

User: E070

Catalog #:

320E Track Excavators, 2012
SN: OWBK00708Current Hours (SMU): 2508
Sale Date: 06/24/2013

Delivery Date: Unknown

Service History

Service Date	Invoice Type	Hours	Description	Service Notes
05/09/2013	Service	12	PREDELIVER MACHINE	COMPLAINT: PRE-DELIVER MACHINE CAUSE: NEW MACHINE PRE-DELIVER MACHINE RESULTANT DAMAGE: COMPLETE PRE-DELIVER CHECK LIST CORRECTION: PRE-DELIVER MACHINE NEW MACHINE COMPLETING MACHINE CHECK LIST MAKE MINOR ADJUSTMENTS GREASE MACHINE SAMPLING OF ENGINE AND HYDRAULIC SYSTEMS AND SEND SAMPLE TO LAB LATEST SOFTWARE INSTALLED WIPE OUT CAB WASH WHOLE MACHINE
05/09/2013	Service	13	PRODUCT PROGRAM UPDATE SOFTWARE	COMPLAINT: NEW MACHINE SOFTWARE IS REQUIRED TO OFFER PROTECTION TO THE TURBOCHARGER ON COLD START. THE EXISTING TURBOCHARGER CAN SUFFER BEARING FAILURE ON CERTAIN 320E AND 323E EXCAVATORS DUE TO OIL STARVATION DURING RAPID ACCELERATION IMMEDIATELY FOLLOWING COLD START. CAUSE: THIS WAS DONE TO PREVENT FAILURE CORRECTION: CHECKED MACHINE TO MAKE SURE IT NEEDED THE SOFTWARE IT DID SO DOWNLOADED THE SOFTWARE AND FLASHED THE MACHINE WITH THE NEW SOFTWARE STARTED MACHINE MADE SURE EVERYTHING WORKED PUT BACK ON LINE.
05/09/2013	Service	13	PRODUCT PROGRAM UPDATE SOFTWARE	COMPLAINT: NEW MACHINE SOFTWARE IS REQUIRED TO OFFER PROTECTION TO THE TURBOCHARGER ON COLD START. THE EXISTING TURBOCHARGER CAN SUFFER BEARING FAILURE ON CERTAIN 320E AND 323E EXCAVATORS DUE TO OIL STARVATION DURING RAPID ACCELERATION IMMEDIATELY FOLLOWING COLD START. CAUSE: THIS WAS DONE TO PREVENT FAILURE CORRECTION: CHECKED MACHINE TO MAKE SURE IT NEEDED THE SOFTWARE IT DID SO DOWNLOADED THE SOFTWARE AND FLASHED THE MACHINE WITH THE NEW SOFTWARE STARTED MACHINE MADE SURE EVERYTHING WORKED PUT BACK ON LINE.
06/21/2013	Service	14	T&M NOT INCLUDED IN F/R MACHINE	COMPLAINT: RENTALIZE MACHINE CAUSE: NEW RENTAL EQUIPMENT CORRECTION: CHECKED ALL THE FLUID LEVELS AND THEY WERE GOOD. MADE SURE THE BUCKET HAD A "X" NUMBER TAG AND IT DID. ALL THE OPERATION/ MAINTENANCE AND SAFETY MANUALS WERE IN PLACE. MADE SURE THE BLOCK HEATER AND ETHER BOTTLE WERE INSTALLED. THE MACHINE IS NEW SO THE SEAT BELT WAS GOOD. TURNED THE VISION LINK ANTENNA UP, MADE SURE IT HAD 20% FUEL AND GREASED IT.
06/21/2013	Service	14	INSTALL JACKET WATER HEATER	COMPLAINT: ENGINE COOLANT HEATER IS MISSING. CORRECTION: REMOVED THE PLUG AND INSTALLED THE ENGINE COOLANT HEATER. PLUGGED IT IN TO MAKE SURE IT WAS WORKING. EVERYTHING CHECKED OUT GOOD.
06/21/2013	Service	14	WELD TAGS/LICENSE/PERMIT/FEEES	COMPLAINT: WELD "X" NUMBER TAG ON BUCKET CAUSE: NEW BUCKET AND GOING ON A RENTAL MACHINE CORRECTION: WELDED A X027629 TAG ON THE BACK SIDE OF THE BUCKET BY THE SERIAL NUMBER TAG
06/21/2013	Service	14	INSTALL BUCKET, GENERIC	COMPLAINT: INSTALL BUCKET CAUSE: NEW MACHINE DOESN'T HAVE A BUCKET ON IT CORRECTION: FOUND THE BUCKET OUT ON THE ATTACHMENT LINE. CLEANED THE BORES UP REALLY GOOD, GOT THE PINS OUT OF THE TOOL BOX AND CLEANED THEM UP REALLY GOOD. INSTALLED THE O-RINGS ON THE INSIDE OF THE BUCKET. LINED UP THE BORES WITH THE MACHINE AND SLIDE THE PINS IN. INSTALLED THE LOCKING BOLTS WITH THE DOUBLE NUT SO THEY WOULDN'T COME LOOSE. PUT THE O-RINGS INTO PLACE AND GREASED THE PINS.
09/06/2013	Service	205	PERFORM WAREHOUSE PRODUCTS	
10/04/2013	Service	340	REVISIT MACHINE	COMPLAINT: PREVENTATIVE MAINTENANCE. CAUSE: REVISIT. RESULTANT DAMAGE: NONE. CORRECTION: CHECKED ALL FLUID LEVELS. CHECKED OPERATION OF SAFETY ALARMS AND HORNS. CHECKED OPERATION OF ALL LIGHTS. CHECKED OPERATION OF ALL CAB, HYDRAULIC AND DRIVE FEATURES. SAMPLED HYDRAULIC, SWING DRIVE, FINAL DRIVE, AND ENGINE OILS. GREASED MACHINE. CHECKED HOSES AND HARNESSSES FOR IMPROPER ROUTING. CHECKED UNDERCARRIAGE FOR DAMAGE OR ABNORMAL WEAR.
10/04/2013	Service	340	TUNE-UP B #5 MACHINE	INCLUDES: SOS OF THE FOLLOWING COMPARTMENTS IF APPLICABLE: ENGINE(S), TRANSMISSION(S), HYDRAULIC, DIFFERENTIAL(S), FINAL DRIVES. REMOVING ALL OIL FILTERS CUTTING THEM OPEN AND INSPECTING FOR DEBRIS. INSTALLING NEW FILTERS, MARKING THE FILTERS WITH CURRENT DATE AND MACHINE HOURS. SEGMENT WILL NEED TO BE BILED TO THE PROPER REVISIT ACCOUNT. EXCLUDES: REPLACING FUEL FILTERS OR ENGINE OIL, THIS IS THE CUSTOMERS EXPENSE AND SHOULD BE COMPLETED ON A SEPERATE SEGMENT. COMPLAINT: PREVENTATIVE MAINTENANCE. CAUSE: REVISIT. CORRECTION: SAMPLED ALL OILS. CHANGED ENGINE OIL FILTER, AND HYDRAULIC OIL FILTERS. INSPECTED FILTERS FOR DEBRIS, NONE FOUND.
