

FAILURE REPORT

YOUR LOGO

DEALER INFORMATION

Dealer	<input type="text"/>	Branch	<input type="text"/>
Issuer	<input type="text"/>	Issue date	<input type="text"/>

BASIC INFORMATION

Model	<input type="text"/>	Serial no.	<input type="text"/>
Operating hours	<input type="text"/>	Travel Distance (Wheeled machines)	<input type="text"/>
Defect code	<input type="text"/>	Mach. down	Mach. Running
Causal Part description	<input type="text"/>	Old comp. serial no.	<input type="text"/>
Causal part no.	<input type="text"/>	New comp. serial no.	<input type="text"/>
PROSIS Function Group	<input type="text"/>	Main operation no.	<input type="text"/>

CUSTOMER COMPLAINTS

- Try to be objective when describing the problem.
- How did the machine behave when the fault was noticed?
- How long have the symptoms been evident?
- What triggered the symptoms?
- Are the symptoms constant or intermittent?
- Are there any active or inactive codes in the machine display or in service tool?
- Are there any valuable comments from operator?
- Have any previous action done to solve the problem?

TEST/WORK DESCRIPTION

- Back to the basics (Basic things first)
- Organize possible cause and prioritize them
- Search for Service bulletins, Service tips for similar issues
- List all tests, parts replacements, software updates, etc. that were performed, preferably in chronological order
- Provide the test results in actual values (e.g. not “hot”, “low”, “OK”)
- Check Product update and review Machine Track Record

CAUSE

- Describe which part caused the fault or root cause of the fault identified

CORRECTION

- Describe what action was taken to correct the failure

ATTACHMENT

- Mark what you have as extra information
- Be sure to send/combine with this report

