT. ORDERED ALL NEW FUEL FILTERS. REMOVED ALL OLD FUEL FILTERS THEN INSTALLED NEW FILTERS. PRIMED AIR OF FUEL SYSTEM THEN TESTED MACHINE FOR 10 MINUTES. MACHINE RUNS OK. FUEL PRESSURE, 100 PSI. CHECKED FOR FAULT AND FOUND NONE. RETURN MACHINE TO SERVICE. #0757 TIM ENGRAV. HRS, 2700. 5-22-2017 *** JOBSITE WAS VERY MUDDY AND CUSTOMER DID NOT WANT MOVE THE MACHINE AS IT WOULD OF RUINED THE ROAD. I HAD TO WALK (1/4) MILE TO MACHINE TO SERVICE IT.***
06/24/2017	Service	2700	TROUBLESHOOT CLEAN EMISSIONS MODULE	CUSTOMER COMPLAINT: 2458- 2 DPF #1 DIFFERENTIAL PRESSURE SENSOR : ERRATIC, INTERMITTENT, OR INCORRECT CAUSE OF FAILURE: DPF DIFFERENTIAL SENSOR RESULTANT DAMAGE: REPLACED SENSOR REPAIR PROCESS COMMENTS: HOOKED LAPTOP UP TO MACHINE AND VERIFIED FAULT. 2458- 2 DPF #1 DIFFERENTIAL PRESSURE SENSOR : ERRATIC, INTERMITTENT, OR INCORRECT PULLED PRODUCT STATUS REPORT. CHECKED STATUS OF SENSOR IN E.T. AND FOUND THE PRESSURE WAS STUCK AT(-0.1) PSI THROUGH ALL RPM RANGES. REMOVED INLET AND OUT LINES TO SENSOR AND CHECKED FOR BLOCKAGE, FOUND NONE. INSTALLED LINES. ORDERED NEW DIFFERENTIAL SENSOR. REMOVED OLD SENSOR AND INSTALLED NEW SENSOR. TESTED AND CHECKED SENSOR IN E.T. AND FOUND THE PSI DIFFERENTIAL WAS NOW FLUXUATING UP AND DOWN WITH THE RPM'S. PERFORM ARD IGNITION TEST, PASSED. PERFORM REGEN FUNCTIONAL TEST, PASSED. PERFORM ARD AIR SYSTEM TEST, PASSED. RETURN MACHINE TO SERVICE. FLASHED ECM'S WITH UPDATED FLASH FILES. ENGINE: OLD-4948102 NEW-5158363 AFTERTREATMENT: OLD-4954850 NEW-5247180 GU
06/24/2017	Service	2700	TRAVEL TO/FROM MACHINE	CUSTOMER COMPLAINT: TRAVEL TO/FROM JOBSITE CAUSE OF FAILURE: REPAIRS OK BY CUSTOMER: MIKE B @ DNT CONST. REPAIR PROCESS COMMENTS: PEARCE LN DEL VALLE, TX

06/27/2017	Service	2940	REPAIR WIRING HARNESS	CUSTOMER COMPLAINT: EMMISIONS FAULT ON DASH CAUSE OF FAILURE: ENGINE HARNESS RUBBED HOLE THROUGH SEVERAL WIRES ON A/C HOSE RESULTANT DAMAGE: REPLACED ENGINE HARNESS REPAIR PROCESS COMMENTS: HOOKED LAPTOP UP TO MACHINE AND VERIFIED FAULT. 2458- 2 DPF #1 DIFFERENTIAL PRESSURE SENSOR : ERRATIC, INTERMITTENT, OR INCORRECT 3485- 4 AFTERTREATMENT #1 EXHAUST GAS TEMPERATURE #1 SENSOR : VOLTAGE BELOW NORMAL 2452- 4 DPF #1 INTAKE TEMPERATURE SENSOR : VOLTAGE BELOW NORMAL 3105- 4 AFTERTREATMENT #1 SCR CATALYST INTAKE GAS TEMPERATURE SENSOR : VOLTAGE BELOW NORMAL REMOVED LEFT SIDE ENGINE PANEL. INSPECTED ALL WIRING, FOUND PREVIOUS REPAIR OF THE ENGINE HARNES TO THE CEM HARNESS. PULL TESTED ALL WIRES AND FOUND VOLTAGE SUPPLY WIRE "U781" HAD BROKEN AGAIN. REPAIRED HARNESS WITH SINGLE WIRE SPLICE. TESTED FOR FAULTS AND COULD NOT REPLICATE AT THIS TIME. INSTALLED LEFT SIDE ENGINE PANEL. RETURN MACHINE TO SERVICE UNTIL HARNEES WAS AVAILABLE FOR INSTALL. SINCE HARNESS WAS ALREADY REPAIRED ONCE AND CONT
06/27/2017	Service	2940	TRAVEL TO/FROM MACHINE	CUSTOMER COMPLAINT: TRAVEL TO/FROM JOBSITE CAUSE OF FAILURE: REPAIRS OK BY CUSTOMER MIKE B @ DNT CONST. REPAIR PROCESS COMMENTS: PIERCE LN DEL VALLE, TX
07/03/2017	Service	2999		
07/03/2017	Service	2999	REPLACE STEERING SYSTEM	CUSTOMER COMPLAINT: STEERING FILTER CODE ON CAUSE OF FAILURE: STEERING FILTER CODE ON RESULTANT DAMAGE: STEERING FILTER CODE ON REPAIR PROCESS COMMENTS: THE STEERING FILTER BYPASS LIGHT IS ON. REPLACED THE FILTER AND CUT THE FILTER OPEN. THE FILTER IS CLEAN. STARTED THE MACHINE AND THE LIGHT IS STILL ON. CHECKED VOLTAGE AT THE SWITCH. REPLACED THE SWITCH. THE LIGHT WENT OFF
07/03/2017	Service	2999	TRAVEL TO/FROM MACHINE	
07/10/2017	Service	2820	REMOVE& INSTALL/REPLACE STEERING CLUTCH OIL/FLTR	CUSTOMER COMPLAINT: CODE FOR STEERING FILTER CAUSE OF FAILURE: PLUGGED STEERING FILTER RESULTANT DAMAGE: CODE FOR STEERING FILTER REPAIR PROCESS COMMENTS: REMOVED THE STEERING FILTER AND REPLACED WITH NEW. ADDED 1 GALLON 10W TO THE HYDRAULIC TANK. MACHINE IS LOCATED OFF OF PEARCE LANE IN AUSTIN.
07/10/2017	Service	2820	REPAIR DOORS, CAB	CUSTOMER COMPLAINT: BOTH CAB DOORS RATTLE CAUSE OF FAILURE: WORN LATCH AND STRIKER ASSEMBLIES RESULTANT DAMAGE: DOOR WOULD NOT CLOSE COMPLETELY REPAIR PROCESS COMMENTS: TRIED TO ADJUST THE LATCHES AND STRIKERS BUT COULD NOT GET DOORS TO CLOSE RIGHT. ORDERED NEW STRIKERS AND LATCHES. WENT BACK TO THE MACHINE THE NEXT DAY AND REPLACED. MACHINE IS LOCATED OFF OF PEARCE LANE.
07/10/2017	Service	2820	TRAVEL TO/FROM MACHINE	
07/24/2017	Service	3030	REPAIR ENGINE	CUSTOMER COMPLAINT: LOW POWER CAUSE OF FAILURE: RESTRICTED FUEL FILTERS RESULTANT DAMAGE: MACHINE HAS LOW POWER REPAIR PROCESS COMMENTS: REMOVED THE FUEL FILTERS AND WATER SEPARATOR AND REPLACED WITH NEW. RAN MACHINE TO VERIFY REPAIR. MACHINE IS LOCATED OFF OF PEARCE LANE ISAUSTIN. SMU: 3030 HRS 7/12/2017 TECH: 208A JOHN STETSON
07/24/2017	Service	3030	TRAVEL TO/FROM MACHINE	
08/11/2017	Service	3249		
08/11/2017	Service	3249	REPLACE IDLER/IDLER WHEEL	CUSTOMER COMPLAINT: FRONT IDLER LEAKING CAUSE OF FAILURE: INTERNAL SEALS DAMAGED RESULTANT DAMAGE: IDLER NEEDS TO BE REPLACED REPAIR PROCESS COMMENTS: DROVE TO JOB SIGHT AND LOCATED MACHINE. TALKED TO OPERATOR AND HE SAID THE FRONT LEFT IDLER WAS LEAKING IN THE MORNING. INSPECTED IDLER AND FOUND THE BEARINGS AND SEALS WHERE BAD. HAD A PSSR COME AND DO A TRACK INSPECTION AND TRACKS WHERE GOOD. INFORMED SUPERVISOR AND WE AGREED IT WOULD BE CHEAPER TO REPLACED IDLER AND NOT REBUILD. ORDERED IDLER AND WENT TO THE SHOP TO PICK IT UP. DISASSEMBLED LEFT TRACK AND REPLACED LEFT IDLER. INSTALLED TRACK AND OPERATED MACHINE TO TEST REPAIR.
08/11/2017	Service	3249	TRAVEL TO/FROM MACHINE	
08/30/2017	Service	3409		
08/30/2017	Service	3409		

