



SERVICE CLAIM

PRODUCT ABBREVIATION									
EM	TE	IE	ME	LT	PT	OT			
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					
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	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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<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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