MATRIS Report

TECHTOOL WORK ORDER

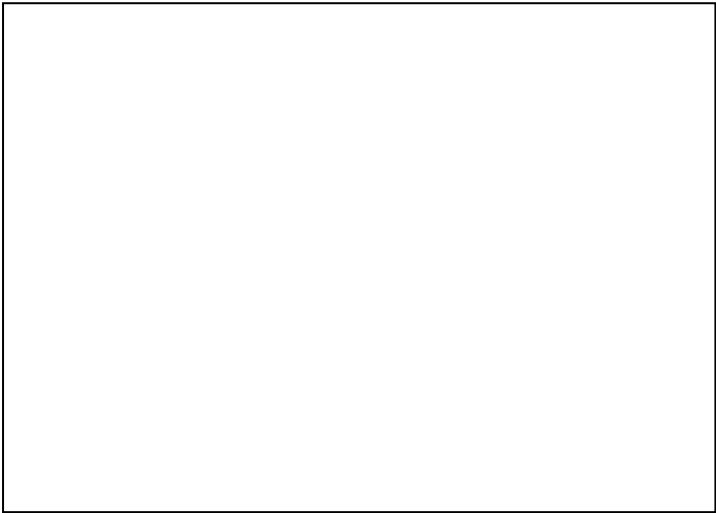
Oil Analysis Report

PHOTO / VIDEO

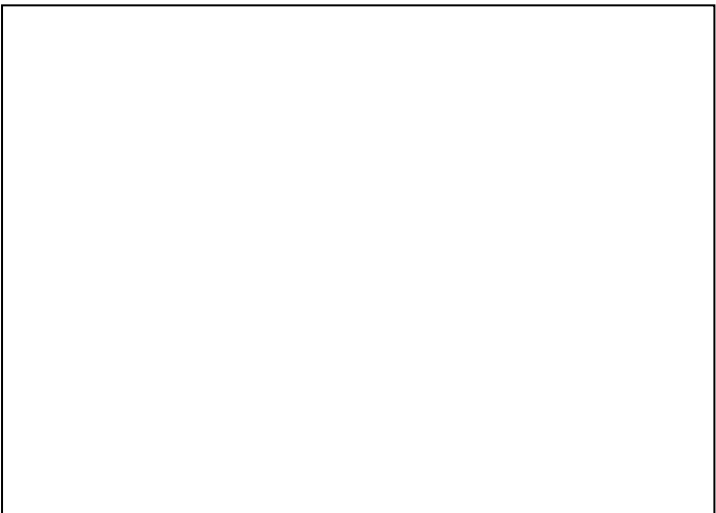
INSPECTION REPORT

Machine view

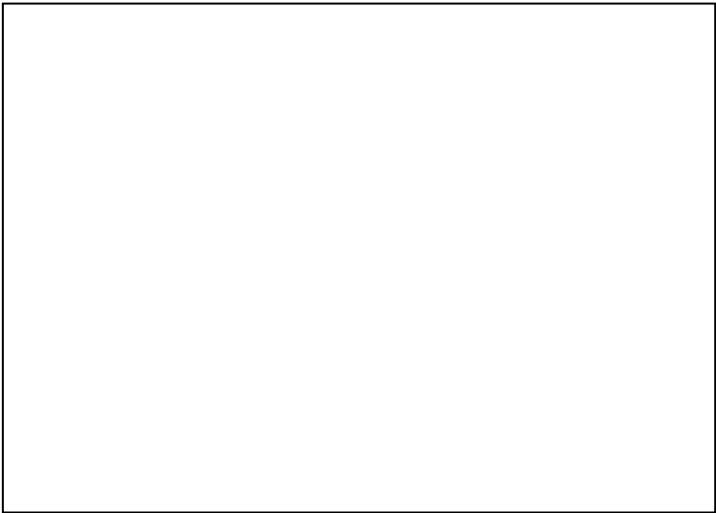