08/30/2017	Service	3409	REPAIR BULLDOZER BLADE	CUSTOMER COMPLAINT: PITCH LINK BROKE CAUSE OF FAILURE: ROD EYE BROKE ON LINK RESULTANT DAMAGE: LINK NEEDS TO BE PRESSED REPAIR PROCESS COMMENTS: DROVE TO JOBS SIGHT AND LOCATED MACHINE. FOUND THAT THE PITCH LINK WAS BROKE. ORDERED PARTS AND DROVE TO SHOP. PRESSED IN NEW BEARING INTO NEW LINK END. INSTALLED LINK ONTO MACHINE AND ADJUSTED. GREASED BEARINGS AND RELEASED MACHINE BACK TO OPERATION.
08/30/2017	Service	3409	REPAIR BULLDOZER BLADE	CUSTOMER COMPLAINT: PITCH LINK BROKE CAUSE OF FAILURE: ROD EYE BROKE ON LINK RESULTANT DAMAGE: LINK NEEDS TO BE PRESSED REPAIR PROCESS COMMENTS: DROVE TO JOBS SIGHT AND LOCATED MACHINE. FOUND THAT THE PITCH LINK WAS BROKE. ORDERED PARTS AND DROVE TO SHOP. PRESSED IN NEW BEARING INTO NEW LINK END. INSTALLED LINK ONTO MACHINE AND ADJUSTED. GREASED BEARINGS AND RELEASED MACHINE BACK TO OPERATION.
08/30/2017	Service	3409	TRAVEL TO/FROM MACHINE	
08/30/2017	Service	3409	TRAVEL TO/FROM MACHINE	
10/11/2017	Service	3648	REPAIR VEHICLE LIGHTING SYSTEM	CUSTOMER COMPLAINT: MACHINE HAS A COOLANT LEAK CAUSE OF FAILURE: HEATER HOSE RUBBING ON THE BACK OF THE NRS COOLER RESULTANT DAMAGE: EXCESSIVE COOLANT LEAK REPAIR PROCESS COMMENTS: REMOVED PANELS AROUND THE ENGINE AND CHECKED FOR LEAKS. PULLED A VACUUM ON THE COOLING SYSTEM AND LET IT SIT FOR 15 MINUTES, IT LOST 14 PSI FROM THE VACUUM. CLOSED THE HEATER HOSE VALVES ON THE ENGINE AND PULLED A VACUUM AGAIN, IT NEVER LOST VACUUM. REMOVED THE FLOOR PLATES AND FOUND ONE HOSE RUBBING ON THE BACK OF NRS COOLER. REMOVED THE HOSE AND REPLACED WITH NEW. ZIPTIED HOSE AWAY FROM THE COOLER. ADDED 1 GALLON ELC TO THE COOLING SYSTEM. REINSTALLED ALL PANELS AND FLOOR PLATES. MACHINE IS LOCATED OFF OF 967 WEST OF BUDA. SMU: 3648 HRS 9/28/17 TECH: 208A JOHN STETSON
10/11/2017	Service	3648	TRAVEL TO/FROM MACHINE	
11/10/2017	Service	3936	RESEAL ANGLING CYLINDER	CUSTOMER COMPLAINT: RESEAL CYLINDER. CAUSE OF FAILURE: LEAKING SEALS REPAIR PROCESS COMMENTS: DISASSEMBLED AND CLEANED ALL PARTS. CHECKED ROD WITH STRAIGHT EDGE AND IT WAS STRAIGHT. REPLACED ALL SEALS AND TORQUED HEAD AND PISTON TO SPEC.
11/10/2017	Service	3936	REPAIR TECH. SUPPLIES	
11/10/2017	Service	3936	REPAIR HYDRAULIC LEAK	CUSTOMER COMPLAINT: HYD. OIL LEAKING FROM THE LEFT SIDE BLADE ANGLE CYLINDER. CAUSE OF FAILURE: SEALS IN CYLINDER FAILED. RESULTANT DAMAGE: OIL LEAKING PASS SEALS AND OUT OF CYLINDER. REPAIR PROCESS COMMENTS: ARRIVED AT UNIT AND INSPECTED TO FIND THAT THE LEFT SIDE BLADE ANGLE CYLINDER IS LEAKING OIL AT THE WIPER SEAL. INFORMED CUSTOMER THAT UNIT WOULD HAVE TO BE DOWNED TO REPAIR THE LEAK AS THE PISTON NUT REQUIRES THE HIGH TORQUE. CUSTOMER REQUESTED THAT REPAIR BE DONE AT LATER DATE. WHILE REPAIRING THE UNDER CARRIAGE THE CUSTOMER REQUESTED THAT THE CYLINDER BE REPAIRED AT THIS TIME. REMOVED AND CAPPED LINES TO THE CYLINDER AND THEN REMOVED THE MOUNT BOLTS FOR THE COVER AND THE RETAINER FOR CYLINDER PIN IN THE ROD END. LOOSENED THE HEAD FROM THE CYLINDER AND THEN REMOVED THE ROD AS. FROM THE BARREL TO FIND THAT THE SEAL AND RING WERE BLOWN ON THE HEAD. INSPECTED THE BARREL TO FIND NO VISIBLE DAMAGES. RETURNED TO SHOP WITH ROD AS. AND IT WAS RESEALED. RETURNED TO UNIT WITH ROD AS. AND
11/10/2017	Service	3936	TRAVEL TO/FROM MACHINE	
11/20/2017	Service	4017		
11/20/2017	Service	4017	TROUBLESHOOT MACHINE	CUSTOMER COMPLAINT: ACTIVE DIAGNOSTIC CODE. CAUSE OF FAILURE: CODE 800-11 VIM'S MAIN MODULE FAILURE. RESULTANT DAMAGE: AUDIBLE ALARM REPAIR PROCESS COMMENTS: CONNECT ET, FOUND 800-11 CODE WAS ACTIVE, AFTER RESEARCHING CODE WITH TECHNICAL SERVICE, FLASHED THE VIM'S SOFTWARE, THIS ELIMINATED THE ACTIVE CODE. THE SOFTWARE WAS THE SAME SOFTWARE 4498592 A804 17 NOVEMBER 2017 4017 HOURS
11/20/2017	Service	4017	TRAVEL TO/FROM MACHINE	



12/07/2017	Service	4107		
12/07/2017	Service	4135		
12/29/2017	Service	3936	REPAIR UNDERCARRIAGE COMPLETE	CUSTOMER COMPLAINT: UNDERCARRIAGE IS MAKING A GRINDING NOISE. CAUSE OF FAILURE: NUMEROUS ROLLERS ARE COMING APART. RESULTANT DAMAGE: ROLLERS ARE DRY AND SHAFTS ARE GRINDING AGAINST THE ROLLERS. REPAIR PROCESS COMMENTS: ARRIVED AT UNIT AND INSPECTED TO FIND THE UNDERCARRIAGE MAKING NOISE. RAISED THE UNIT UP WITH THE RIPPER AND THE BLADE TO FIND THAT NUMEROUS ROLLERS ARE COMING APART. ORDERED 6 NEW DOUBLE FLANGE ROLLERS TO REPLACE DAMAGED ROLLERS ON BOTH THE LEFT AND RIGHT ROLLER FRAMES. ORDERED 2 OF THE SINGLE FLANGE ROLLERS FOR THE ROLLER IN FRONT OF THE REAR IDLERS. RETURNED TO UNIT WHEN ALL PARTS ARRIVED AND POSITIONED UNIT FOR REPAIRS. DUG OUT THE ROLLER FRAMES OF MUD AND DIRT TO RELEASE THE TRACK TENSION. RELEASED TENSION AND THEN REMOVED THE DAMAGED ROLLERS FROM THE LEFT SIDE ROLLER FRAME. INSTALLED THE NEW ROLLERS WITH NEW HARDWARE AS NEEDED TO REPLACE DAMAGED PARTS. TORQUE THE CAP BOLTS TO SPEC. AND THEN REPEATED THE PROCESS ON THE RIGHT SIDE. REMOVED TWO OF THE BOLTS THAT BROKE
12/29/2017	Service	3936	DELIVER TUSCALOOSA - ENGINE DIV.	
12/29/2017	Service	3936	REPAIR UNDERCARRIAGE COMPLETE	CUSTOMER COMPLAINT: UNDERCARRIAGE IS MAKING A GRINDING NOISE. CAUSE OF FAILURE: NUMEROUS ROLLERS ARE COMING APART. RESULTANT DAMAGE: ROLLERS ARE DRY AND SHAFTS ARE GRINDING AGAINST THE ROLLERS. REPAIR PROCESS COMMENTS: ARRIVED AT UNIT AND INSPECTED TO FIND THE UNDERCARRIAGE MAKING NOISE. RAISED THE UNIT UP WITH THE RIPPER AND THE BLADE TO FIND THAT NUMEROUS ROLLERS ARE COMING APART. ORDERED 6 NEW DOUBLE FLANGE ROLLERS TO REPLACE DAMAGED ROLLERS ON BOTH THE LEFT AND RIGHT ROLLER FRAMES. ORDERED 2 OF THE SINGLE FLANGE ROLLERS FOR THE ROLLER IN FRONT OF THE REAR IDLERS. RETURNED TO UNIT WHEN ALL PARTS ARRIVED AND POSITIONED UNIT FOR REPAIRS. DUG OUT THE ROLLER FRAMES OF MUD AND DIRT TO RELEASE THE TRACK TENSION. RELEASED TENSION AND THEN REMOVED THE DAMAGED ROLLERS FROM THE LEFT SIDE ROLLER FRAME. INSTALLED THE NEW ROLLERS WITH NEW HARDWARE AS NEEDED TO REPLACE DAMAGED PARTS. TORQUE THE CAP BOLTS TO SPEC. AND THEN REPEATED THE PROCESS ON THE RIGHT SIDE. REMOVED TWO OF THE BOLTS THAT BROKE
12/29/2017	Service	3936	TRAVEL TO/FROM MACHINE	
01/05/2018	Service	4186		
01/05/2018	Service	4186		
01/05/2018	Service	4186	TROUBLESHOOT MACHINE	CUSTOMER COMPLAINT: UNIT HAS WARNING LIGHT ON DASH. CAUSE OF FAILURE: UNIT NEEDS SOFTWARE CONFIGURATION FOR THE VIMS MODULE. RESULTANT DAMAGE: WARNING LIGHT CAME ON WHEN UNIT LOGGED THE CODE FOR THE VIMS MODULE OTHER FAILURE. REPAIR PROCESS COMMENTS: ARRIVED AT UNIT AND CONNECTED ET TO FIND LOGGED CODE FOR 800-11 VIMS MODULE OTHER FAILURE. CHECKED TO FIND NO OTHER CODES OR EVENTS LOGGED. CONTACTED TC AND FOUND THAT THE SOFTWARE CONFIGURATION NEEDS TO BE REFLASHED. TECHNICAL SERVICES IS GOING TO UPDATE UNIT AT LATER DATE. INFORMED CUSTOMER OF FINDINGS AND THAT UNIT WOULD BE VISITED AT LATER DATE FOR SOFTWARE UPDATE. 3416 UNIT LOCATED IN DRIFTWOOD. 4186 HRS.
01/05/2018	Service	4186	TRAVEL TO/FROM MACHINE	