10/04/2013	Service	340	TRAVEL TO/FROM MACHINE	
10/04/2013	Service	340	REPLACE SWING DRIVE	COMPLAINT: PREVENTATIVE MAINTENANCE. CAUSE: REVISIT. CORRECTION: DRAINED SWING DRIVE OIL. FILLED SWING DRIVE WITH 30 WT.

10/04/2013	Service	340	REPLACE FINAL DRIVE(S)	COMPLAINT: PREVENTATIVE MAINTENANCE. CAUSE: REVISIT. CORRECTION: DRAINED FINAL DRIVES. FILLED FINAL DRIVES WITH 30 WT.
10/04/2013	Service	340	REVISIT MACHINE	
10/04/2013	Service	340	TUNE-UP B #5 MACHINE	
10/04/2013	Service	340	PERFORM SERVICE ON ENGINE	COMPLAINT: PREVENTATIVE MAINTENANCE. CORRECTION: CHANGED ENGINE OIL. CHANGED FUEL FILTERS.
10/04/2013	Service	340	REPLACE SWING DRIVE	
10/04/2013	Service	340	REPLACE FINAL DRIVE(S)	
10/04/2013	Service	340	TRAVEL TO/FROM MACHINE	
10/05/2013	Service	340	PERFORM PM-1 250 HOUR	
10/17/2013	Service	342	PERFORM WAREHOUSE PRODUCTS	
10/31/2013	Service	356	TROUBLESHOOT ENGINE	COMPLAINT: ENGINE HAS A KNOCK CAUSE: GLOW PLUG BLEW OUT. RESULTANT DAMAGE: EXHAUST LEAK AND NOISE CORRECTION: INSPECTED AND FOUND #5 GLOW PLUG HAD BLOWN OUT. AFTER GLOW PLUG REPLACEMENT CHECKED FOR POWER AT THE PLUGS AND FOUND THEY HAD POWER ALL THE TIME. HOOKED UP COMPUTER TO SEE STATUS OF THE PLUGS AND IT SAID THE RELAY WAS OFF. REMOVED THE COVER FOR THE RELAY AND CHECKED THE SIGNAL, THERE WAS NO POWER TELLING IT TO TURN ON BUT HAD POWER GOING THROUGH THE RELAY.
10/31/2013	Service	356	REPLACE GLOW PLUGS	COMPLAINT: GLOW PLUG FAILED AND CREATED AN EXHAUST LEAK. CAUSE: GLOW PLUG RELAY STUCK ON CAUSING PLUGS TO OVERHEAT. RESULTANT DAMAGE: EXHAUST LEAK. CORRECTION: REMOVED THE CONNECTORS AND HOSES GOING TO THE INTAKE PLENUM AND REMOVED THE PLENUM. REMOVED THE POWER BAR FOR THE PLUGS AND REMOVED THE BAD PLUG. INSTALLED NEW PLUG GLOW PLUG. FOUND ONE MORE PLUG THAT HAD FAILED BUT NOT CREATED A LEAK YET. REMOVED IT AND INSTALLED ANOTHER NEW PLUG. RE INSTALLED THE BAR AND INTAKE PLENUM. RE INSTALLED THE HOSES AND STARTED THE ENGINE TO CHECK FOR LEAKS.
10/31/2013	Service	356	REPLACE GLOW PLUGS	COMPLAINT: BATTERIES ARE DEAD IN THE AM IF THE MASTER IS LEFT ON CAUSE: GLOW PLUG RELAY STUCK ON RESULTANT DAMAGE: BURNED OUT GLOW PLUGS CORRECTION: RECEIVED PARTS AND DROVE TO THE MACHINE. REMOVED THE PANEL FOR THE RELAY AND REMOVED THE POWER BARS AND REMOVED THE RELAY. INSTALLED THE NEW ONE AND RE INSTALLED PANEL. TESTED FUNCTION AND EVERYTHING WORKS PROPERLY.
10/31/2013	Service	356	TRAVEL TO/FROM MACHINE	
10/31/2013	Service	356	TROUBLESHOOT ENGINE	COMPLAINT: ENGINE HAS A KNOCK CAUSE: GLOW PLUG BLEW OUT. RESULTANT DAMAGE: EXHAUST LEAK AND NOISE CORRECTION: INSPECTED AND FOUND #5 GLOW PLUG HAD BLOWN OUT. AFTER GLOW PLUG REPLACEMENT CHECKED FOR POWER AT THE PLUGS AND FOUND THEY HAD POWER ALL THE TIME. HOOKED UP COMPUTER TO SEE STATUS OF THE PLUGS AND IT SAID THE RELAY WAS OFF. REMOVED THE COVER FOR THE RELAY AND CHECKED THE SIGNAL, THERE WAS NO POWER TELLING IT TO TURN ON BUT HAD POWER GOING THROUGH THE RELAY.
10/31/2013	Service	356	REPLACE GLOW PLUGS	COMPLAINT: GLOW PLUG FAILED AND CREATED AN EXHAUST LEAK. CAUSE: GLOW PLUG RELAY STUCK ON CAUSING PLUGS TO OVERHEAT. RESULTANT DAMAGE: EXHAUST LEAK. CORRECTION: REMOVED THE CONNECTORS AND HOSES GOING TO THE INTAKE PLENUM AND REMOVED THE PLENUM. REMOVED THE POWER BAR FOR THE PLUGS AND REMOVED THE BAD PLUG. INSTALLED NEW PLUG GLOW PLUG. FOUND ONE MORE PLUG THAT HAD FAILED BUT NOT CREATED A LEAK YET. REMOVED IT AND INSTALLED ANOTHER NEW PLUG. RE INSTALLED THE BAR AND INTAKE PLENUM. RE INSTALLED THE HOSES AND STARTED THE ENGINE TO CHECK FOR LEAKS.
10/31/2013	Service	356	REPLACE GLOW PLUGS	COMPLAINT: BATTERIES ARE DEAD IN THE AM IF THE MASTER IS LEFT ON CAUSE: GLOW PLUG RELAY STUCK ON RESULTANT DAMAGE: BURNED OUT GLOW PLUGS CORRECTION: RECEIVED PARTS AND DROVE TO THE MACHINE. REMOVED THE PANEL FOR THE RELAY AND REMOVED THE POWER BARS AND REMOVED THE RELAY. INSTALLED THE NEW ONE AND RE INSTALLED PANEL. TESTED FUNCTION AND EVERYTHING WORKS PROPERLY.