Machine view



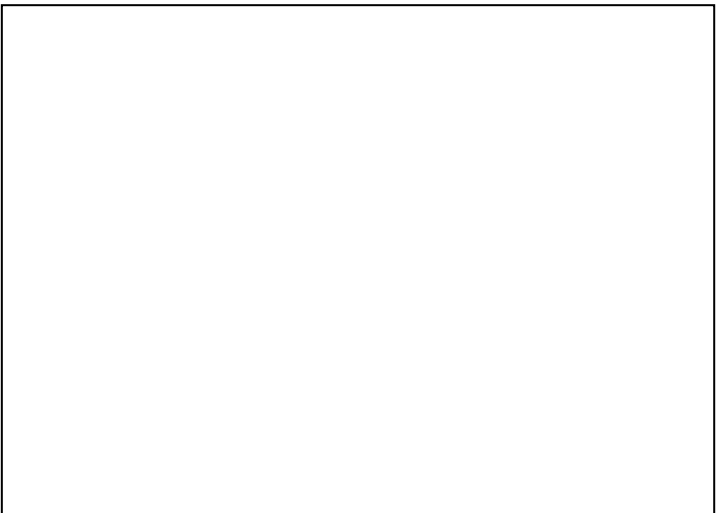
Machine view



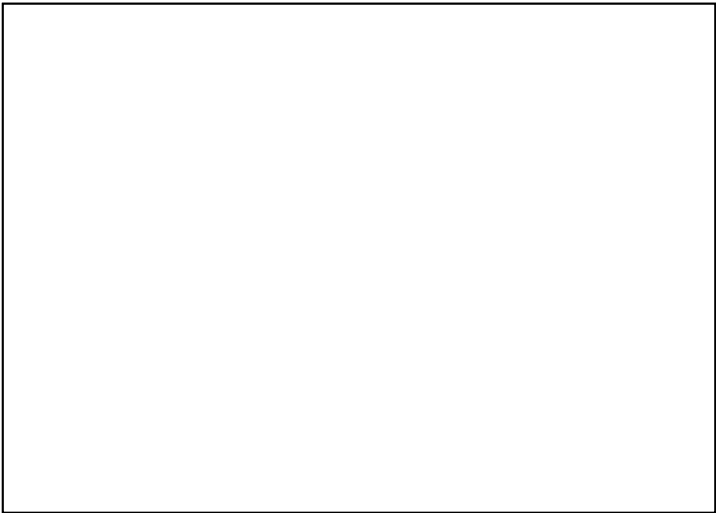
Machine view



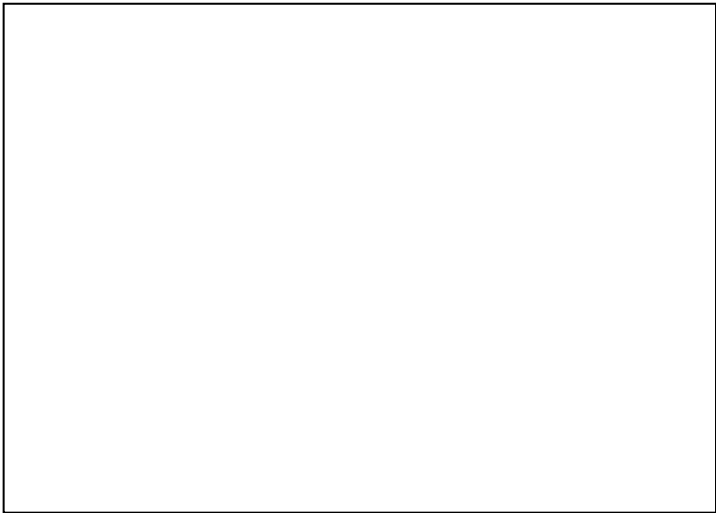
Site condition



Site condition