01/31/2018	Service	4199	TROUBLESHOOT ENGINE,E.C.M.(FLASH)	CUSTOMER COMPLAINT: CUSTOMER TXT ME PICTURE OF A LIGHT ON THE DASH CAUSE OF FAILURE: PRODUCT LINK SOFTWARE RESULTANT DAMAGE: FLASHED NEW SOFTWARE REPAIR PROCESS COMMENTS: HOOKED LAPTOP UP TO MACHINE AND VERIFIED FAULT. 800-11 VIMS MAIN MODULE : OTHER FAILURE MODE STARTED DSN AS ANOTHER TECH HAS ALREADY TROUBLESHOT AND FOUND NO FAULT. DSN# CRM-772216-B2T9 MACHINE HAS FAULT OF 800-11. TROUBLESHOT AND FOUND VIMS DOESN'T HAVE A CONFIGURATION FILE UPLOADED TO IT CAUSING THE FAULT. I CHECKED ON THE VIMS CURRENT FIRMWARE AND CONFIGURATIONS THROUGH THE LINK. <a href="https://dealer.cat.com/pl/toolbox">HTTPS://DEALER.CAT.COM/PL/TOOLBOX</a> SISWEB FLASH FILES INFORMS THE VIMS SHOULD BE FLASHED WITH 449-8592 WITH NO CONFIGURATION FILE. WHEN I SEARCH FOR THE CONFIGURATION FILE FOR THIS MACHINE, I CAN'T FIND ONE. IS THERE A CONFIGURATION FILE I CAN USE TO REMEDY THIS 800-11 FAULT? ALL MACHINE FLASH FILES ARE UP TO DATE ALSO, I RE-FLASHED THE VIMS WITH THE 449-8592 AND FAULT STILL REPLICATES. RESPONSE FROM DSN. YEAGLE, JOHN 1/4/2018 10:52:
01/31/2018	Service	4199	TROUBLESHOOT ENGINE,E.C.M.(FLASH)	CUSTOMER COMPLAINT: CUSTOMER TXT ME PICTURE OF A LIGHT ON THE DASH CAUSE OF FAILURE: PRODUCT LINK SOFTWARE RESULTANT DAMAGE: FLASHED NEW SOFTWARE REPAIR PROCESS COMMENTS: HOOKED LAPTOP UP TO MACHINE AND VERIFIED FAULT. 800-11 VIMS MAIN MODULE : OTHER FAILURE MODE STARTED DSN AS ANOTHER TECH HAS ALREADY TROUBLESHOT AND FOUND NO FAULT. DSN# CRM-772216-B2T9 MACHINE HAS FAULT OF 800-11. TROUBLESHOT AND FOUND VIMS DOESN'T HAVE A CONFIGURATION FILE UPLOADED TO IT CAUSING THE FAULT. I CHECKED ON THE VIMS CURRENT FIRMWARE AND CONFIGURATIONS THROUGH THE LINK. <a href="https://dealer.cat.com/pl/toolbox">HTTPS://DEALER.CAT.COM/PL/TOOLBOX</a> SISWEB FLASH FILES INFORMS THE VIMS SHOULD BE FLASHED WITH 449-8592 WITH NO CONFIGURATION FILE. WHEN I SEARCH FOR THE CONFIGURATION FILE FOR THIS MACHINE, I CAN'T FIND ONE. IS THERE A CONFIGURATION FILE I CAN USE TO REMEDY THIS 800-11 FAULT? ALL MACHINE FLASH FILES ARE UP TO DATE ALSO, I RE-FLASHED THE VIMS WITH THE 449-8592 AND FAULT STILL REPLICATES. RESPONSE FROM DSN. YEAGLE, JOHN 1/4/2018 10:52:
01/31/2018	Service	4199	TRAVEL TO/FROM MACHINE	CUSTOMER COMPLAINT: TRAVEL TO/FROM JOBSITE FROM AUSTIN SHOP TWICE CAUSE OF FAILURE: REPAIR OK BY CUSTOMER MIKE B @ DNT CONST. REPAIR PROCESS COMMENTS: HAYS HIGH SCHOOL
02/02/2018	Service	4383	REPAIR ELECTRICAL SYSTEM	CUSTOMER COMPLAINT: UNIT WOULD NOT START IN THE MORNING AND NOW BATTERIES ARE BOILING. CAUSE OF FAILURE: BATTERIES HAVE BAD CELLS IN THEM. RESULTANT DAMAGE: BATTERIES ARE SHORTED INTERNALLY. REPAIR PROCESS COMMENTS: ARRIVED AT UNIT AND INSPECTED TO FIND THAT BOTH BATTERIES ARE HOT AND BOILING. CHECKED THE ALTERNATOR TO FIND IT PUTTING OUT 25 VOLTS. ATTEMPTED TO TURN OFF THE MASTER SWITCH TO FIND IT WAS CORRODED AND SEIZED. REMOVED THE CABLES FROM THE OLD BATTERIES AS WELL AS THE HOLD DOWN BRACKET. REMOVED THE OLD BATTERIES FROM UNIT AND CLEANED OUT THE DIRT FROM THE BATTERY BOX. REMOVED THE COVER FOR THE MASTER SWITCH AND REMOVED THE CABLES FROM THE OLD MASTER SWITCH. CLEANED OUT THE AREA FOR THE SWITCH OF DIRT. CUSTOMER PARTS RUNNER DELIVERED THE NEW BATTERIES AND SWITCH FOR UNIT. INSTALLED THE NEW MASTER SWITCH IN UNIT AND THEN INSTALLED THE NEW BATTERIES AFTER CHECKING THE CABLES FOR SHORTS TO GROUND. STARTED UNIT AND THEN CHECKED TO FIND ALTERNATOR AND NEW BATTERIES TO FIND THEM WO
02/02/2018	Service	4383	TRAVEL TO/FROM MACHINE	

02/09/2018	Service Credit	4199	TROUBLESHOOT ENGINE,E.C.M.(FLASH)	CUSTOMER COMPLAINT: CUSTOMER TXT ME PICTURE OF A LIGHT ON THE DASH CAUSE OF FAILURE: PRODUCT LINK SOFTWARE RESULTANT DAMAGE: FLASHED NEW SOFTWARE REPAIR PROCESS COMMENTS: HOOKED LAPTOP UP TO MACHINE AND VERIFIED FAULT. 800-11 VIMS MAIN MODULE : OTHER FAILURE MODE STARTED DSN AS ANOTHER TECH HAS ALREADY TROUBLESHOT AND FOUND NO FAULT. DSN# CRM-772216-B2T9 MACHINE HAS FAULT OF 800-11. TROUBLESHOT AND FOUND VIMS DOESN'T HAVE A CONFIGURATION FILE UPLOADED TO IT CAUSING THE FAULT. I CHECKED ON THE VIMS CURRENT FIRMWARE AND CONFIGURATIONS THROUGH THE LINK. HTTPS://DEALER.CAT.COM/PL/TOOLBOX SISWEB FLASH FILES INFORMS THE VIMS SHOULD BE FLASHED WITH 449-8592 WITH NO CONFIGURATION FILE. WHEN I SEARCH FOR THE CONFIGURATION FILE FOR THIS MACHINE, I CAN'T FIND ONE. IS THERE A CONFIGURATION FILE I CAN USE TO REMEDY THIS 800-11 FAULT? ALL MACHINE FLASH FILES ARE UP TO DATE ALSO, I RE-FLASHED THE VIMS WITH THE 449-8592 AND FAULT STILL REPLICATES. RESPONSE FROM DSN. YEAGLE, JOHN 1/4/2018 10:52:
02/09/2018	Service Credit	4199	TROUBLESHOOT ENGINE,E.C.M.(FLASH)	CUSTOMER COMPLAINT: CUSTOMER TXT ME PICTURE OF A LIGHT ON THE DASH CAUSE OF FAILURE: PRODUCT LINK SOFTWARE RESULTANT DAMAGE: FLASHED NEW SOFTWARE REPAIR PROCESS COMMENTS: HOOKED LAPTOP UP TO MACHINE AND VERIFIED FAULT. 800-11 VIMS MAIN MODULE : OTHER FAILURE MODE STARTED DSN AS ANOTHER TECH HAS ALREADY TROUBLESHOT AND FOUND NO FAULT. DSN# CRM-772216-B2T9 MACHINE HAS FAULT OF 800-11. TROUBLESHOT AND FOUND VIMS DOESN'T HAVE A CONFIGURATION FILE UPLOADED TO IT CAUSING THE FAULT. I CHECKED ON THE VIMS CURRENT FIRMWARE AND CONFIGURATIONS THROUGH THE LINK. HTTPS://DEALER.CAT.COM/PL/TOOLBOX SISWEB FLASH FILES INFORMS THE VIMS SHOULD BE FLASHED WITH 449-8592 WITH NO CONFIGURATION FILE. WHEN I SEARCH FOR THE CONFIGURATION FILE FOR THIS MACHINE, I CAN'T FIND ONE. IS THERE A CONFIGURATION FILE I CAN USE TO REMEDY THIS 800-11 FAULT? ALL MACHINE FLASH FILES ARE UP TO DATE ALSO, I RE-FLASHED THE VIMS WITH THE 449-8592 AND FAULT STILL REPLICATES. RESPONSE FROM DSN. YEAGLE, JOHN 1/4/2018 10:52:
02/09/2018	Service Credit	4199	TRAVEL TO/FROM MACHINE	CUSTOMER COMPLAINT: TRAVEL TO/FROM JOBSITE FROM AUSTIN SHOP TWICE CAUSE OF FAILURE: REPAIR OK BY CUSTOMER MIKE B @ DNT CONST. REPAIR PROCESS COMMENTS: HAYS HIGH SCHOOL
02/09/2018	Service	4199	TROUBLESHOOT ENGINE,E.C.M.(FLASH)	CUSTOMER COMPLAINT: CUSTOMER TXT ME PICTURE OF A LIGHT ON THE DASH CAUSE OF FAILURE: PRODUCT LINK SOFTWARE RESULTANT DAMAGE: FLASHED NEW SOFTWARE REPAIR PROCESS COMMENTS: HOOKED LAPTOP UP TO MACHINE AND VERIFIED FAULT. 800-11 VIMS MAIN MODULE : OTHER FAILURE MODE STARTED DSN AS ANOTHER TECH HAS ALREADY TROUBLESHOT AND FOUND NO FAULT. DSN# CRM-772216-B2T9 MACHINE HAS FAULT OF 800-11. TROUBLESHOT AND FOUND VIMS DOESN'T HAVE A CONFIGURATION FILE UPLOADED TO IT CAUSING THE FAULT. I CHECKED ON THE VIMS CURRENT FIRMWARE AND CONFIGURATIONS THROUGH THE LINK. HTTPS://DEALER.CAT.COM/PL/TOOLBOX SISWEB FLASH FILES INFORMS THE VIMS SHOULD BE FLASHED WITH 449-8592 WITH NO CONFIGURATION FILE. WHEN I SEARCH FOR THE CONFIGURATION FILE FOR THIS MACHINE, I CAN'T FIND ONE. IS THERE A CONFIGURATION FILE I CAN USE TO REMEDY THIS 800-11 FAULT? ALL MACHINE FLASH FILES ARE UP TO DATE ALSO, I RE-FLASHED THE VIMS WITH THE 449-8592 AND FAULT STILL REPLICATES. RESPONSE FROM DSN. YEAGLE, JOHN 1/4/2018 10:52:
02/09/2018	Service	4199	TRAVEL TO/FROM MACHINE	CUSTOMER COMPLAINT: TRAVEL TO/FROM JOBSITE FROM AUSTIN SHOP TWICE CAUSE OF FAILURE: REPAIR OK BY CUSTOMER MIKE B @ DNT CONST. REPAIR PROCESS COMMENTS: HAYS HIGH SCHOOL
04/09/2018	Service	4852	PERFORM SERVICE ON STARTER	
04/09/2018	Service	4852	TRAVEL TO/FROM MACHINE	