10/31/2013	Service	356	TRAVEL TO/FROM MACHINE	
04/10/2014	Service	592	WASH MACHINE	
04/10/2014	Service	592	CLEAN. NON-ROPS CAB	
04/10/2014	Service	592	INSPECT MACHINE	
04/10/2014	Service	592	PRODUCT PROGRAM UPDATE SOFTWARE	
04/10/2014	Service	592	PRODUCT PROGRAM UPDATE ZONE 1	
04/10/2014	Service	592	PERFORM PM-2 500 HR	COMPLAINT: PERFORM PM 2 CAUSE: HOURS ON MACHINE RESULTANT DAMAGE: HOURS ON MACHINE CORRECTION: INSPECTED THE MACHINE AS PER THE PM2 CHECKLIST. TOOK SAMPLES FROM THE ENGINE HYDRAULICS, FINAL DRIVES, SWING DRIVE AND COOLANT. DRAINED THE ENGINE OIL AND REPLACED ALL THE WET FILTERS. DID NOT PUT BACK INTO THE ENGINE YET AS PER JON G INSTRUCTIONS
04/10/2014	Service	592	SPECIAL DEALS PM-2 500 HR	

04/10/2014	Service	592	WASH MACHINE	
04/10/2014	Service	592	CLEAN. NON-ROPS CAB	
04/10/2014	Service	592	PRODUCT PROGRAM UPDATE ZONE 1	
04/10/2014	Service	592	INSPECT MACHINE	
04/10/2014	Service	592	REMOVE LIFTING HOOK	COMPLAINT: HOOK WELDED TO BUCKET CORRECTION: THE CUSTOMER WELDED A HOOK TO THE BUCKET. CUT THE HOOK OFF WITH A GRINDER AND THEN GROUND WELD OFF THE BUCKET AND PAINTED IT YELLOW.
04/10/2014	Service	592	PRODUCT PROGRAM UPDATE SOFTWARE	
04/12/2014	Service	602	REMOVE AND INSTALL BODY PANEL	COMPLAINT: REMOVE AND INSTALL BODY PANEL. CAUSE: PANELS SMASHED IN. RESULTANT DAMAGE: PANELS NEED TO BE REPLACED. CORRECTION: REMOVED THE PANEL ABOVE THE TOOL BOX. REMOVED THE PANEL ON THE SIDE OF THE MACHINE AND FOUND THE SOOT SENSOR BOX PART #357-5353 WAS SMASHED AND THE MOUNTING TABS BROKEN OFF. INFORMED LEAD MAN AND HE SAID HE WILL BE IN CONTACT WITH THE CUSTOMER FOR FIX. THE HARNESS CONNECTORS WERE ALSO SMASHED AND BROKEN AND WILL NEED TO BE REPLACED. SET THE PANELS ON THE FLOOR BY THE MACHINE. INSTALL NEW RIGHT SIDE FRONT PANEL, INSTALL NEW DECALS, BIG CAT DECAL, 320E DECAL, AND INSTALL BUTLER RENTAL DECALS.
04/12/2014	Service	602	REMOVE AND INSTALL DOOR COMPARTMENT	COMPLAINT: REPLACE DOOR CAUSE: REPLACE RIGHT DOOR RESULTANT DAMAGE: REPLACE DOOR, DENTED CORRECTION: REMOVED OLD DOOR. INSTALLED NEW DOOR ALONG WITH THE DECAL ON DOOR.
04/12/2014	Service	602	REMOVE AND INSTALL TOOL BOX	COMPLAINT: REMOVE AND INSTALL TOOL BOX. CAUSE: TOOL BOX WAS SMASHED. RESULTANT DAMAGE: TOOL BOX NEEDED TO BE REPLACED. CORRECTION: REMOVED THE BOLTS FOR THE TOOL BOX AND DISCONNECTED THE LIGHT IN THE TOOL BOX. HAD TO REMOVE THE GROUND AND POWER WIRES FOR THE LIGHT TO PULL THE HARNESS OUT TO REMOVE THE TOOL BOX. GOT THE NEW TOOL BOX AND INSTALLED IT. I USED LOCTITE 242 ON THE BOLTS AND TIGHTENED THEM DOWN. RE-CONNECTED THE WIRING TO THE LIGHT AND ZIP TIED THE HARNESS TO THE INSIDE OF THE BOX. INSTALLED THE MOUNTING NUT AND WASHERS FOR THE LIGHT AND TIGHTENED IT DOWN.
04/12/2014	Service	602	ADJUST SUPPORT & BRACES	STRAIGHTEN BOSSES ON EXHAUST FILTER MOUNTING BRACKET COMPLAINT: BENT BRACKET NEEDS STRAIGHTENING CAUSE: STRAIGHTEN BRACKET RESULTANT DAMAGE: BENT BRACKET CORRECTION: BENT THE BRACKET BACK STRAIGHT. PAINTED THE EXPOSED METAL.
04/12/2014	Service	602	REMOVE AND INSTALL HANDRAIL	COMPLAINT: STRAIGHTEN HAND HOLD CAUSE: BENT HAND HOLD RESULTANT DAMAGE: BENT HAND HOLD CORRECTION: USED A COME ALONG TO STRAIGHTEN THE HAND HOLD/RAILING. SANDED IT DOWN WHERE IT WAS SCUFFED UP AND PAINTED IT.
04/12/2014	Service	602	REMOVE AND INSTALL SEAT ASSEMBLY	COMPLAINT: REPLACE SEAT CAUSE: REPLACE SEAT CORRECTION: REMOVED THE OLD SEAT. FOUND NEW SEAT AND INSTALLED IN CAB. CLAMPED WIRE HOLDING MANUAL TO BACK OF THE NEW SEAT. ALSO PUT ALL DAMAGED PARTS FROM MACHINE ON A PALLET AND TAGGED THEM AND PLACED THEM OUTSIDE.
04/12/2014	Service	602	PAINT MACHINE	COMPLAINT: PAINT MACHINE CAUSE: PAINT MACHINE RESULTANT DAMAGE: COUNTERWEIGHT AND RIGHT AND LEFT FRAME RAILS ALL CHIPPED UP SCRATCHED AND DENTED CORRECTION: PAINT MACHINE COUNTERWEIGHT AND RIGHT AND LEFT FRAME RAILS. TAPE OFF MACHINE SAND AND PRIME ALL CHIPPED AND SCRATCHED SPOTS. FILL IN DENT, SAND SMOOTH, PRIME, PAINT ALL YELLOW ON COUNTERWEIGHT, PAINT ALL YELLOW ON RIGHT AND LEFT SIDE FRAME RAILS.
04/12/2014	Service	602	INSTALL MIRROR(S)	COMPLAINT: INSTALL MIRROR ON MACHINE CAUSE: MACHINE NEEDS NEW MIRROR CORRECTION: INSTALLED THE MIRROR AND ADJUSTED IT.