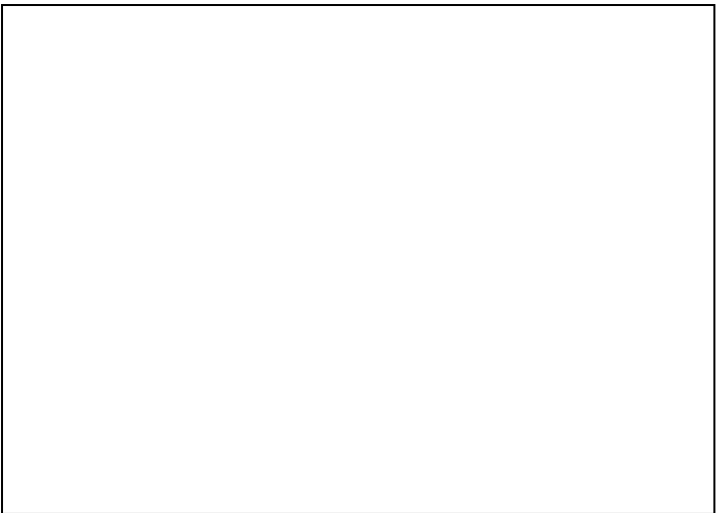
Site condition



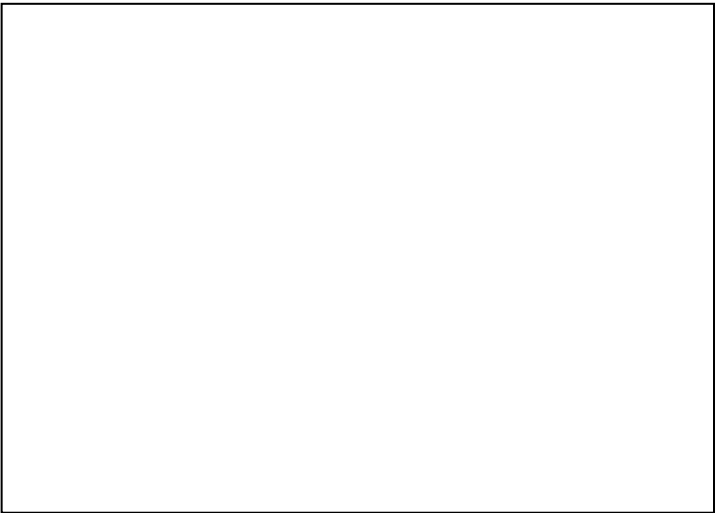
Site condition



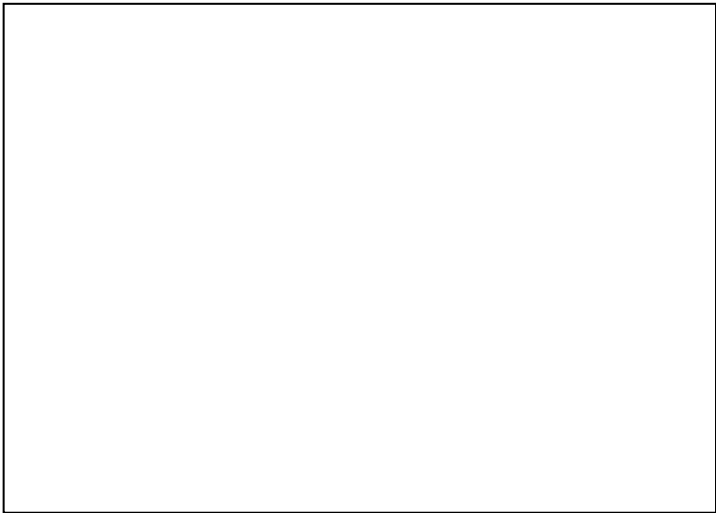
ID-plate



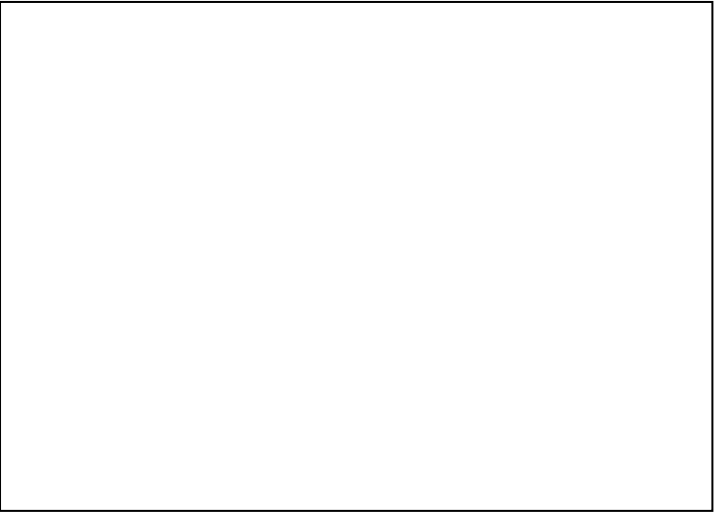
Hour counter (digital/analog)



