



SERVICE CLAIM

DEALER CODE		DEALER CLAIM NO		TEPS CODE	SALES MODEL NO		DELIVERY DDMMYY		PARTS START DDMMYY		REPAIR DATE DDMMYY	
J211		BB01233			C27		00N		IS00		30MAR18	
INITIAL DEALER		COVERAGE TYPE		PROD ID SERIAL NO	PRODUCT HR/MI/KM		PARTS HR/MI/KM		REPAIR HOURS			
CODE		CLAIM NO			099400001		1 H		0 H 33.20			
PART CAUSING FAILURE				DESC CODE	GROUP CONTAINING FAILED PART				8506132			
PART NO		PART NAME			GROUP NO.		GROUP NAME		8506132			
260-6667		STUBSHAFT			56 7752		PARTS STOCK & SE DS851374660					
FINDINGS/COMMENTS				FOR DEALER USE								
POOR MACHINING				PT. TRAKINDO UTAMA PARTS DEPARTMENT								
RELATED EQUIPMENT			CUST.CREDIT%		IMPORT PERCENT	CLAIM AUTHO.NO.	POLICY CODE	CATERPILLAR CLAIM NO.				
MAKE	CAB	SERIAL NO	PARTS	LABOR					BU5	L736932		
			100.00	100.00	23.80							
NON-CLAIMED DEALER EXPENSES												
REPAIR		TRAVEL		MILEAGE		OTHER AMOUNT		CURR CODE	DEC POS			
HOURS	AMOUNT	HOURS	AMOUNT	MI/KM	AMOUNT							
.00	.00	.00	.00	.00	.00	.00	.00	13.30	USD	2		
ID	QTY	PART NO	DESCRIPTION	DESC. CODE	RATE	TOTAL	CURR	DEC POS				
P	1.00	142-5868	SEAL GP-CSHF		.00	.00	.00	USD	2			
P	1.00	225-1242	GASKET		.01	.01	.01	USD	2			
P	2.00	541-0869	SHAFT-STUB		.02	.04	.04	USD	2			
L	33.20	1237 510			.00	.00	.00	USD	2			
REPLACE NEW STUB SHAFT												
Submitted claim supported by service request with detail:												
S/R Number : CRM-864876-N7T1												
C/A Auth. Number : 18GCZ0045												
Date C/A Approval : 22May2018												
Approved By : Dennis Delgado												
Approval Code : BU5												
Given CAT Approval : \$ 1,3850.70												

Complaint: Certain stub shafts within the rear gear train needs to replace on a new C27 engine with serial number TZR00144.												
Cause: The existing stub shafts do not provide sufficient surface profile. If this condition is present, bushing adhesive wear may occur, which may possibly cause premature bushing wear and or engine failure.												
Correction: Replaced the existing stub shafts with 541-0869 Stub Shafts. Refer to Special Instruction M0082226, Removal Procedure, Step 8, through and including Installation Pro-												
CLAIMED DEALER EXPENSES (DEALER USE)												
PARTS		LABOR		TRAVEL	VEHICLE	MISC.	SETTLEMENT NOTICE					
744.61		641.09		.00	.00	.00						
DEALERSHIP NAME				AUTHORIZED DEALER SIGNATURE(S)				DATE				
P.T. TRAKINDO UTAMA								10MAY18				
AUTHORIZER'S NAME				CLAIM AUTHORIZER'S SIGNATURE				DATE				
DENNIS DELGADO								22MAY18				

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ID	QTY	PART NO	DESCRIPTION		DESC. CODE	RATE	TOTAL	CURR	DEC POS			
<p>cedure, Step 14. Do not perform Step 3 in the Installation Procedure as the factory assembled PTO drive adapters will be reinstalled. The new stub shafts provided by CAT Batam facility.</p> <p>Complication of Repair: The engine with S/N. TZR00144 was a new component purchased by Trakindo Parts Department. The dealer required 33.2 labor hours to complete this work so the new engine is ready to sell in very good condition.</p> <p>Commercial Justification: Regarding the preventive repair is not supported by standard parts warranty, Trakindo will be seeking CAT financial assistance for covering the rework cost under goodwill policy.</p> <p>Cost Split: 100% labor & parts costs claimed to Caterpillar.</p> <p>-----</p> <p>All claim supporting documents were already attached into service request #CRM-864876-N7T1 for your reference. (EMP-29May2018)</p> <p style="text-align: right;">TOTAL CLAIM AMOUNT: .09</p>												
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PRODUCT ABBREVIATION

EM	TE	IE X	ME	LT	PT	OT
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