04/12/2014	Service	602	REMOVE AND INSTALL BUMPER	COMPLAINT: REMOVE AND INSTALL NEW BUMPER CAUSE: REMOVE AND INSTALL NEW BUMPER FRONT RESULTANT DAMAGE: FRONT BUMPER DENTED AND ALL CHIPPED UP CORRECTION: REMOVE OLD DENTED BUMPER. INSTALL NEW FRONT BUMPER
04/12/2014	Service	602	REPLACE REGENERATION	REPLACE SOOT SENSOR COMPLAINT: MODULE BROKEN OFF OF MOUNTS CAUSE: SOOT MODULE DAMAGED FROM OUTER PANEL BEING HIT CORRECTION: REMOVED MODULE MOUNTING SCREWS FROM BODY. ONE SCREW HAD TO BE DRILLED OUT (HEAD WAS BUSTED OFF). REMOVED WIRING FROM DPF. INSTALLED NEW MODULE TO BODY & WIRING TO DPF. REHOOK WIRING TO ALL LADDER CLIPS IN CORRECT POSITION. HOOKED UP TO ET, DOWNLOADED PSR. CLEARED ALL CODES & DOWNLOADED ANOTHER PSR.
05/10/2014	Service	606	TEST BATTERY	COMPLAINT: TEST BATTERIES CORRECTION: DISCONNECTED ALL 4 BATTERIES AND USED THE BATTERY ANALYZER TO LOAD TEST THE BATTERIES AND THEY ALL TESTED GOOD.
09/17/2014	Service	750	PERFORM WARRANTY PARTS STORAGE	COMPLAINT: POST RENTAL INSPECTION CORRECTION: CHECKED ALL FLUIDS BEFORE STARTING, MOVED MACHINE INSIDE TO PERFORM PRI. CHECKED TO MAKE SURE ALL FILTERS INCLUDING HYDRAULIC AND ENGINE OIL ALONG WITH FUEL, CHECKED FOR ANY LEAKS, LOOSE BOLTS. CHECKED FOR ANY DAMAGE TO THE EQUIPMENT OR THE TOOL, DRAINED THE SEDIMENT FROM THE FUEL TANK, VERIFIED ALL THE LIGHTS AND GAUGES WORK PROPERLY, AND TESTED THE ANTIFREEZE

09/17/2014	Service	750	WASH MACHINE	COMPLAINT: WASH MACHINE AFTER PRI CORRECTION: WASHED THE EXTERIOR OF THE MACHINE INCLUDING BOOM ARM, BUCKET, CAB, AND CATWALKS. WASHED THE ENGINE COMPARTMENT, RADIATOR, AND BATTERIES. MOVED IT OUT ONLINE WITH THE OTHER RENTAL EQUIPMENT.
09/17/2014	Service	750	CLEAN. NON-ROPS CAB	COMPLAINT: CLEAN CAB CORRECTION: CLEANED THE INSIDE OF THE CAB INCLUDING WINDOWS, STEERING WHEEL, PEDALS, FLOOR, SEAT, AND ALL CONSOLES AND CONTROLS.
09/18/2014	Service	749	PERFORM WAREHOUSE PRODUCTS	
09/30/2014	Service	703	PERFORM WARRANTY PARTS STORAGE	COMPLAINT: POST RENTAL INSPECTION CAUSE: EQUIPMENT NEEDED TO BE INSPECTED AFTER BEING RENTED RESULTANT DAMAGE: NO DAMAGE FROM INSPECTION CORRECTION: CHECKED THE FLUID LEVELS AND REMOVED THE TARP FROM THE CAB OF THE EQUIPMENT PRIOR TO STARTING UP, MOVED THE EQUIPMENT INTO THE WASH BAY TO PERFORM THE PRI. CHECKED TO MAKE SURE ALL THE MONITORING PANELS AND GAUGES WERE IN WORKING ORDER, CHECKED FOR ANY LEAKS THAT MIGHT BE PRESENT, LUBRICATED ALL POINTS AS INDICATED BY THE SERVICE MANUAL. CHECKED TO MAKE SURE ALL HOSES AND FITTINGS WERE TIGHT AND NOT DAMAGED. REPLACED THE TARP ON THE CAB TO PREVENT THE INTERIOR FROM GETTING DAMAGED DUE TO THE ELEMENTS. WINDOWS ARE MISSING DUE TO DAMAGE, NEW WINDOWS HAVE BEEN ORDERED.
09/30/2014	Service	703	WASH MACHINE	COMPLAINT: WASH MACHINE AFTER RENTAL CORRECTION: WASHED MACHINE, TO INCLUDE TRACKS, UNDERCARRIAGE, AND BODY, USED SOAP AND BRUSH TO REMOVE DIRT AND DEBRIS AS WELL AS GREASE FROM MACHINE. MACHINE IS CLEAN
09/30/2014	Service	703	CLEAN. NON-ROPS CAB	COMPLAINT: CLEAN CAB CAUSE: GLASS BROKEN/DIRTY RESULTANT DAMAGE: GLASS ALL OVER CAB/DIRTY CORRECTION: VACUUMED CAB TO REMOVE REMAINING GLASS FROM FLOOR, NOOKS AND CRANNIES, CLEANED GLASS, CLEANED CONTROLS, CLEANED PANELS, CLEANED FLOOR, VACUUMED SEAT, CAB IS CLEAN
09/30/2014	Service	703	WASH, FUEL&GO VEH# CRS151 S/N 45674	
09/30/2014	Service	703	PERFORM WARRANTY PARTS STORAGE	
09/30/2014	Service	703	WASH MACHINE	
09/30/2014	Service	703	CLEAN. NON-ROPS CAB	
09/30/2014	Service	703	REMOVE AND INSTALL WINDOW GLASS	COMPLAINT: REMOVE GLASS SEAL DUE TO VANDALISM CAUSE: VANDALISM RESULTANT DAMAGE: GLASS BROKEN ON ALL BUT REAR WINDOW AND SUN ROOF CORRECTION: VACUUMED GLASS FROM FLOOR AND ENTIRE CAB. USED A SEAL REMOVAL TOOL TO REMOVE ALL THE REMAINING ADHESIVE. REPEATED THIS PROCEDURE ON ALL WINDOWS THAT WERE HELD IN WITH ADHESIVE. INSTALLATION OF THE GLASS WAS DONE BY AN OUTSIDE SOURCE, INSTALLED THE FRONT GLASS THAT THEY AFFIXED INTO THE FRAME. INSTALLED THE ROLLERS, PLATES AND SCREWS, ALL GLASS IS IN MACHINE AND WORKING PROPERLY,
09/30/2014	Service	703	WASH, FUEL&GO VEH# CRS151 S/N 45674	