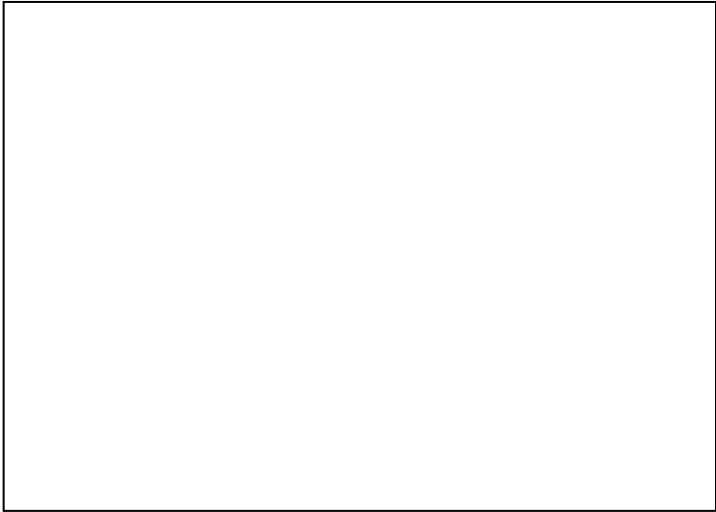
Code in display



Code in display



Code in display



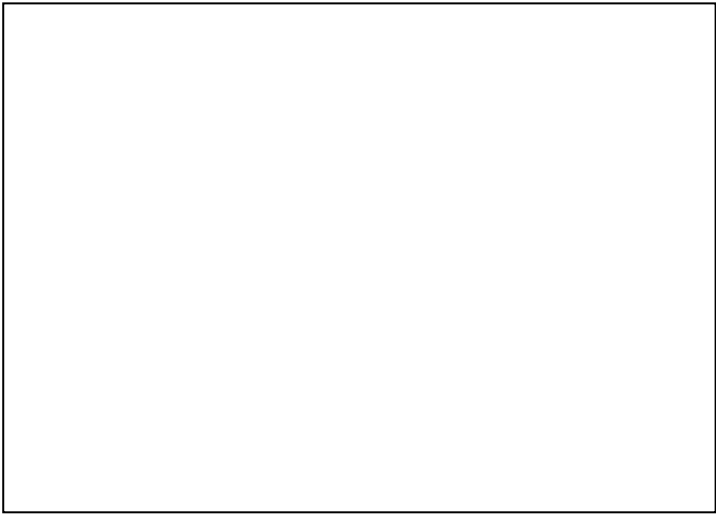
Failed part in machine



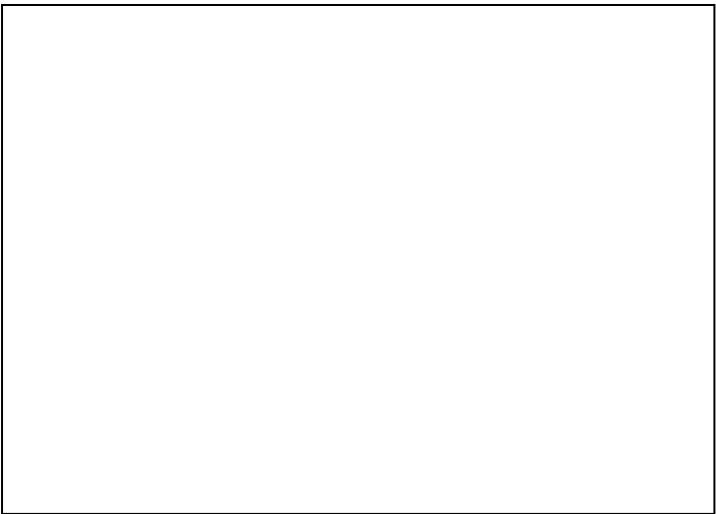
Failed part in machine



Failed part in machine



Failed part vs part new part



Component serial old