04/09/2018	Service	4852	WELD WITH HARDWARE INFORMATION RECORD ONLY	JOB LOCATION: 4200 FM 967, BUDA SERVICE DATE: 4-4-18 TECHNICIAN: B942 SEAT BELT INSTALL DATE: MARCH 2015 MACH. DOES HAVE OPERATION & MAINTENANCE GUIDE ***** ITEMS REQUIRING FURTHER ATTENTION ***** MACHINE WAS RAN FOR TEN MINUTES TO INSURE FUEL SYSTEM IS PRIMED. ENGINE OIL AND FUEL FILTERS ARE TIGHT AND NOT LEAKING. ALL FILTERS CHANGED AS PER PM SCHEDULED. ALL PLUGS ARE TIGHT AND NOT LEAKING.
04/09/2018	Service	4852		
04/23/2018	Service	4901		
04/23/2018	Service	4901	REPAIR HYDRAULIC LEAK	CUSTOMER COMPLAINT: HYDRAULIC OIL LEAK CAUSE OF FAILURE: LOOSE FILTER RESULTANT DAMAGE: REPLACED FILTER REPAIR PROCESS COMMENTS: THE MACHINE HAS A HYDRAULIC OIL LEAK UNDER THE MACHINE. REMOVED THE FLOOR PLATE. FILLED THE HYDRAULIC TANK STARTED THE MACHINE AND FOUND THE HYDRAULIC FILTER LEAKING. TIGHTENED THE FILTER BUT THE LEAK DID NOT STOP. ORDERED A FILTER. WENT TO THE SHOP TO GET THE FILTER. RETURNED TO THE MACHINE AND INSTALLED THE NEW FILTER. FILLED THE HYDRAULIC TANK. CLEANED THE HYDRAULIC MESS. INSTALLED THE FLOOR PLATE.
04/23/2018	Service	4901	TRAVEL TO/FROM MACHINE	
05/25/2018	Service	5210	INSTALL FUEL, PRESSURE(S)	
06/05/2018	Service	5008		
06/05/2018	Service	5008	REPAIR EXHAUST SCRUBBER	CUSTOMER COMPLAINT: 5000 HOUR DPF REPLACEMENT CAUSE OF FAILURE: 5000 HOUR DPF REPLACEMENT RESULTANT DAMAGE: 5000 HOUR DPF REPLACEMENT REPAIR PROCESS COMMENTS: 5000 HOUR DPF REPLACEMENT. REMOVED THE DPF FILTER AND REPLACED WITH NEW FILTER. RESET THE FILTER HOURS
06/05/2018	Service	5008	REPLACE TRACK ROLLER(S)	CUSTOMER COMPLAINT: REPLACED THE 2 FRONT ROLLERS ON THE RIGHT SIDE CAUSE OF FAILURE: REPLACED THE 2 FRONT ROLLERS ON THE RIGHT SIDE RESULTANT DAMAGE: REPLACED THE 2 FRONT ROLLERS ON THE RIGHT SIDE REPAIR PROCESS COMMENTS: THE TWO FRONT ROLLERS ON THE RIGHT SIDE FAILED REPLACED THE ROLLERS WITH NEW ROLLERS AND BOLTS
06/05/2018	Service	5008	TRAVEL TO/FROM MACHINE	
07/02/2018	Service	5211	TRAINING	
07/02/2018	Service	5211	REMOVE AND INSTALL EQUALIZER BAR	CUSTOMER COMPLAINT: EQUALIZER BAR BUSHINGS WORN OUT CAUSE OF FAILURE: SEALS LEAKED OUT CAUSING EXCESSIVE WEAR. RESULTANT DAMAGE: BUSHINGS EXCESSIVELY WORN REPAIR PROCESS COMMENTS: REMOVED REAR BELLY PAN AND CLEANED OUT COMPARTMENT. ALL OTHER COMPARTMENTS EXTREMELY FULL OF DIRT. HAD TO REMOVE DRAIN TUBE FROM TORQUE CONVERTER HOUSING TO REMOVE THE CENTER PIN. SET UP MACHINE ON CRIBBING AND REMOVED EQUALIZER BAR. RECEIVED BAR ASA INSTALLED BAR SET UP BAR ON A JACK AND INSTALLED ONTO MACHINE. INSTALLED PINS INTO BUSHINGS AND TORQUED BOLTS. FILLED PIN BUSHINGS WITH OIL.
07/02/2018	Service	5211	REPAIR ENGINE COOLING SYSTEM	CUSTOMER COMPLAINT: COOLANT LOW CAUSE OF FAILURE: LEAKING UPPER RADIATOR HOSE RESULTANT DAMAGE: LOW COOLANT REPAIR PROCESS COMMENTS: PRESSURE TESTED COOLING SYSTEM AND FOUND IT WAS LEAKING FROM THE UPPER RADIATOR HOSE. ORDERED HOSE AND COOLANT. REPLACED HOSE AND FILLED SYSTEM.
07/02/2018	Service	5211	REPAIR NON-CAT HYD CYLINDER	CUSTOMER COMPLAINT: RIGHT TILT CYLINDER HAS TOO MUCH PLAY ON BARREL SIDE PIN. CAUSE OF FAILURE: BUSHING WORN OUT REPAIR PROCESS COMMENTS: REMOVED CYLINDER AND CAPPED OFF HOSES. WELDERS WILL HAVE TO WELD UP AND BORE OUT PIN HOLE. TO DO THIS WE MUST DROP THE C-FRAME FROM THE MACHINE. SET UP FOR REMOVAL OF C-FRAME. RIGGED UP TO THE OVER HEAD AND DISCONNECTED HOSES FROM MACHINE TO C-FRAME THEN CAPPED AND PLUGGED. REMOVED TRUNNION CAPS AND BACKED MACHINE OFF THE C-FRAME ASSEMBLY. SET FRAME ON BLOCKS READY FOR WELDERS.
07/02/2018	Service	5211	REMOVE AND INSTALL BULLDOZER	REPAIR PROCESS COMMENTS: REMOVED/INSTALLED THE BULL DOZER AND C--FRAME SO WELDER COULD MAKE REPAIRS TO THE C-FRAME BORE.

07/02/2018	Service	5211	REMOVE AND INSTALL GUARDS	REPAIR PROCESS COMMENTS: ADDED TIME FOR REMOVING BELLY PANS AND CLEANING THEM OUT IT WAS FILTHY AND HAD 3-4 INCHES OF DIRT CLAY AND GREASE PACKED ABOVE THE BELLY PANS.
07/02/2018	Service	5211	PERFORM SERVICE ON R35 DUMP TRUCK # 500472	CUSTOMER COMPLAINT: PERFORM PM 4 CAUSE OF FAILURE: NONE RESULTANT DAMAGE: NONE REPAIR PROCESS COMMENTS: PULLED SAMPLES OF ALL FLUIDS AND FILLED OUT PAPER WILL TURN IN MONDAY. CHANGED ENGINE OIL AND FILTERS. CHANGED PRIMARY AND SECONDARY ENGINE AIR FILTERS. CHANGED CAB AIR FILTER. CHANGED HYDRAULIC FLUID AND FILTERS. CHANGED TRANS FLUID AND FILTERS. CLEANED SCREEN. CHANGED FUEL FILTERS AND CLEANED OUT WATER SEPARATOR. OIL IN FINALS STILL NEEDS TO BE CHANGED AFTER EQUALIZER BAR IS INSTALLED. DRAINED AND FILLED BOTH FINALS. STILL NEEDS GREASE WILL LUBE ONCE C- FRAME IS INSTALLED.
07/02/2018	Service	5211	WELD FRAME	
07/02/2018	Service	5211	WELD EQUALIZER BAR	CUT BEARINGS OUT OF THREE BORES BOTH ENDS WERE BAD AND THE CENTER BORE WAS OVER CAT SPECS. BUILT IT UP AS WELL FOR MACHINING REPAIR PROCESS COMMENTS: CLEAN BORE ON RIGHT SIDE OF C FRAME PUT SET UPS FOR C FRAME BORE WELD BORE CUT TO SIZE CLEAN UP AN PRESS NEW BEARING
07/02/2018	Service	5211	MACHINE/GRIND/MILL EQUALIZER BAR	MACHINE WELDED BORES. MACHINE WELDED END BORES, SEAL BORES AND MACHINE SNAP RING GROOVES BACK TO CAT SPECIFICATIONS. MACHINE WELDED CENTER BORE BACK TO CAT SPECIFICATIONS. ASSEMBLE BEARINGS SEALS AND SNAP RINGS. BAND TO PALLET AND SENT TO SHIPPING.
07/02/2018	Service	5211	TRAFFIC DELAY MACHINE	REPAIR PROCESS COMMENTS: 1 BELLY PAN BOLT HOLDER BROKE OFF AT WELDS WHEN REAR BELLY PAN WAS REMOVED. CLEANED UP AREA AND WELDED HOLDER BACK ONTO MACHINE. LEFT FRONT GRAB HANDLE WAS BROKEN OFF BY CUSTOMER AT WELD CLEANED OFF OLD WELD AND RE WELDED HANDLE BACK IN PLACE PAINTED BARE METAL.
07/02/2018	Service	5211	TRAINING	
08/07/2018	Service	5375	REPAIR AIR CONDITIONER	CUSTOMER COMPLAINT: A/C NOT COLD CAUSE OF FAILURE: CONDENSOR CRACKED RESULTANT DAMAGE: REPLACED CONDENSOR REPAIR PROCESS COMMENTS: THE OPERATOR SAID THE A/C IS NOT COLD. INSTALLED GAUGES IN THE SYSTEM AND FOUND THE SYSTEM EMPTY. CHARGED THE SYSTEM WITH NITRIGEN AND FOUND THE CONDENSOR LEAKING AT THE LEFT REAR CORNER OF THE CONDENSOR. ORDERED A NEW CONDENSOR AND MOUNTS. REMOVED THE REAR WINDOW GAURD. REMOVED THE CONDENSOR. INSTALLED THE NEW CONDENSOR AND WINDOW GAURD. CHARGED THE SYSTEM WITH 4LBS OF R134A.
08/07/2018	Service	5375	REPAIR TRAVEL EXPENSES	CUSTOMER COMPLAINT: TRACK PAD BOLTS MISSING CAUSE OF FAILURE: TRACK PAD BOLTS MISSING RESULTANT DAMAGE: REPLACED BOLTS AND NUTS REPAIR PROCESS COMMENTS: TRACK PAD MISSING BOLTS. INSTALLED NEW BOLTS AND NUTS WHERE MISSING. CUSTOMER SUPPLIED BOLTS
08/07/2018	Service	5375	TRAVEL TO/FROM MACHINE	
08/07/2018	Service	5375		
08/07/2018	Service	5375	REPAIR BULLDOZER BLADE	CUSTOMER COMPLAINT: DOZER LINK BROKEN CAUSE OF FAILURE: DOZER LINK BROKEN RESULTANT DAMAGE: REPLACED THE LINK REPAIR PROCESS COMMENTS: THE TOP LINK ON THE DOZER HAD A BROKEN ROD AT THE EYE ON THE DOZER. ROD ON THE LIFT FRAME IS BENT. HAD TO CUT THE PIN OUT ON THE FRAME. REPLACED THE LINK WITH NEW. INSTALLED 1 NEW PIN.
08/07/2018	Service	5375	TRAVEL TO/FROM MACHINE	
09/04/2018	Service	5647		
09/04/2018	Service	5647	REPAIR HYDRAULIC LEAK	CUSTOMER COMPLAINT: HYDRAULIC OIL LEAK CAUSE OF FAILURE: LOOSE HOSE RESULTANT DAMAGE: INSTALLED HOSE REPAIR PROCESS COMMENTS: THE LEFT SIDE DOZER HOSE 393-7374 IS LOOSE. REMOVED THE HOSE AND REPLACED THE O-RING. INSTALLED THE HOSE. TOPPED OFF THE HYDRAULIC TANK. STARTED THE MACHINE AND CHECKED FOR LEAKS.
09/04/2018	Service	5647	TRAVEL TO/FROM MACHINE	