10/08/2014	Service	791	TROUBLESHOOT FUEL TRANSFER PUMP	COMPLAINT: THE MACHINE HAD A HARD STARTING PROBLEM CAUSE: THE MACHINE WAS POPPING FUSES THAT WERE INLINE WITH THE FUEL TRANSFER PUMP. RESULTANT DAMAGE: TROUBLESHOOT HARD STARTING PROBLEM. CORRECTION: STARTED AT THE CAB, CHECKED ALL OF THE FUSES AND RELAYS THAT WERE INLINE WITH TRANSFER PUMP, CHECKED TWO RELAYS AND TECH DISCOVERED THAT BOTH RELAYS HAVE INTERMITTENT FAILURES, REPLACED PROBLEM RELAYS, THEN CHECKED FUSES TWO OF THE INLINE FUSES WERE BLOWN, REPLACED THEM, UNPLUGGED THE CONNECTOR AT THE TRANSFER PUMP AND CHECKED VOLTAGE (24 VOLTS IS WHAT TECH READ), CHECKED THE HARNESS FROM THE CAB TO THE CONNECTOR, NO BREAKS, CORROSION OR LOOSE WIRES FOUND. OHMED THE TRANSFER PUMP, TECH DISCOVERED THAT THE PUMP WAS OUT OF SPEC, JUST TO DOUBLE CHECK TURN KEY WITH THE CONNECTOR NOT CONNECTED TO SEE IF THE POSITIVE WIRE SOMEWHERE WAS GROUNDING OUT AND IT DID NOT, THEN RECONNECTED THE WIRE TO THE TRANSFER PUMP, AND AS SOON AS THE KEY WAS TURNED THE FUSE INSTANTLY POPPED, ORDERED AND REPLACED TH
10/08/2014	Service	791	REPLACE FUEL TRANSFER PUMP	COMPLAINT: THE MACHINE WOULD CRANK BUT NOT START AND WHEN STARTED IT WOULD NOT STAY RUNNING LONG. CAUSE: THE MACHINE SEEMED AS IF IT WAS LOSING PRIME. RESULTANT DAMAGE: REPLACED THE TRANSFER PUMP CORRECTION: TURNED THE MASTER SWITCH TO THE OFF POSITION, TURNED THE FUEL CUT OF TO THE ON POSITION, REMOVED ALL OF THE FUEL LINES TO THE TRANSFER PUMP, REMOVED THE FAULTY PUMP, INSTALLED THE NEW PUMP, REATTACHED THE FUEL LINES AND TURNED THE FUEL CUT OF TO THE OFF POSITION, TURNED THE MASTER SWITCH TO THE POWER ON POSITION AND TESTED SYSTEM FOR 1 HOUR, NO LOSS OF PRIME OR ANY HARD STARTING PROBLEMS.
10/08/2014	Service	791	PERFORM PM-1 250 HOUR	COMPLAINT: PREVENTIVE MAINTENANCE CAUSE: PM1 RESULTANT DAMAGE: PRIMER PUMP NOT GETTING POWER, MACHINE NOT PRIMED CORRECTION: SAMPLED ENGINE OIL, CHANGED ENGINE OIL AND FILTER WITH 10W-30 OIL, CHANGED FUEL FILTERS, ATTEMPTED TO PRIME FUEL SYSTEM, WOULD NOT PRIME, VERIFIED OIL LEVEL, CHECKED MACHINE OVER,
10/08/2014	Service	791	WASH MACHINE	
10/08/2014	Service	791	CLEAN. NON-ROPS CAB	

10/08/2014	Service	791	RENTAL OF VEH# KGA305 S/N 06594	COMPLAINT: POST RENTAL PICTURES WERE REQUIRED CAUSE: BUCKET NEEDED TO BE INSPECTED FOR ANY DEFECTS. RESULTANT DAMAGE: OBTAINED PHOTOS. CORRECTION: OBTAINED PHOTOS OF FRONT AND BACK OF THE BUCKET.
10/08/2014	Service	791	TROUBLESHOOT FUEL TRANSFER PUMP	COMPLAINT: THE MACHINE HAD A HARD STARTING PROBLEM CAUSE: THE MACHINE WAS POPPING FUSES THAT WERE INLINE WITH THE FUEL TRANSFER PUMP. RESULTANT DAMAGE: TROUBLESHOOT HARD STARTING PROBLEM. CORRECTION: STARTED AT THE CAB, CHECKED ALL OF THE FUSES AND RELAYS THAT WERE INLINE WITH TRANSFER PUMP, CHECKED TWO RELAYS AND TECH DISCOVERED THAT BOTH RELAYS HAVE INTERMITTENT FAILURES, REPLACED PROBLEM RELAYS, THEN CHECKED FUSES TWO OF THE INLINE FUSES WERE BLOWN, REPLACED THEM, UNPLUGGED THE CONNECTOR AT THE TRANSFER PUMP AND CHECKED VOLTAGE (24 VOLTS IS WHAT TECH READ), CHECKED THE HARNESS FROM THE CAB TO THE CONNECTOR, NO BREAKS, CORROSION OR LOOSE WIRES FOUND. OHMED THE TRANSFER PUMP, TECH DISCOVERED THAT THE PUMP WAS OUT OF SPEC, JUST TO DOUBLE CHECK TURN KEY WITH THE CONNECTOR NOT CONNECTED TO SEE IF THE POSITIVE WIRE SOMEWHERE WAS GROUNDING OUT AND IT DID NOT, THEN RECONNECTED THE WIRE TO THE TRANSFER PUMP, AND AS SOON AS THE KEY WAS TURNED THE FUSE INSTANTLY POPPED, ORDERED AND REPLACED TH
10/08/2014	Service	791	REPLACE FUEL TRANSFER PUMP	COMPLAINT: THE MACHINE WOULD CRANK BUT NOT START AND WHEN STARTED IT WOULD NOT STAY RUNNING LONG. CAUSE: THE MACHINE SEEMED AS IF IT WAS LOSING PRIME. RESULTANT DAMAGE: REPLACED THE TRANSFER PUMP CORRECTION: TURNED THE MASTER SWITCH TO THE OFF POSITION, TURNED THE FUEL CUT OFF TO THE ON POSITION, REMOVED ALL OF THE FUEL LINES TO THE TRANSFER PUMP, REMOVED THE FAULTY PUMP, INSTALLED THE NEW PUMP, REATTACHED THE FUEL LINES AND TURNED THE FUEL CUT OFF TO THE OFF POSITION, TURNED THE MASTER SWITCH TO THE POWER ON POSITION AND TESTED SYSTEM FOR 1 HOUR, NO LOSS OF PRIME OR ANY HARD STARTING PROBLEMS.