Component serial new



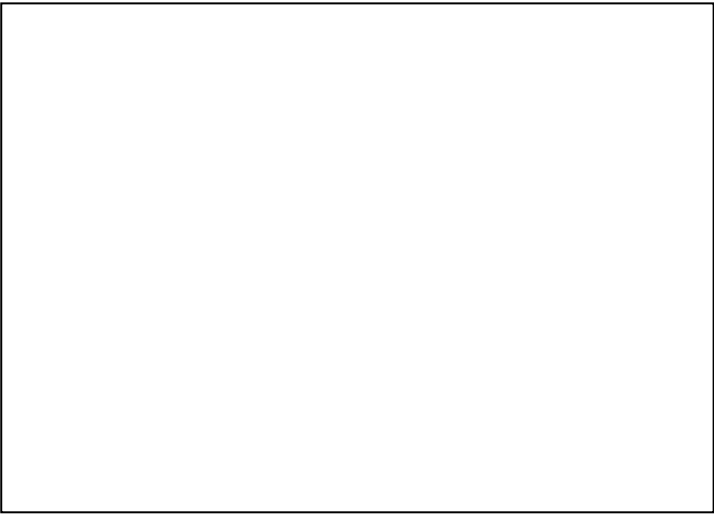
New part installed



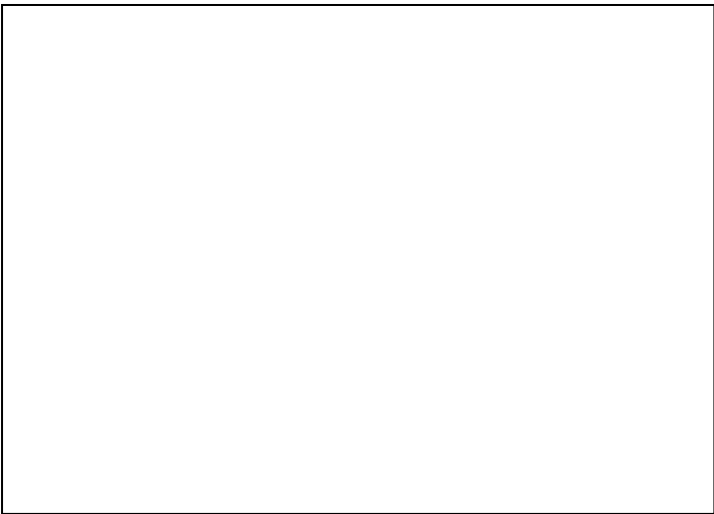
Repair work



Repair work



Repair work



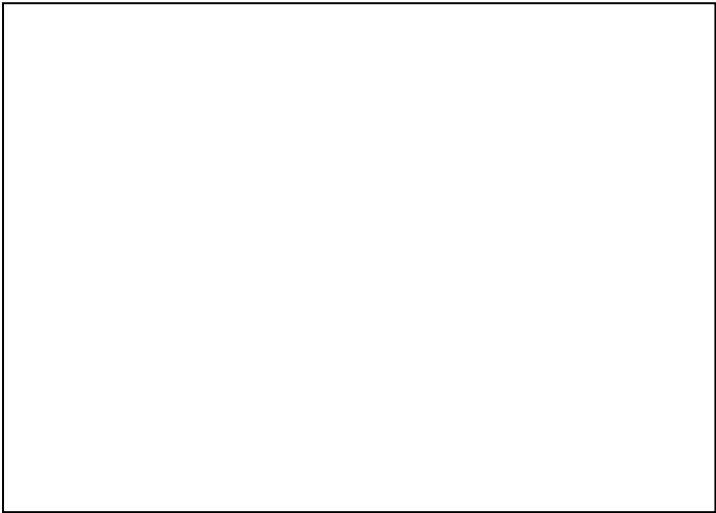
Repair work



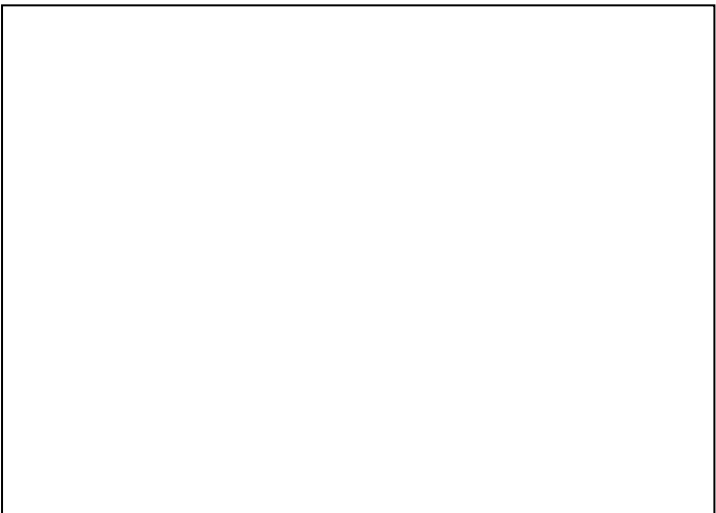
Repair work



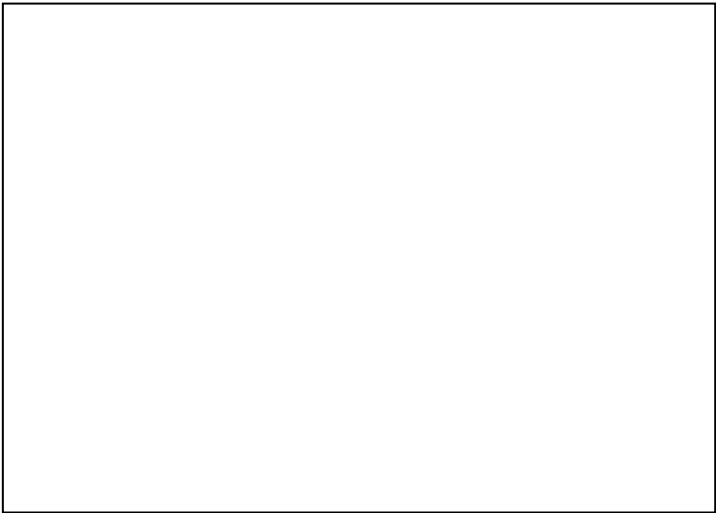