09/06/2018	Service	5635	REPAIR DOORS, CAB	CUSTOMER COMPLAINT: MISSING TRACK BOLTS, DOOR LOOSE CAUSE OF FAILURE: DOOR STRIKER WORN RESULTANT DAMAGE: MISSING TRACK BOLTS, DOOR LOOSE REPAIR PROCESS COMMENTS: ORDERED TRACK BOLTS TO THE PVILLE STORE AND PICKED UP. DROVE OUT TO THE MACHINE. INSTALLED 5 NEW NUTS AND BOLTS ON THE LEFT TRACK AND 4 NEW NUTS AND BOLTS ON THE RIGHT TRACK. INSPECTED THE RIGHT SIDE DOOR AND FOUND THE DOOR STRIKER WORN OUT SEVERELY. ORDERED NEW STRIKER. RETURNED THE NEXT DAY AND INSTALLED. DOOR IS NO LONGER LOOSE. MACHINE IS LOCATED OFF OF 1431 IN LAGO VISTA AT LAKE SHORE. SMU: 5635 HRS 8/28/18 TECH: 208A JOHN STETSON
09/06/2018	Service	5635	TRAVEL TO/FROM MACHINE	
10/17/2018	Service	5846		
10/17/2018	Service	5846	REPAIR LIGHTS	CUSTOMER COMPLAINT: LIGHT ARE NOT WORKING CAUSE OF FAILURE: LIGHT ARE NOT WORKING RESULTANT DAMAGE: LIGHT ARE NOT WORKING REPAIR PROCESS COMMENTS: NONE OF THE LIGHTS ARE WORKING. FOUND THE FRONT LIGHT WIRING DAMAGED BY THE LIGHTS MOVING AROUND. THE LIGHT HOUSING IS DAMAGED AT THE MOUNTING BRACKET. REPAIRED THE WIRING AND REPLACED THE LIGHTS. THE REAR LIGHTS MOUNTING ARE WORN AND LIGHT BULB BROKEN. REPLACED LIGHT ASSEMBLES. ALL LIGHT WORK.
10/17/2018	Service	5846	TRAVEL TO/FROM MACHINE	
10/17/2018	Service	5821	PERFORM SERVICE ON STARTER	
10/17/2018	Service	5821	TRAVEL TO/FROM MACHINE	
10/17/2018	Service	5821	WELD WITH HARDWARE INFORMATION RECORD ONLY	JOB LOCATION: 22321 BURNET KNOLL TRAIL, LEANDER, TX SERVICE DATE: 10-3-18 TECHNICIAN: 3319 / 4568 SEAT BELT INSTALL DATE: 3/15 MACH. DOES HAVE OPERATION & MAINTENANCE GUIDE ***** ITEMS REQUIRING FURTHER ATTENTION ***** MACHINE WAS RAN FOR TEN MINUTES TO INSURE FUEL SYSTEM IS PRIMED. ENGINE OIL AND FUEL FILTERS ARE TIGHT AND NOT LEAKING. ALL FILTERS CHANGED AS PER PM SCHEDULED
10/17/2018	Service	5821		
11/30/2018	Service	5786		
11/30/2018	Service	5786	REPAIR HYDRAULIC SYSTEM	CUSTOMER COMPLAINT: THE RIGHT TILT CYLINDER ROD BROKE AT THE EYE CAUSE OF FAILURE: THE RIGHT TILT CYLINDER ROD BROKE AT THE EYE RESULTANT DAMAGE: THE RIGHT TILT CYLINDER ROD BROKE AT THE EYE REPAIR PROCESS COMMENTS: THE RIGHT TILT CYLINDER ROD BROKE AT THE EYE. REMOVED THE CYLINDER AND REMOVED THE ROD FROM THE BARREL. FOUND THE BARREL DAMAGED THE PISTON IS DAMAGED AND THE ROD IS BROKEN. ORDERED NEW CYLINDER. INSTALLED NEW BEARINGS, SPACERS, AND PINS. THE REAR PIN WAS CUT OUT. THE FRONT PIN AND SPACERS ARE GONE. TOPPED OFF THE HYDRAULIC SYSTEM. STARTED THE MACHINE AND CHECKED FOR LEAKS.
11/30/2018	Service	5786	TRAVEL TO/FROM MACHINE	
12/04/2018	Service	6066		
12/04/2018	Service	6066	REMOVE AND INSTALL FINAL DRIVE(S)	CUSTOMER COMPLAINT: LEFT FINAL DRIVE WILL NOT TURN CAUSE OF FAILURE: RING GEAR SPLIT RESULTANT DAMAGE: REPLACED FINAL DRIVE REPAIR PROCESS COMMENTS: THE LEFT FINAL DRIVE WILL NOT TURN. REMOVED THE AXLE AND THE FINAL DRIVE WILL NOT TURN. REMOVED THE LEFT TRACK. REMOVED THE LEFT FINAL DRIVE AND BRAKE. DISSASSEMBLED THE LEFT FINAL DRIVE. FOUND THE RING GEAR SPLIT. ALL GEARS AND AXLE ARE DAMAGED. REPLACED WITH NEW FINAL DRIVE AND NEW LEFT OUTER AXLE. INSTALLED THE FINAL DRIVE. FILLED WITH OIL. INSTALLED AND ADJUSTED THE TRACK. RAN THE MACHINE AND CHECKED FOR LEAKS. NO LEAKS FOUND.
12/19/2018	Service	6150		

12/19/2018	Service	6150	REPLACE SPROCKET HUB	CUSTOMER COMPLAINT: MISSING SPROCKET HARDWARE. CAUSE OF FAILURE: HARDWARE RESULTANT DAMAGE: HARDWARE. REPAIR PROCESS COMMENTS: I REPLACED ALL OF THE HARDWARE FOR ONE OF THE SPROCKET SEGMENTS ON THE LEFT SIDE THEN TORQUED THEM TO SPECIFICATION. I DID NOT SEE ANY OTHER MISSING HARDWARE SO I RETURNED THE MACHINE TO SERVICE. 12-17-18 188A
12/19/2018	Service	6150	TRAVEL TO/FROM MACHINE	
12/31/2018	Service	6206	REPAIR TRACK ASSEMBLY	CUSTOMER COMPLAINT: MISSING TRACK PAD CAUSE OF FAILURE: BOLTS RESULTANT DAMAGE: MISSING TRACK PAD. REPAIR PROCESS COMMENTS: I HAD TO REMOVE THE REMAINING BOLTS AND NUTS FROM THE TRACK LINK. I THEN INSTALLED THE NEW TRACK PAD AND HARDWARE. I TORQUED THE HARDWARE TO SPECIFICATION THEN INSPECTED THE REST OF THE UNDERCARRIAGE FOR MISSING PADS OR HARDWARE. I FOUND EVERYTHING GOOD SO I RETURNED THE MACHINE TO SERVICE. 12-27-18 188A
12/31/2018	Service	6206	TRAVEL TO/FROM MACHINE	
02/15/2019	Service	6470	PERFORM SERVICE ON RIDE CONTROL (USE 5077)	
02/15/2019	Service	6470	TRAVEL TO/FROM MACHINE	
02/15/2019	Service	6470	WELD WITH HARDWARE INFORMATION RECORD ONLY	JOB LOCATION: 3311 CRYSTAL BEND DRIVE PFLUGERVILLE SERVICE DATE: 2-12-19 TECHNICIAN: 2611 SEAT BELT INSTALL DATE: MACH 2015 MACH. DOES NOT HAVE OPERATION & MAINTENANCE GUIDE. *****ITEMS REQUIRING FURTHER ATTENTION***** 1.SEATBELT IS EXPIRED * MACHINE WAS IDLED FOR TEN MINUTES TO CONFIRM THE FUEL SYSTEM IS PRIMED. THE ENGINE OIL AND FUEL FILTERS ARE TIGHT AND NOT LEAKING. ALL FILTERS INSTALLED AS PER PM SCHEDULE REPAIR PROCESS COMMENTS: NO SERVICE LABOR .JUST TRAVEL
02/15/2019	Service	6470		
03/01/2019	Service	6562		
03/18/2019	Service	0		
03/28/2019	Service	6700		
03/28/2019	Service	6700	REPLACE POWER TRAIN OIL LINES	
03/28/2019	Service	6700	REPAIR UNDERCARRIAGE COMPLETE	
03/28/2019	Service	6700	REPAIR HYDRAULIC LEAK	CUSTOMER COMPLAINT: MACHINE HAS LEAK CAUSE OF FAILURE: HYD FILTER O RING BLOWN RESULTANT DAMAGE: LOSS OF HYD OIL REPAIR PROCESS COMMENTS: CHECKED MACHINE AND FOUND O RING BLOWN HYD FILTER WAS TIGHT. REMOVED FILTER AND INSTALLED NEW. FILLED HYD LEVEL WITH FIVE BUCKET HYD OIL. BRYAN. LINDENBERG/4637/HOURS 6700/325 WAGON SPOKE WAY, GEORGETOWN, TX 78628, UNITED STATES
03/28/2019	Service	6700	TRAVEL TO/FROM MACHINE	
03/28/2019	Service	6700	TRAVEL TO/FROM MACHINE	
04/19/2019	Service	6899		
04/23/2019	Service	6447	TRANSPORT RENTAL/SALE FOR MACHINE	CUSTOMER COMPLAINT: ADMISTRATIVE TIME REPAIR PROCESS COMMENTS: OPEN/CLOSE W/O CONTACT CUSTOMER ORDER PARTS
04/23/2019	Service	6447	TROUBLESHOOT FUEL SYSTEM	CUSTOMER COMPLAINT: LIGHT ON DASH CAUSE OF FAILURE: PLUGGED FUEL FILTERS RESULTANT DAMAGE: REPLACED ALL FUEL FILTERS REPAIR PROCESS COMMENTS: STARTED MACHINE AND VERIFIED FAULT. HOOKED LAPTOP UP TO MACHINE AND PULLED PRODUCT STATUS REPORT. CHECKED FAULTS AND FOUND E390 (2) FUEL FILTER RESTRICTION ORDERED ALL NEW FUEL FILTERS. TRAVEL TO/FROM AUSTIN SHOP TO PICK UP FILTERS. HAD TOUGH TIME REMOVING LOWER ENGINE ACCESS PANEL AS IT WAS BENT. REMOVED ALL OLD FILTERS THEN INSTALLED NEW. PRIMED FUEL SYSTEM THEN STARTED. ENGINE RAN OK FOR 10 MINUTES. RETURN MACHINE TO SERVICE. TOSS TRASH AND FILL OUT SERVICE REPORT. #0757 TIM ENGRAV. HRS, 6447. 2-8-2019