10/31/2014	Service	908	PERFORM WAREHOUSE PRODUCTS	
12/02/2014	Service	1160	PERFORM PM-3 1000 HOUR	
12/02/2014	Service	1160	PERFORM PM-3 1000 HOUR	
12/02/2014	Service	1160	PERFORM PM-1 250 HOUR	COMPLAINT: PM1 - PREVENTATIVE MAINTENANCE CORRECTION: PM1 - TOOK RUNNING SAMPLES FROM ENGINE. SHUT UNIT OFF AND DRAINED ENGINE OIL. REPLACED ENGINE OIL FILTER AND REFILLED ENGINE WITH 10W30 ENGINE OIL. REPLACED FUEL FILTERS AND PRIMED FUEL SYSTEM. STARTED UNIT TO CHECK FOR LEAKS AND LEVELS UNIT OK. LUBRICATED ENTIRE UNIT.
12/02/2014	Service	1160	TRAVEL TO/FROM MACHINE	
02/19/2015	Service	1546	PERFORM WAREHOUSE PRODUCTS	
03/25/2015	Service	1582	PERFORM PM-2 500 HR	COMPLAINT: PREVENTATIVE MAINTENANCE LEVEL 2 CORRECTION: STARTED MACHINE, LINED UP FINALS, TOOK ALL OIL SAMPLES OF THE (ENGINE, HYDRAULICS, SWING, BOTH FINALS, & COOLANT). CHANGED ALL FILTERS (ENGINE, ALL OF THE HYDRAULIC FILTERS, & FUEL FILTERS). CHANGED ENGINE OIL. PRIMED UP FUEL SYSTEM, STARTED MACHINE, LOOKED FOR ANY OIL LEAKS, AND NONE FOUND. GREASED MACHINE.
03/25/2015	Service	1582	SPECIAL DEALS PM-2 500 HR	COMPLAINT: DIRTY AIR FILTERS CORRECTION: REPLACED AIR FILTERS
03/25/2015	Service	1584	WASH MACHINE	
03/25/2015	Service	1584	CLEAN. NON-ROPS CAB	
03/25/2015	Service	1584	REPLACE CUTTING EDGE TOOTH/TIP	COMPLAINT: WORN BUCKET TEETH CAUSE: HOURS ON MACHINE RESULTANT DAMAGE: WEAR ON BUCKET TEETH CORRECTION: POUNDED OUT TEETH RETAINERS, REMOVED TEETH FROM BUCKET, INSTALLED NEW TEETH, INSTALLED NEW RETAINERS,
03/25/2015	Service	1584	REPAIR WINDSHIELD	COMPLAINT: CABLE ASSIST FOR FRONT WINDOW CAUSE: CABLE COMES OUT OF RAIL RESULTANT DAMAGE: NEED TO REPLACE CABLE CORRECTION: TOOK CABLE OFF HE WINDOW. ROUTED BACK IN PLACE. SPREAD THE FRAME ON BOTTOM TO GET THE END IN PLACE HOOKED BACK UP TO WINDOW AND TRIED TO CLOSE WINDOW. CABLE CAME BACK OUT OF RAIL. TOOK CABLE OFF AND PUT THE WASHER BEHIND THE RAIL AND HOOKED BACK UP TO WINDOW. AND RAN WINDOW AND CABLE CAME BACK OUT AGAIN. LOOKED AT OTHER MACHINE IN SHOP. ORDERED NEW CABLE TO INSTALL. BECAUSE THE CABLE HAS A KINK IN IT. AND STARTING TO FRAY. ORDERED NEW CABLE. WILL HAVE IN ONE DAY.
03/25/2015	Service	1584	TOUCH-UP PAINTED SURFACES	COMPLAINT: SCRATCHES ON BOOM CAUSE: BUCKET HIT BOOM RESULTANT DAMAGE: BOOM STARTING TO GET SURFACE RUST CORRECTION: SANDED RUST OFF OF BOOM, PAINTED BOOM WITH CAT YELLOW PAINT TO MATCH MACHINE
03/25/2015	Service	1584	MACHINE/GRIND/MILL STICK/ARM	COMPLAINT: SHARP EDGES AND BURRS ON BUCKET STICK CAUSE: BUCKET STICK HIT SOMETHING DURING RENTAL PERIOD RESULTANT DAMAGE: SHARP EDGES AND BURRS ON BUCKET STICK CORRECTION: GROUND DOWN SHARP EDGES AND BURRS ON STICK, SWITCHED GRINDER TO A SANDING WHEEL, GROUND OVER AREAS AGAIN TO MAKE EDGES MORE SMOOTH, PAINTED AREAS THAT WERE GROUND DOWN
03/25/2015	Service	1584	STRAIGHTEN HANDRAIL	COMPLAINT: LEFT HAND RAIL BENT CAUSE: NEED TO BEND BACK RESULTANT DAMAGE: GOT HIT AND BENT CORRECTION: TOOK BLOCK AND BAR AND BENT THE HAND RAIL BACK. PRIED IN DIFFERENT SPOTS TO GET STRAIGHT.

COMPLAINT: LINKAGE SEAL O-RING MISSING CORRECTION: REMOVED				
03/25/2015	Service	1584	INSTALL BUCKET LINKAGE/LEVERS	BUCKET PIN. REMOVED STICK. INSTALL SEALING O-RINGS. RE PIN STICK TO BUCKET. CLEAN UP AREA. FINISH PAPERWORK.
03/25/2015	Service	1584	WASH MACHINE	
03/25/2015	Service	1584	CLEAN. NON-ROPS CAB	
03/25/2015	Service	1584	FLUSH FUEL TANK	INCLUDES NEW FUEL CAP AND 20% NEW FUEL COMPLAINT: NO FUEL CAP CAUSE: NEED TO FLUSH FUEL TANK RESULTANT DAMAGE: DIRT IN TANK CORRECTION: DRAINED FUEL OUT. REMOVED PAN UNDER TANK AND REMOVED DRAIN PLUG. FLUSHED THE TANK WITH FUEL TILL CLEAN. PUT PLUG BACK IN AND PUT 10 GAL OF NEW FUEL BACK IN. NEED TO FILL UP TO 20% FUEL. TOOK MACHINE OUT AND PUT 20% FUEL IN.
03/25/2015	Service	1584	REMOVE AND INSTALL BUCKET CYLINDER	COMPLAINT: LEAKY HYDRAULIC CYLINDER CAUSE: DAMAGED ROD CORRECTION: DISCONNECTED LINES GOING TO CYLINDER, SUPPORTED CYLINDER WITH SHOP CRANE, REMOVED CYLINDER, MOVED CYLINDER TO WASH BAY, WASHED GREASE OFF OF ENDS OF CYLINDER, TIPPED CYLINDER ON ROD END AND LOOSENED PLUGS TO COMPRESS CYLINDER FOR SIPPING, BANDED CYLINDER TO PALLET, MARKED CYLINDER WITH W/O # AND SEGMENT FOR RESEAL REPAIRS INSTALLED AFTER REPAIRS
03/25/2015	Service	1584	RESEAL BUCKET CYLINDER	REPLACE DAMAGED ROD COMPLAINT: RESEAL BUCKET CYLINDER. CAUSE: REPLACE ROD DUE TO SCRATCHES. CORRECTION: REMOVE BARREL. REMOVE SET SCREW. REMOVE PISTON AND HEAD. REPLACE ROD. RESEAL CYLINDER. INSTALL HEAD AND PISTON ON ROD. TORQUE PISTON TO 5000 LB. FT.. LOCK TITE AND TORQUE SET SCREW TO 42 LB. FT.. INSTALL BARREL TIGHTEN HEAD BOLTS.