Repair work



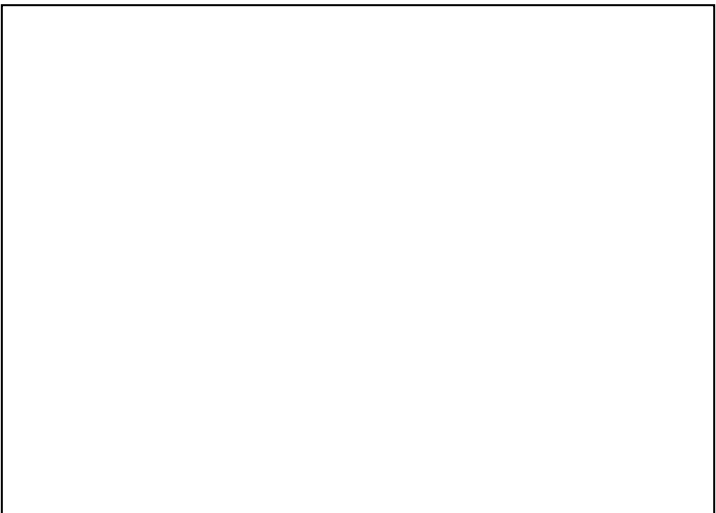
Failure image old part



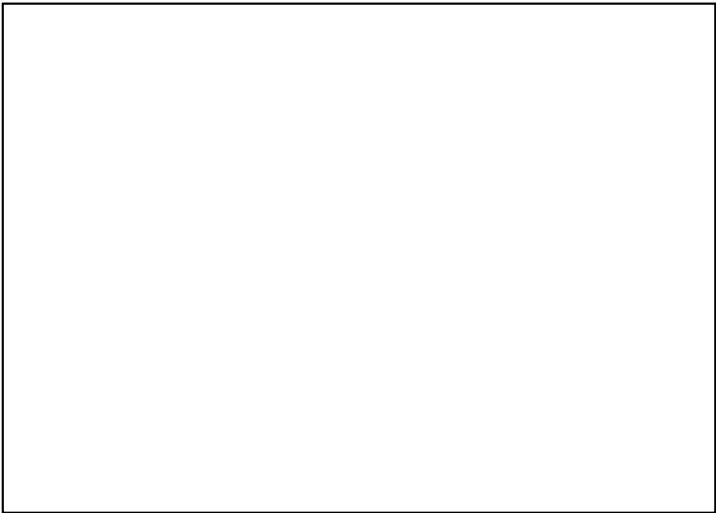
Failure image old part



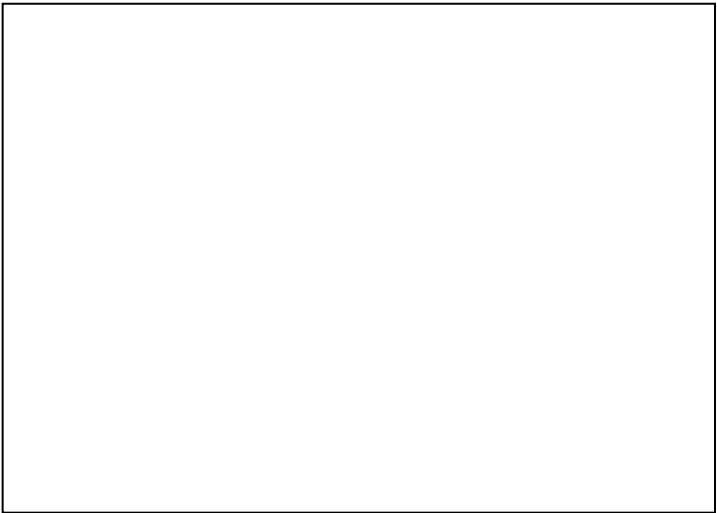
Failure image old part



Failure image old part



Failure image old part



Failure image old part