04/23/2019	Service	6447	REPAIR ELECTRICAL SYSTEM	CUSTOMER COMPLAINT: LIGHT ON DASH CAUSE OF FAILURE: CYLINDER #2 INJECTOR : NOT RESPONDING PROPERLY RESULTANT DAMAGE: INJECTOR HARNESS HOLD CLIP NOT SECURED ON INJECTOR REPAIR PROCESS COMMENTS: 2-8-2019 ARRIVED AT MACHINE, TIRED TO TEST FOR FAULT BUT IT WAS INTERMITTENT AND NOT SHOWING AT THIS TIME. CHECKED ENGINE SOFTWARE AND IT WAS UP TO DATE. PERFORM INJECTOR POP TEST, PASSED. INSPECTED ENGINE HARNESS FOR DAMAGE, FOUND NONE AT THIS TIME. RETURN MACHINE TO SERVICE UNTIL FAUL IS MORE ACTIVE. 4-8-2019 FAULT IS CURRENTLY MORE ACTIVE. HOOKED LAPTOP UP TO MACHINE AND FOUND ACTIVE FAULT. CYLINDER #2 INJECTOR : NOT RESPONDING PROPERLY REMOVED ENGINE HOOD ASSEMBLY AND CLEAN EMISSIONS MODULE. CLEANED ALL DIRT FROM VALVE COVER THEN REMOVED VALVE COVER. NOTICED #2 INJECTOR HARNESS HOLD CLIP WAS NOT SECURE AND ALLOWING THE HARNESS TO LOOSE CONNECTION WITH THE INJECTOR. SECURED INJECTOR CLIP. CHECKED ALL OTHER INJECTOR CLIPS, OK. INSTALLED VALVE COVER, CLEAN EMISSIONS MODULE AND ENGINE HOOD. TESTE
04/23/2019	Service	6447	TRAVEL TO/FROM MACHINE	CUSTOMER COMPLAINT: TRAVEL TO/FROM JOBSITE FROM AUSTIN SHOP 2 TIMES FOR PARTS CAUSE OF FAILURE: REPAIR OK BY CUSTOMER: MIKE B @ DNT CONST. REPAIR PROCESS COMMENTS: ORCHARD RIDGE PARKWAY LIBERTY HILL, TX
04/23/2019	Service	6447	TRANSPORT RENTAL/SALE FOR MACHINE	CUSTOMER COMPLAINT: ADMISTRATIVE TIME REPAIR PROCESS COMMENTS: OPEN/CLOSE W/O CONTACT CUSTOMER ORDER PARTS
05/02/2019	Service	6995	PERFORM SERVICE ON STARTER	REPAIR PROCESS COMMENTS: CLEANED OUT MUD TO GET TO PIVOT SHAFT OIL. CLEANED UP HYDRALIC OIL OVERFLOW FROM TANK. WAS OVER FILLED.
05/02/2019	Service	6995	TRAVEL TO/FROM MACHINE	
05/02/2019	Service	6995	WELD WITH HARDWARE INFORMATION RECORD ONLY	JOB LOCATION: 13619 ABRAHAM LINCOLN STREET, MANOR TX. SERVICE DATE: 4/30/19 TECHNICIAN: MATTHEW SEAT BELT INSTALL DATE: MAR 15 MACH. DOES NOT HAVE OPERATION & MAINTENANCE GUIDE. *****ITEMS REQUIRING FURTHER ATTENTION***** 1.SEATBELT EXPIRED, RECOMMEND REPLACEMENT. **** MACHINE WAS IDLED FOR TEN MINUTES TO CONFIRM THE FUEL SYSTEM IS PRIMED. THE ENGINE OIL AND FUEL FILTERS ARE TIGHT AND NOT LEAKING. ALL FILTERS INSTALLED AS PER PM SCHEDULED. AXLE AND FINAL PLUGS TIGHT
05/02/2019	Service	6995		
05/20/2019	Service	6818	REPAIR FOR WARRANTY: THERMO KING	FLASHED UPDATED FIRMWARE BEFORE FAILURE TO PRODUCT LINK RADIO PER SERVICE LETTER REWORK PROCEDURE. PLEASE SEE SERVICE LETTER FOR DETAILS OF HOW TO CLAIM UP TO THE MAXIMUM SERVICE LABOR ALLOWANCE.
05/20/2019	Service	6818	REPAIR FOR WARRANTY: THERMO KING	FLASHED UPDATED FIRMWARE BEFORE FAILURE TO PRODUCT LINK RADIO PER SERVICE LETTER REWORK PROCEDURE. PLEASE SEE SERVICE LETTER FOR DETAILS OF HOW TO CLAIM UP TO THE MAXIMUM SERVICE LABOR ALLOWANCE.
05/24/2019	Service Credit	6562		
05/24/2019	Service Credit	6562		
05/24/2019	Service Credit	6562	REPAIR SPROCKET SEGMENT	CUSTOMER COMPLAINT: REPAIR AFTER FAILURE: MACHINE MISSING A COUPLE OF SPROCKET BOLTS REPAIR PROCESS COMMENTS: INSTALLED THE MISSING SPROCKET BOLTS AND TORQUED THE BOLTS DOWN, VERIFIED THERE WERE NO OTHER MISSING OR LOOSE BOLTS. TECH 7009 CANTERRA JOB



05/24/2019	Service Credit	6562	REPAIR WINDSHIELD WIPER	CUSTOMER COMPLAINT: REPAIR AFTER FAILURE: WIPER CONTROLS LOOSE REPAIR PROCESS COMMENTS: VERIFIED THE CUSTOMER COMPLAINT, FOUND THE MOUNTING NUTS CAME UNSCREWED AND LET THE WIPER SWITCH FLOP AROUND, INSTALLED THE MOUNTING NUTS AND HAD TO ORDER NEW HARDWARE AND KNOB FOR ONE SWITCH. TECH 7009 CANTERRA JOB CUSTOMER COMPLAINT: REPAIR WIPERS REPAIR PROCESS COMMENTS: PICKED UP PARTS FROM PFLUGERVILLE. MIKE SAID MACHINE WAS LOCATED AT SANTA RITA RANCH IN GEORGETOWN. I WENT TO THE JOB SITE AND COULD NOT FIND THE MACHINE. CALLED HIM BACK UP AND HE TRACED IT DOWN SOUTH IN DALE TX. I WENT TO THAT JOB SITE. WHEN I GOT THERE THE DIRT ROAD IN THE PLACE LOOKED DRY. I STARTED IN TO GET TO THE MACHINE AND THE BOTTOM FELL OUT AND TRUCK GET STUCK. GOT MIKE TO GET AHOLD OF THE SUPERVISOR AND SENT DOZER OVER TO GET ME OUT. GOT TRUCK OUT. REPLACED WIPER SWITCH MOUNTING HARDWARE AND NEW KNOBS FOR THE SWITCH. MADE SURE THE WIPERS WORKED. 0090 2-26-19 DALE TX 6562 HOURS.
05/24/2019	Service Credit	6562	TRAVEL TO/FROM MACHINE	
05/24/2019	Service Credit	6150		
05/24/2019	Service Credit	6150	REPLACE SPROCKET HUB	CUSTOMER COMPLAINT: MISSING SPROCKET HARDWARE. CAUSE OF FAILURE: HARDWARE RESULTANT DAMAGE: HARDWARE. REPAIR PROCESS COMMENTS: I REPLACED ALL OF THE HARDWARE FOR ONE OF THE SPROCKET SEGMENTS ON THE LEFT SIDE THEN TORQUED THEM TO SPECIFICATION. I DID NOT SEE ANY OTHER MISSING HARDWARE SO I RETURNED THE MACHINE TO SERVICE. 12-17-18 188A
05/24/2019	Service Credit	6150	TRAVEL TO/FROM MACHINE	
05/24/2019	Service	6150		
05/24/2019	Service	6562		
05/24/2019	Service	6562	REPAIR SPROCKET SEGMENT	CUSTOMER COMPLAINT: REPAIR AFTER FAILURE: MACHINE MISSING A COUPLE OF SPROCKET BOLTS REPAIR PROCESS COMMENTS: INSTALLED THE MISSING SPROCKET BOLTS AND TORQUED THE BOLTS DOWN, VERIFIED THERE WERE NO OTHER MISSING OR LOOSE BOLTS. TECH 7009 CANTERRA JOB
05/24/2019	Service	6562		
05/24/2019	Service	6562	REPAIR SPROCKET SEGMENT	
05/24/2019	Service	6562	REPAIR WINDSHIELD WIPER	CUSTOMER COMPLAINT: REPAIR AFTER FAILURE: WIPER CONTROLS LOOSE REPAIR PROCESS COMMENTS: VERIFIED THE CUSTOMER COMPLAINT, FOUND THE MOUNTING NUTS CAME UNSCREWED AND LET THE WIPER SWITCH FLOP AROUND, INSTALLED THE MOUNTING NUTS AND HAD TO ORDER NEW HARDWARE AND KNOB FOR ONE SWITCH. TECH 7009 CANTERRA JOB CUSTOMER COMPLAINT: REPAIR WIPERS REPAIR PROCESS COMMENTS: PICKED UP PARTS FROM PFLUGERVILLE. MIKE SAID MACHINE WAS LOCATED AT SANTA RITA RANCH IN GEORGETOWN. I WENT TO THE JOB SITE AND COULD NOT FIND THE MACHINE. CALLED HIM BACK UP AND HE TRACED IT DOWN SOUTH IN DALE TX. I WENT TO THAT JOB SITE. WHEN I GOT THERE THE DIRT ROAD IN THE PLACE LOOKED DRY. I STARTED IN TO GET TO THE MACHINE AND THE BOTTOM FELL OUT AND TRUCK GET STUCK. GOT MIKE TO GET AHOLD OF THE SUPERVISOR AND SENT DOZER OVER TO GET ME OUT. GOT TRUCK OUT. REPLACED WIPER SWITCH MOUNTING HARDWARE AND NEW KNOBS FOR THE SWITCH. MADE SURE THE WIPERS WORKED. 0090 2-26-19 DALE TX 6562 HOURS.
05/24/2019	Service	6562	TRAVEL TO/FROM MACHINE	
06/24/2019	Service	7268		
06/24/2019	Service	7268	REPAIR TRACK ASSEMBLY	CUSTOMER COMPLAINT: THE TRACK IS BROKEN CAUSE OF FAILURE: BROKEN MASTER BOLTS RESULTANT DAMAGE: DAMAGED MASTER LINKS REPAIR PROCESS COMMENTS: THE LEFT TRACK MASTER LINK BOLTS BROKE. THE MACHINE IS SIDEHILL ON THE BROKEN TRACK. PULLED THE TRACK TOGETHER AND WELDED THE MASTER LINK TOGETHER. DROVE THE MACHINE TO FLAT GROUND. CUT THE MASTER LINK FROM THE TRACK. REPLACED THE MASTER LINK. ADJUSTED THE TRACK.

