



# **SERVICE CLAIM**

DEALER CODE		DEALER CLAIM NO		TEPS CODE	SALES MODEL NO		DELIVERY DDMMYY		PARTS START DDMMYY		REPAIR DATE DDMMYY	
J211		BB01240			6030 BH				29NOV17		18MAY18	
INITIAL DEALER		COVERAGE TYPE		PROD ID SERIAL NO	PRODUCT HR/MI/KM		PARTS HR/MI/KM		REPAIR HOURS			
CODE		CLAIM NO			0DHL30303 14849 H		1984 H		1.00			
PART CAUSING FAILURE				DESC CODE	GROUP CONTAINING FAILED PART				8508044			
PART NO		PART NAME			GROUP NO.		GROUP NAME		DS851375006			
541-5911		BRUSH			13 7320		AIR CONDITIONER					
FINDINGS/COMMENTS				FOR DEALER USE								
PREMATURE WORN				PT. CIPTA KRIDATAMA								
RELATED EQUIPMENT			CUST.CREDIT%		IMPORT PERCENT	CLAIM AUTHO.NO.	POLICY CODE	CATERPILLAR CLAIM NO.				
MAKE	CAB	SERIAL NO	PARTS	LABOR					L736612			
AA		0DHL30303	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							
1.00	19.31	.00	.00	.00	.00	.00		.00	USD 2			
ID	QTY	PART NO	DESCRIPTION	DESC. CODE	RATE	TOTAL	CURR	DEC POS				
P	2.00	541-5911	BRUSH			.01		.02 USD 2				
<b>** WARRANTY PART MACHINE</b> PURCHASE REFF/DATE : 8506341 / 29NOV2017 DATE INSTALLED/SMU : 29NOV2017 / 12865 Hrs DATE FAILED/SMU : 13MAY2018 / 14849 Hrs PART LIFE : 1984 Hrs (LESS THAN 6 MONTHS) PURCHASE DATA ATTACHED INTO SIMSI THROUGH WO NO:8508044. COMPLAINT: AC WAS HOT. CAUSE OF FAILURE: AFTER INSPECTING FOUND CARBON BRUSH PN.541-5911 AT PO#2 HAD PREMATURE WORN. CORRECTION: REPLACED IT WITH NEW PARTS. TESTED FOUND GOOD.												
----- PLEASE DON'T TREAT THIS CLAIM AS DUPLICATE.[4TH FAILURE] THIS IS REPEAT FAILURE OF 4870615 CABRON BRUSH PO2 ON SN DHL30303. HERE IS THE DETAIL: *) FIRST FAILURE WO.8506341, THIS WO WAS WARRANTY START DATE SINCE CUSTOMER FULL PAID. *) SECOND FAILURE WO.8506935, PART LIFE SHOULD BE 694 HRS. *) THIRD FAILURE WO.8507938, PART LIFE SHOULD BE 148 HRS AND ALREADY USED CAT PN.541-5911.												
CLAIMED DEALER EXPENSES (DEALER USE)												
PARTS		LABOR		TRAVEL		VEHICLE		MISC.		SETTLEMENT NOTICE		
147.92		.00		.00		.00		.00		.00		
DEALERSHIP NAME				AUTHORIZED DEALER SIGNATURE(S)					DATE			
P.T. TRAKINDO UTAMA									28MAY18			
AUTHORIZER'S NAME				CLAIM AUTHORIZER'S SIGNATURE					DATE			

DEALER CLAIM COPY



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NON-CLAIMED DEALER EXPENSES												
REPAIR		TRAVEL		MILEAGE		OTHER AMOUNT		CURR CODE	DEC POS			
HOURS	AMOUNT	HOURS	AMOUNT	MI/KM	AMOUNT							
1.00	19.31	.00	.00	.00	.00	.00		.00	USD 2			
<div> <div>ID</div> <div>QTY</div> <div>PART NO</div> <div>DESCRIPTION</div> <div>DESC. CODE</div> <div>RATE</div> <div>TOTAL</div> <div>CURR</div> <div>DEC POS</div> </div> <div>=====</div> <div>[TW 28MAY2018]</div> <div> <div>TOTAL CLAIM AMOUNT:</div> <div>.01</div> </div> <div> <div>SETTLEMENTS:</div> <div>SETTLEMENT NO</div> <div>DATE</div> <div>SETTLEMENT AMT</div> </div> <div> <div>C86SC 952454</div> <div>31/05/18</div> <div>.00</div> </div> <div> <div>*** END OF REPORT ***</div> </div>												
CLAIMED DEALER EXPENSES (DEALER USE)												
PARTS		LABOR		TRAVEL		VEHICLE		MISC.		SETTLEMENT NOTICE		
147.92		.00		.00		.00		.00		.00 C86SC 952454		
DEALERSHIP NAME				AUTHORIZED DEALER SIGNATURE(S)					DATE			
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