03/25/2015	Service	1584	INSTALL WINDOW GLASS	COMPLAINT: BOTTOM WINDOW GLASS BROKEN CAUSE: BROKEN RESULTANT DAMAGE: BROKEN CORRECTION: CLEANED OUT CHANNEL. INSTALLED NEW GLASS. NOTICED TOP SEAL MISSING. ORDERED NEW SEAL. HAD TO REMOVE TOP WINDOW ASSEMBLY TOP INSTALL SEAL. REINSTALLED WINDOW ASSEMBLY IN MACHINE. CLEAN UP AREA. FINISH PAPERWORK.
03/25/2015	Service	1584	REPLACE WIPER MOTOR/WIDSHIELD	COMPLAINT: LOWER WIPER MOTOR BENT CAUSE: CUSTOMER HIT WIPER RESULTANT DAMAGE: NEED TO REPLACE LOWER WIPER MOTOR CORRECTION: REMOVED THE OLD WIPER MOTOR. REMOVED PAN AND UNHOOKED WIRES. INSTALLED NEW MOTOR. HOOKED UP WIRE AND PUT PAN BACK IN PLACE.
03/25/2015	Service	1584	REPLACE WINDSHIELD WIPER	COMPLAINT: REPLACE THE UPPER WIPER ARM CAUSE: WIPER ARM BENT RESULTANT DAMAGE: NEED TO REPLACE ARM CORRECTION: ORDERED NEW ARM. REMOVED OLD ARM AND INSTALLED NEW ARM.
03/25/2015	Service	1584	REPLACE BUMPER	COMPLAINT: LOWER BUMPER UNDER CAB BENT CAUSE: GOT HIT RESULTANT DAMAGE: NEED TO REPLACE. CORRECTION: REMOVED THE OLD PUMPER. REMOVED THE MOUNTING HARDWARE INSIDE AND INSTALLED IN NEW ONE. PUT NEW BUMPER IN PLACE.
03/25/2015	Service	1584	REPLACE PT TRANS GUARD	COMPLAINT: WANTED BOTTOM GUARDS REPLACED CAUSE: BENT CORRECTION: REMOVED OLD AND INSTALLED THE NEW ONES. CLEAN UP AREA. FINISH PAPERWORK.
03/25/2015	Service	1584	REPLACE CONTROL SWITCH	COMPLAINT: REPLACE CONTROL SWITCH BEZEL CAUSE: BROKEN RESULTANT DAMAGE: BROKEN CORRECTION: SOMEONE ELSE ORDERED PARTS. I REMOVED OLD BROKEN BEZEL. SWAP SWITCHED OVER. REINSTALLED. FINISH PAPERWORK.
03/25/2015	Service	1584	STRAIGHTEN PULL HOOK/EYE	COMPLAINT: EYE ON BACK LEFT SIDE OF MACHINE BENT CAUSE: PULLED ON AND GOT BENT RESULTANT DAMAGE: NEED TO HEAT UP AND BEND BACK CORRECTION: TRIED TO HEAT UP WITH ONE TORCH AND COULD NOT GET IT HOT ENOUGH. GOT TWO TORCHES AND GOT LOOP RED HOT AND BENT IT BACK. TOOK SOME TIME TO GET HOT THICK PIECE OF METAL. PAINTED WHEN DONE
03/25/2015	Service	1584	REPLACE CUTTING EDGE TOOTH/TIP	COMPLAINT: WORN BUCKET TEETH CAUSE: HOURS ON MACHINE RESULTANT DAMAGE: WEAR ON BUCKET TEETH CORRECTION: POUNDED OUT TEETH RETAINERS, REMOVED TEETH FROM BUCKET, INSTALLED NEW TEETH, INSTALLED NEW RETAINERS,
03/25/2015	Service	1584	REPAIR WINDSHIELD	
03/25/2015	Service	1584	TOUCH-UP PAINTED SURFACES	
03/25/2015	Service	1584	MACHINE/GRIND/MILL STICK/ARM	
03/25/2015	Service	1584	STRAIGHTEN HANDRAIL	
03/25/2015	Service	1584	INSTALL BUCKET LINKAGE/LEVERS	
03/25/2015	Service	1584	REPLACE CARRIER ROLLER	COMPLAINT: TRACK ROLLERS HAVE FLAT SPOTS. CAUSE: ROLLERS HAVE FLAT SPOTS FROM NOT TURNING WITH TRACK. RESULTANT DAMAGE: TRACK ROLLERS HAVE FLAT SPOTS. CORRECTION: CLEANED OUT TRACKS. RELEASED TRACK TENSION. RAISED TRACK OFF OF ROLLERS AND SUPPORTED WITH BLOCKS. REMOVED DAMAGED ROLLERS. INSTALLED NEW ROLLERS. LOWERED TRACK. USED MACHINE TO RAISE TRACK OFF GROUND AND RUN TRACK. CHECKED AND ADJUSTED ROLLER ALIGNMENT. TIGHTENED ROLLER CLAMP BOLT. SET TRACK TENSION.
05/12/2015	Service	1604	PERFORM WARRANTY PARTS STORAGE	COMPLAINT: THE MACHINED NEEDED A PRI CAUSE: THE MACHINE NEEDED TO BE INSPECTED FOR ANY DEFECTS. RESULTANT DAMAGE: PERFORMED PRI. CORRECTION: CHECKED ALL OF THE FLUIDS, THE LIGHTS, ALL FUNCTIONS, THE TRACK TENSION, LEAKS, THE SEAT, FLOOR MAT, OBTAINED A PSR, CHECKED THE ENGINE AIR FILTERS, ETHER BOTTLE AND A/C
05/12/2015	Service	1604	WASH MACHINE	
05/12/2015	Service	1604	CLEAN. NON-ROPS CAB	COMPLAINT: POST RENTAL CAUSE: POST RENTAL CORRECTION: CLEANED FLOOR WINDOWS PLASTICS AND CONTROLS

05/12/2015	Service	1604	PERFORM SERVICE ON FINAL DRIVE(S)	COMPLAINT: THE FINALS NEEDED TO BE CHANGED CAUSE: THE LAST OIL SAMPLES CAME BACK BAD. RESULTANT DAMAGE: CHANGED THE OILS CORRECTION: REMOVED THE FILL AND DRAIN PLUG AND ALLOWED THE FINALS TO POUR INTO A SUITABLE CONTAINER, ALLOWED TO DRAIN FOR SOME TIME THEN REINSTALLED THE DRAIN PLUG, FILLED THE FINALS TO THE THREADS AND REINSTALLED THE FILLED PLUGS.