06/24/2019	Service	7268	TRAVEL TO/FROM MACHINE	
07/12/2019	Service	7387		
07/29/2019	Service	7448		
07/29/2019	Service	7448	REPAIR UNDERCARRIAGE COMPLETE	CUSTOMER COMPLAINT: MISSING TRACK PAD BOLTS CAUSE OF FAILURE: BOLTS BROKE IN TWO RESULTANT DAMAGE: LOSE TRACK PADS REPAIR PROCESS COMMENTS: CLEAN MUD FROM TRACK. REPLACED SEVEN TRACK BOLTS RIGHT SIDE. REPLACED THREE LEFT SIDE. TORQUE ALL SPROCKET BOLTS BOTH SIDE'S. TESTED MACHINE NOW WORKING PROPERLY. NOTE TRACKS BOTH SIDE NEED REPLACED. BRYAN LINDENBERG/4637/HOURS 7448/8105 ORIZZONTE STREET, AUSTIN, TX 78747, UNITED STATES
07/29/2019	Service	7448	TRAVEL TO/FROM MACHINE	
08/12/2019	Service	7510	PERFORM SERVICE ON STREET SWEEPER # 501892	
08/12/2019	Service	7510	TRAVEL TO/FROM MACHINE	
08/12/2019	Service	7510	WELD WITH HARDWARE INFORMATION RECORD ONLY	JOB LOCATION :AUSTIN YARD SERVICE DATE:8-8-19 TECHNICIAN:3319 SEAT BELT INSTALL DATE:MAR.2015 MACH. DOES HAVE OPERATION & MAINTENANCE GUIDE ***** ITEMS REQUIRING FURTHER ATTENTION ***** MACHINE WAS RAN FOR TEN MINUTES TO INSURE FUEL SYSTEM IS PRIMED. ENGINE OIL AND FUEL FILTERS ARE TIGHT AND NOT LEAKING. ALL FILTERS CHANGED AS PER PM SCHEDULED.
08/12/2019	Service	7510		
08/19/2019	Service	0	REPAIR ENGINE COOLING SYSTEM	ADDITION REPAIR PARTS FOR WORK ORDER AU84635 SEG 13
11/21/2019	Service	7515	TRAINING	
11/21/2019	Service	7515	WELD AND BORE MACHINE	CUSTOMER COMPLAINT: PERFORM TA1 INSPECTION REPAIR PROCESS COMMENTS: PERFORMED TA1 INSPECTION ON MACHINE. FOUND A TRACK ROLLER WITH WORN OUT BEARINGS, FINAL DRIVES LEAKING AND CD. MORE DETAIL IN TA1.
11/21/2019	Service	7515	CLEAN. MACHINE	
11/21/2019	Service	7515	TEMPORARY HOOK-UP OF MACHINE	CUSTOMER COMPLAINT: REPAIR LEAKS CAUSE OF FAILURE: LEAKING FINAL DRIVE RESULTANT DAMAGE: ISSUES NOT REPAIRED. REPAIR PROCESS COMMENTS: TA1 WAS SUBMITTED. THE LEAKS WERE NEITHER APPROVED OR DENIED TO REPAIR.
11/21/2019	Service	7515	INSPECT ENGINE OIL	CUSTOMER COMPLAINT: INSPECT ENGINE OIL REPAIR PROCESS COMMENTS: BROUGHT MACHINE UP TO THE SHOP ONCE AT THE SHOP I ORDERED AN SOS KIT, WHEN SOS KIT ARRIVED IN MY BIN I GATHERED ENGINE OIL SAMPLE IN KIT FILLED OUT THE PAPER LABEL AND PLACED IT IN THE BIN WHERE SOS SAMPLES ARE PLACED IN PARTS TO BE SHIPPED.
11/21/2019	Service	7515	INSPECT UNDERCARRIAGE COMPLETE	CUSTOMER COMPLAINT: INSPECT UNDERCARRIAGE REPAIR PROCESS COMMENTS: UNDER THE MOBILE APP CAT WEAR MANAGEMENT AND THE USE OF THE ULTRASONIC TOOL I MEASURED AND COLLECTED THE DATA FOR THE INSPECTION ON THE MOBILE APP ONCE COMPLETED I SUBMITTED THE REPORT AND EMAILED IT TO MY SUPERVISORS.
11/21/2019	Service	7515	TROUBLESHOOT STARTING SYSTEM	CUSTOMER COMPLAINT: TROUBLE SHOOT THE STARTING REPAIR PROCESS COMMENTS: WHEN I FIRST WENT TO GATHER THE MACHINE FROM THE YARD I HAD TO JUMP THE BATTERIES SO I COULD START IT UP AND MOVE IT TO THE SHOP, I THEN ISOLATED THE BATTERIES AND LOAD TESTED THEM I NOTICED ONE BATTERY WAS LOW SO I CHARGED THE BATTERIES WITH THE SHOP CHARGER FOR OVER AN HOUR AFTER SEEING THE BATTERIES WERE AT A CERTAIN PERCENTAGE OF CHARGED I TRIED STARTING THE MACHINE BUT TO NO PREVAIL SO I ISOLATED THEM AGAIN AND LOAD TESTED AND I CAME TO THE CONCLUSION THAT THERE WAS ONE BAD BATTERY AFTER REMOVING THE BAD BATTERY I HAD IT LOOKED UP FOR ANY WARRANTY IT DIDN'T HAVE ONE SO I ORDERED ONE FROM PARTS ONCE THE NEW BATTERY CAME IN I INSTALLED IT AND WAS ABLE TO TURN ON THE MACHINE.
11/21/2019	Service	7515	WELD MISCELLANEOUS ITEMS	REPAIR PROCESS COMMENTS: INSTALL COVER ON MACHINE PER LOUIS
11/21/2019	Service	7515	WELD FRT CVR/HSG USE 1162/1166	FAB COVER PLATE
11/21/2019	Service	7515	TRAINING	

04/02/2020	Service	7513	INSPECT UNDERCARRIAGE COMPLETE	CUSTOMER COMPLAINT: INSPECT UNDERCARRIAGE REPAIR PROCESS COMMENTS: WENT TO BRING MACHINE UP FROM YARD. MACHINE BATTERIES WERE DEAD. NO LIGHT OR CRANK. JUMPED MACHINE OFF TO START AND MOVED MACHINE TO SHOP. RINSED TRACKS TO MEASURE COMPONENTS. PERFORMED CTS REPORT ON MACHINES UNDERCARRIAGE. DOCUMENT MEASUREMENT AND PLACED PICTURES IN APP FILE.
04/02/2020	Service	7513	INSPECT BULLDOZER BLADE	CUSTOMER COMPLAINT: INSPECT BLADE REPAIR PROCESS COMMENTS: INSPECTED BLADE AND FOUND NO VISUAL ABNORMALITIES. OPERATED MACHINE TO TEMPERATURE AND WATCHED BLADE FOR LOOSE JUNCTIONS. BLADE OPERATES FINE NO SLACK IN TRUNNIONS.
04/02/2020	Service	7513	TROUBLESHOOT BATTERY	CUSTOMER COMPLAINT: TROUBLESHOOT BATTERY CAUSE OF FAILURE: LOW CHARGE AND NON FUNCTIONAL BATTERY REPAIR PROCESS COMMENTS: TESTED BATTERIES AND FOUND CHARGE OF 0% ON BOTH, 8 V AND 4 V PRESENT ON BATTERIES. ONE BATTERY WAS RECENTLY REPLACED. REMOVED AND REPLACED OLDER BATTERY FROM MACHINE. REINSTALLED CABLES AND TESTED OPERATION. MACHINE WOULD NOT CRANK. PLACED OTHER BATTERY ON CHARGER. AFTER CHARGING BATTERY MACHINE HAD PROPER VOLTAGE AND STARTED AS NORMAL.
04/16/2020	Service	7516	TROUBLESHOOT CHARGING SYSTEM	CUSTOMER COMPLAINT: TROUBLESHOOT CHARGING SYSTEM REPAIR PROCESS COMMENTS: REMOVED NEGATIVE PRONG FROM BATTERY, TESTED PRONG TO BATTERY TO CHECK FOR ANY DRAW. REMOVED PRONGS, AND TESTED BATTERY'S. ONE WAS DEAD, GOT TOOLS TO RECHARGE BATTERY. AFTER RECHARGING. TESTED BATTERY AND THEY WERE BOTH 100% GOOD BATTERY. PARKED MACHINE.
04/16/2020	Service	7516	FABRICATE BULLDOZER BLADE	CUSTOMER COMPLAINT: CRACK ON BLADE AND REMOVE NON FACTORY STEPS CAUSE OF FAILURE: STRESS ON BLADE RESULTANT DAMAGE: CRCK IN BLADE REPAIR PROCESS COMMENTS: GOUGE OUT CRACK AND RE WELD THEN CUT OFF NON FACTORY STEPS
06/08/2020	Service	7519	WELD AND BORE MACHINE	CUSTOMER COMPLAINT: PERFORM TA-1 INSPECTION REPAIR PROCESS COMMENTS: WENT DOWN TO YARD AND LOCATED MACHINE, ATTEMPTED TO START MACHINE AND MACHINE WOULD NOT START. CAME BACK TO SHOP AND GRABBED JUMP BOX, RETURNED TO MACHINE AND JUMPED MACHINE. BROUGHT MACHINE UP TO SHOP AND BEGAN TA-1 INSPECTION. HOOKED UP A COMM ADAPTER AND LAUNCHED CAT ET, CHECKED FOR CODES AND PULLED A PRODUCT STATUS REPORT. FOLLOWED ALL STEPS IN CAT INSPECT, MADE COMMENTS AND TOOK PHOTOS OF MACHINE. RETURNED MACHINE TO YARD.
10/21/2020	Service	7519	UNDERCARRIAGE MAINTENANCE BATTERY	CUSTOMER COMPLAINT: INSPECT AND MAINTAIN BATTERIES REPAIR PROCESS COMMENTS: LOCATED MACHINE AND ATTEMPTED TO START. BATTERIES WERE DEPLETED. RETURNED TO SHOP TO GRAB JUMP PACK. JUMPED MACHINE AND BROUGHT TO SHOP. DISCONNECTED BATTERIES AND REMOVED FROM MACHINE. PUT BATTERIES ON CHARGERS. AWAITING RESULTS. BATTERIES CHARGED OVERNIGHT. TESTED BATTERIES. BOTH BATTERIES TESTED GOOD. REINSTALLED BATTERIES INTO MACHINE AND STARTED MACHINE.
10/21/2020	Service	7519	ADJUST FUEL TANK	CUSTOMER COMPLAINT: ADJUST FUEL TANK REPAIR PROCESS COMMENTS: SALES REP REQUESTED FUEL TANK BETWEEN 1/3 AND 1/2. GOT TRANSFER PUMP FROM TOOL ROOM AND FUEL TANK FROM SIDE OF SHOP. PUMPED FUEL INTO TANK. FUEL LEVEL IS AT HALF TANK. WAS REQUESTED TO DROP FUEL LEVEL FURTHER. RETRIEVED PUMP AND STORAGE TANK AND REMOVED MORE DIESEL FROM MACHINE. TURNED MACHINE OUT TO YARD.
12/08/2020	Service	0	INSTALL FUEL, PRESSURE(S)	
12/15/2020	Service	7520	NON-CHARGABLE TIME	
12/15/2020	Service	7520	INSPECT TURBOCHARGER GP	CUSTOMER COMPLAINT: FOUND TURBOCHARGE AIR INLET CLAMP BROKEN REPAIR PROCESS COMMENTS: 5125 10-30-20 TOOK TIME TO GET COVERS OUT OF THE WAY HAD TROUBLE REMOVING TURBOCHARGER HOSES TO INSPECT FINALLY GOT THEM OFF AND TOOK A PICTURE OF INSIDE HOSE AND SENT TO LOUIS FOR REVIEW OBTAINED OIL SAMPLE AND SUBMITTED

