



SERVICE CLAIM

DEALER CODE		DEALER CLAIM NO		TEPS CODE	SALES MODEL NO		DELIVERY DDMMYY		PARTS START DDMMYY		REPAIR DATE DDMMYY	
J21Z		BC07428			390DL				26 FEB 18		20 APR 18	
INITIAL DEALER		COVERAGE TYPE		PROD ID SERIAL NO	PRODUCT HR/MI/KM		PARTS HR/MI/KM		REPAIR HOURS			
CODE		CLAIM NO			OWAP00467 16342 H		H		35 H 185.50			
PART CAUSING FAILURE				DESC CODE	GROUP CONTAINING FAILED PART				4557523			
PART NO		PART NAME			GROUP NO.		GROUP NAME		DS450044202			
158-8981		PLATE-FRICTION			01 295-9421		MOTOR GP PISTON					
FINDINGS/COMMENTS				FOR DEALER USE								
PITTED												
RELATED EQUIPMENT			CUST.CREDIT%		IMPORT PERCENT	CLAIM AUTHO.NO.	POLICY CODE	CATERPILLAR CLAIM NO.				
MAKE	CAB	SERIAL NO	PARTS	LABOR					L728782			
			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							
146.50	2828.92	.00	.00	717.00	.00			.00	USD 2			
ID	QTY	PART NO	DESCRIPTION	DESC. CODE	RATE	TOTAL	CURR	DEC POS				
P	4.00	095-1687	O-RING		.00		.00	USD 2				
P	6.00	158-8981	PLATE-FRICTI		.01		.06	USD 2				
CUSTOMER PURCHASE ORDER 1EA P/N.247-8978 MOTOR GP PISTON												
DATE 05 DECEMBER 2017.												
THEN INSTALL ON MACHINE AND START OPERATION												
DATE 26 FEBRUARY 2018.												
AFTER 35 HOURS MACHINE OPERATION ON DATE 23 MARCH 2018												
CUSTOMER COMPLAINT SWING PROBLEM.												
AFTER CHECK FOUND THAT CAUSE P/N.158-8981 PLATE FRICTION 6EA												
WAS PITTED.												
REPLACED IT WITH NEW PARTS AND TEST MACHINE OPERATION FOUND,												
SATISFACTION.												
** NOTE:												
SUPPORTING DOCUMENT CLAIM HAS BEEN LOAD ON SIMSI												
DATE 02 MAY 2018 REFF DLR CODE J21Z.												
TOTAL CLAIM AMOUNT:								.04				
SETTLEMENTS:				SETTLEMENT NO		DATE		SETTLEMENT AMT				
				C86SC 945800		01/05/18		.04				
CLAIMED DEALER EXPENSES (DEALER USE)												
PARTS		LABOR		TRAVEL	VEHICLE	MISC.	SETTLEMENT NOTICE					
585.14		.00			.00	.00	.00 C86SC 945800					
DEALERSHIP NAME				AUTHORIZED DEALER SIGNATURE(S)					DATE			
P.T. TRAKINDO UTAMA									23MAR18			
AUTHORIZER'S NAME				CLAIM AUTHORIZER'S SIGNATURE					DATE			

DEALER CLAIM COPY