12/15/2020	Service	7520	UNDERCARRIAGE MAINTENANCE MACHINE	REPAIR PROCESS COMMENTS: 5125 10-30-20 TOOK TIME TO GO AROUND MACHINE AND LOOK FOR ANY THINGS ELSE NEEDING ATTENTION FOUND WIPER WASHERS NOT OPERATING FOUND ALOT OF MISSING HARDWARE MASTER KEY MISSING CONNECTED CAT ET DOWNLOADED PSR (ATTACHED) WAS TOLD TO LEAVE DOOR SEALS AS IS WAS TOLD TO NOT WORRY ABOUT LEFT SIDE ANGLE CYLINDER SEEP 5125 11-16-20 SPENT TIME AFTER CONNECTED TRACK TO GET MACHINE UP AND OFF JACK STANDS TOOK TIME TO MOVE MACHINE OUT OF SHOP AND CLEAN WORK AREA SALES COORDIANATOR WANTED TO REMOVE STICKERS, TEST BATTERIES, AND DRAIN FUEL TANK TO 1/2 SPENT TIME TO REMOVE RENTAL RESPONSIBILITY STICKERS GOT BATTERY ANALYZER FROM TOOL ROOM AND TESTED BOTH BATTERY (OK) ATTACHED BATTERY TESTS TO STW HAD TO GO GET FUEL TANK TO 1/2 TANK GREASED MACHINE HAD TO MOVE MACHINE AROUND TO TOP OFF FINAL DRIVE, RECOIL SPRING, AND PIVOT SHAFT OIL REPLACED MISSING OMM AND SAFETY BOOKLET ORDERED GEAR OIL FOR EQUALIZER BAR PINS WAITING ON PARTS 5125 11-18-20 HAD TO TOP OFF HYD FLUID AND CLEAN O
12/15/2020	Service	7520	TRAINING SCHOOL MACHINE	REPAIR PROCESS COMMENTS: 4540 11-18-20 FINAL INSPECTED MACHINE AND FOUND RIGHT REAR FINAL DRIVE LEAKING AND SERPENTINE BELT BADLY WORN OUT. SEND PICTURES TO GARY AND WAITING TO SEE IF THIS IS GOING TO BE REPAIRED OR LEAVE AS IS. 4540 12-2-20 VERIFIED REPAIRS, RIGHT SIDE FINAL DRIVE LEAK WAS REPAIRED AND SERPENTINE BELT WAS REPLACED.
12/15/2020	Service	7520	TROUBLESHOOT WINDSHIELD WASHER	REPAIR PROCESS COMMENTS: 5125 11-02-20 WHEN ACTIVATING WASHERS NONE ACTIVATE CANNOT HEAR MOTORS AT ALL LOCATED WASHER TANK AND HAD TO REMOVE TANK TO CLEAN OUT MUD THAT WAS PILED OVER TANK FOUND ALL 4 CHECK VALVES BROKEN CLEANED OUT MUD FROM COMPARTMENT AND TOOK TANK TO PARTS CLEANER TO WASH TANK CHECKED ALL CONNECTORS AND WENT TO ACTIVATE ONE AT A TIME TO CHECK FOR POWER AND GROUND TO ALL CONNECTORS (OK) WASHER PUMPS BURNT OPEN CAUSING NO OPERATION ORDERED PARTS REPLACED ALL BURNT OPEN PUMPS INSTALLED ALL PARTS BACK AND RETESTED ALL WASHERS OPERATE AT THIS TIME
12/15/2020	Service	7520	TROUBLESHOOT LIGHTS	REPAIR PROCESS COMMENTS: 5125 11-06-20 FOUND NO LIGHT OPERATION CHECKED FOR POWER TO LIGHTS (NONE) FOUND SHORT CAUSING FUSE TO BLOW TOOK TIME TO CHECK HARNESS FOR SHORTS (NONE) HAD TO UNPLUG EACH CONNECTOR WHILE TO CHECKING HARNESS TO SEE IF SHORT WENT AWAY UNPLUGGED EACH FLOOD LIGHT AND FOUND SHORT IS COMING FROM RIGHT SIDE CONNECTOR TO FRONT OF MACHINE 5125 11-09-20 TOOK TIME TO REPAIR HARNESS FOR LIGHTS THAT WAS BLOWING FUSE. ONCE I GOT HARNESS FIXED AND WAS ABLE TO TURN LIGHTS ON FOUND ONLY ONE ACTUALLY WORKED. HAD TO REPLACE ALL LIGHT BULBS ON MACHINE AFTER REPLACEMENT ALL LIGHTS NOW OPERATE AT THIS TIME
12/15/2020	Service	7520	INSTALL DOOR COMPARTMENT	REPAIR PROCESS COMMENTS: 5125 11-06-20 ORDERED PART FOR CONSOLE DOOR INSTALLED CONSOLE COVER
12/15/2020	Service	7520	CLEAN AND INSPECT PIPE,AIR	REPAIR PROCESS COMMENTS: 3498 11/5/20- REMOVE AIR INTAKE PIPES AND WASHED THEM PUT AND DRIED THEM, DID NOT FEEL DIRT INSIDE PIPES, REINSTALLED PIPES WITH CLAMPS, INSTALLED ENGINE COMPARTMENT PANELS AND DOOR
12/15/2020	Service	7520	UNLOAD AND BLOCK ENGINE OIL/FILTER	REPAIR PROCESS COMMENTS: 3498 11/5/20- DRAINED ENGINE OIL, REPLACED ENGINE OIL FILTER WITH NEW FILTER, INSPECTED AIR FILTERS AND THEY ARE IN GOOD CONDITION, CLEANED OUT AIR BOX, REINSTALLED AIR FILTERS, FILLED ENGINE WITH OIL, STARTED MACHINE AND RAN FOR A FEW MINUTES TO CYCLE OIL, CHECKED AND TOPPED OFF ENGINE OIL
12/15/2020	Service	7520	REPLACE RIPPER SHANK	REPAIR PROCESS COMMENTS: 5125 11-09-20 ORDERED PIN AND RETAINERS OTHER RIPPER SHANK CAME IN INSTALLED RIPPER SHANK GOT PIN INSTALLED AND COTTER PINS
12/15/2020	Service	7520	REMOVE STEP/LADDER	REPAIR PROCESS COMMENTS: 5125 11-09-20 CUSTOMER HAD WELDED ON A STEP ON THE BACK OF THE BLADE TOOK TIME TO CUT WITH CUTTING WHEEL BECAUSE TORCH KITS WERE NOT AVAILABLE USED GRINDER TO CLEAN EDGE AND USED YELLOW PAINT TO COVER IT UP

12/15/2020	Service	7520	REMOVE AND INSTALL TRACK SHOES	REPAIR PROCESS COMMENTS: 5125 11-11-20 TOOK TIME TO GET MACHINE SETUP ON JACK STANDS SAFELY TO BE ABLE TO ROTATE TRACKS AS NEEDED. BOLTS WERE STUCK IN TRACK SHOES AND HAD TO USE TORCH TO CUT HEADS OFF TO REMOVE. TOOK TIME TO USE TORCH TO REMOVE AS MANY BOLTS I COULD 5125 11-12-20 CONTINUED REMOVING SEIZED BOLTS WITH TORCH INSTALLED NEW HARDWARE TOOK TIME TO SETUP RIGHT SIDE TRACK TO BE SEPERATED SEPERATED RIGHT HAND SIDE TRACK AND TOOK PICTURES OF BROKEN BOLT IN MASTER LINK 3498 11/9/20- : REMOVED SEIZED BOLTS, REPLACED THEM WITH NEW BOLTS AND NUTS, INSTALLED COTTER PIN ON RIPPER, FOUND SEVERAL MORE LOOSE BOLTS ON TRACKS 3498 11/10/20- INSPECTED THE REST OF THE RIGHT TRACK BOLTS AND LEFT TRACK BOLTS, TORCHED OUT 15 BOLTS THAT WERE LOOSE BUT SEIZED, REPLACED WITH NEW HARDWARE AND TORQUED BOLTS. 3498 11/11/20- CONTINUED TORCHING OUT SEIZED BOLTS, INSTALLED NEW BOLTS AND NUTS AND TIGHTENED THEM
12/15/2020	Service	7520	REMOVE AND INSTALL TRACK ROLLER(S)	REPAIR PROCESS COMMENTS: 5125 11-09-20 ORDERED MISSING BOLTS AND WASHER FOR RR TRACK ROLLER. 5125 11-12-20 ROLLED TRACK BACKWARDS TO GET TRACKS LEVEL ON GROUND AND ENOUGH SPACE TO REMOVE REAR ROLLER TOOK TIME TO GET BOLTS LOOSE ONE BOLT BROKE WHEN REMOVING GOT ROLLER REMOVED AND TOOK PICTURES OF DAMAGES ADVISED SUPERVISOR AND WAS TOLD HE WAS GONNA CALL WELD SHOP. 5125 11-16-20 WELD SHOP REMOVED BROKEN BOLTS FROM ROLLER FRAME GOT TOOLING NEEDED FOR INSTALL INSTALLED TRACK ROLLER AND TORQUED TO SPEC AND PAINT MARKED TOOK TIME TO GET TRACK CONNECTED AGAIN AND TORQUE TRACK BOLT TO SPEC AND PAINT MARKED
12/15/2020	Service	7520	TROUBLESHOOT	REPAIR PROCESS COMMENTS: 5125 11-17-20 AFTER RIPPER WAS INSTALLED EMISSION CODE POPPED ON DISPLAY LOOKED INTO EGR INTAKE PRESSURE SENSOR CODES ON SIS LOOKED INTO SIS ON SCHEMATIC TO FIND LOCATION OF SENSOR 5125 11-18-20 CAME IN THE MORNING AND FOUND CODE IS NO LONGER ACTIVE I FORCED REGEN ON MACHINE AND IT WENT THROUGH WITHOUT FAIL. DOWNLOADED CLEAR PSR AND ATTACHED TO STW
12/15/2020	Service	7520	REMOVE AND INSTALL FINAL DRIVE(S)	REPAIR PROCESS COMMENTS: 5059 11/18/20 - SPLIT THE TRACK - REMOVED THE RIGHT AXLE - REMOVED ONE OF THE SPROCKETS ON THE FINAL IN ORDER TO BE ABLE TO USE LIFTING DEVICE - REMOVED FINAL DRIVE - SET IT ON A PALLET, BAGGED AND TAGGED, MADE REPAIR ORDER 5059 11/30/20 REINSTALLED FINAL DRIVE, REATTACHED TRACK.
12/15/2020	Service	7520	REPLACE SERPENTINE BELT	REPAIR PROCESS COMMENTS: 5059 REPLACED CRACKED SERPENTINE BELT
12/15/2020	Service	7520	RESEAL FINAL DRIVE(S)	CUSTOMER COMPLAINT: OIL LEAKING REPAIR PROCESS COMMENTS: 4432 RECEIVED FINAL DRIVE FOR RESEAL DUE TO AN OIL LEAK. ORDERED PARTS NEEDED FOR THE JOB. DUO CNES SEALS CAME WITH THE COMPONENT. WASHED ALL PARTS AND LOOK TO SEE IF THERE WAS ANY FURTHER DAMAGE. ASSEMBLED FINAL DRIVE. TOQUED RETAINER BOLTS TO 100 FTLBS. TORQUED PLANETARY CARRIER TO 320 FTLBS.
12/15/2020	Service	7520	REPAIR TRACK ASSEMBLY	MACHINE HOURS: DATE: 11/13/20 TECH# 1466 & 2665 CUSTOMER COMPLAINT: BROKEN BOLTS IN MASTER LINK * CAUSE OF FAILURE: DRY BUSHING ** RESULTANT DAMAGES: BOLTS BROKE ** REPAIR PROCEDURES: PRESSED PIN END MASTER LINK OFF. CLEANED PARTS. INSTALLED NEW SEALS AND THRUST RINGS. PRESSED NEW MASTER LINK ON. FILLED WITH GREASE AND INSTALLED NEW STOPPER AND PLUG.
12/15/2020	Service	7520	REMOVE & INSTALL/UPDATE UNDERCARRIAGE COMPLETE	REPAIR PROCESS COMMENTS: 5125 10-30-20 FOUND CTS WAS COMPLETED RECENTLY BUT HE HAD INPUTED INCORRECT PART NUMBERS ENTERED PART NUMBERS THAT WERE MISSING COMPLETED CTS REPORT ATTACHED TO STW AND UPLOADED TO CLOUDLINK SENT CTS TO LOUIS FOR REVIEW
12/15/2020	Service	7520	WELD TRACK ASSEMBLY	REPAIR PROCESS COMMENTS: REMOVED BOLT OUT OFF RIGHT ROLLER FRAME

12/15/2020	Service	7520	MOVE MACHINE	REPAIR PROCESS COMMENTS: 5125 10-27-20 WALKED YARD TO LOCATE MACHINE COULD NOT LOCATE MACHINE AND WENT TO YARD SHACK TO ASK IF THEY HAD SEEN IT THEY STATED THAT MACHINE WAS STILL IN PRE SHIP STATUS IN AUSTIN 5125 10-30-20 WALKED YARD TO LOCATE MACHINE FOUND MACHINE PARKED IN MUD AND MOVED TO WASH RACK TO CLEAN OFF BEFORE BRING MACHINE IN SHOP BROUGHT MACHINE INTO SHOP AREA AND CHALKED AND FILLED OUT JSA
12/15/2020	Service	7520	NON-CHARGABLE TIME	