05/12/2015	Service	1604	PERFORM SERVICE ON SWING DRIVE	COMPLAINT: THE SWING DRIVE NEED A SERVICE CAUSE: THE LAST OIL SAMPLES THAT CAME BACK WERE BAD. RESULTANT DAMAGE: DRAINED AND REPLACED OIL CORRECTION: REMOVED THE PANEL FROM THE UNDER SIDE, USED A SUITABLE CONTAINER TO CONTAIN OIL, OPENED THE VALVE, AND LET DRAIN. AFTER THE SWING WAS DRAINED, CLOSED THE VALVE AND FILLED WITH 30W TO THE FULL LINE,
05/12/2015	Service	1604	REPAIR DOORS, CAB	COMPLAINT: THE SEAL FOR THE WINDOW WAS FALLING OUT. CAUSE: THE SPACER THAT HOLDS THIS IN PLACE FELL OUT AT SOME POINT DURING OPERATION. RESULTANT DAMAGE: REPLACED THE SPACER. CORRECTION: READJUSTED THE SEAL INTO THE WINDOW FRAME, AND INSTALLED THE SPACER, CHECKED THE FUNCTION OF THE WINDOW. THE SEAL STAYS, WINDOW FUNCTIONS WITH OUT BINDING.
05/12/2015	Service	1604	PAINT STEP/LADDER	COMPLAINT: THE STEP HAD PEELING PAINT. CAUSE: RUST AND DIRT CAUSED THE PAINT TO PEEL. RESULTANT DAMAGE: CLEANED AND REPAINTED. CORRECTION: REMOVED ALL OF THE RUST AND FLAKING PAINT FROM THE SURFACE, PRIMED THE SURFACE THEN USED YELLOW PAINT TO TOUCH UP THE PROBLEM AREA.
05/12/2015	Service	1604	REPLACE AIR FILTER ELEMENT	COMPLAINT: THE AIR FILTERS ARE DIRTY. CAUSE: THERE WAS DIRT AND DEBRIS BUILD UP FROM NORMAL USE. RESULTANT DAMAGE: REPLACED THE FILTERS CORRECTION: REMOVED THE OLD DIRTY FILTERS AND REPLACE WITH NEW
05/12/2015	Service	1604	REPLACE CAB AIR FILTER	COMPLAINT: THE FILTER WAS DIRTY. CAUSE: THE FILTER WAS DIRTY FROM NORMAL USE. RESULTANT DAMAGE: REPLACED THE FILTER. CORRECTION: REMOVED THE OLD DIRT FILTER, AND REPLACED WITH NEW.
05/20/2015	Service	1605	WELD CUTTING EDGE	ON TOP SIDE OF TEETH COMPLAINT: CUTTING EDGE REQUESTED ON BUCKET. CAUSE: CUTTING EDGE NEEDS TO BE WELDED TO BUCKET TEETH. CUTTING EDGE OF THE CORRECT LENGTH COULD NOT BE FOUND. CORRECTION: FOUND SUITABLE EDGE. TRIMMED EDGE TO LENGTH WITH TORCH. MOVED MACHINE NEXT TO BUILDING. REMOVED PAINT AND RUST FROM AREAS TO BE WELDED. ALIGNED EDGE WITH BUCKET AND CLAMPED EDGE TO TEETH. FLIPPED BUCKET OVER TO WELD. WELDED EDGE TO OUTER 2 TEETH. PARKED MACHINE. CLEANED MUD OFF OF TRACK FRAMES ACCUMULATED WHILE MOVING MACHINE.
05/21/2015	Service Credit	1605	WELD CUTTING EDGE	ON TOP SIDE OF TEETH COMPLAINT: CUTTING EDGE REQUESTED ON BUCKET. CAUSE: CUTTING EDGE NEEDS TO BE WELDED TO BUCKET TEETH. CUTTING EDGE OF THE CORRECT LENGTH COULD NOT BE FOUND. CORRECTION: FOUND SUITABLE EDGE. TRIMMED EDGE TO LENGTH WITH TORCH. MOVED MACHINE NEXT TO BUILDING. REMOVED PAINT AND RUST FROM AREAS TO BE WELDED. ALIGNED EDGE WITH BUCKET AND CLAMPED EDGE TO TEETH. FLIPPED BUCKET OVER TO WELD. WELDED EDGE TO OUTER 2 TEETH. PARKED MACHINE. CLEANED MUD OFF OF TRACK FRAMES ACCUMULATED WHILE MOVING MACHINE.
05/22/2015	Service	1605	WELD CUTTING EDGE	ON TOP SIDE OF TEETH COMPLAINT: CUTTING EDGE REQUESTED ON BUCKET. CAUSE: CUTTING EDGE NEEDS TO BE WELDED TO BUCKET TEETH. CUTTING EDGE OF THE CORRECT LENGTH COULD NOT BE FOUND. CORRECTION: FOUND SUITABLE EDGE. TRIMMED EDGE TO LENGTH WITH TORCH. MOVED MACHINE NEXT TO BUILDING. REMOVED PAINT AND RUST FROM AREAS TO BE WELDED. ALIGNED EDGE WITH BUCKET AND CLAMPED EDGE TO TEETH. FLIPPED BUCKET OVER TO WELD. WELDED EDGE TO OUTER 2 TEETH. PARKED MACHINE. CLEANED MUD OFF OF TRACK FRAMES ACCUMULATED WHILE MOVING MACHINE.
07/01/2015	Service	1615	PRODUCT PROGRAM UPDATE PRODUCT LINK SYSTEM 321	COMPLAINT: UPDATE ON PRODUCT LINK COMPONENTS CAUSE: BEFORE FAILURE JUST NEEDED THE UPDATED SYSTEM AND THE ECM FLASHED RESULTANT DAMAGE: UPDATED BEFORE DAMAGE CORRECTION: TOOK OUT THE OLD SYSTEM, REPLACED ECM AND HARNESS, ADDED A NEW ANTENNA AND WIRE DOWN TO THE RADIO AND PUT IN NEW PRODUCT LINE HOOK UP FOR COM THREE. TOOK OLD PLUG OFF OF OLD ECM AND WIRED IT INTO NEW SYSTEM AND HOOKED IT UP PUT NEW RADIO ON NEW BRACKET BOLTED IT UNDER ECM BRACKET. HOOKED UP COMPUTER AND VIM TO CONNECTOR AND HOOKED UP COM THREE. FLASHED ECM AND RADIO RECEIVER FOR RIGHT SOFTWARE MADE SURE EVERYTHING MADE COMMUNICATION TO NETWORK. AND REINSTALLED COVER PANELS AND BOLTS
07/01/2015	Service	1615	WASH MACHINE	
07/01/2015	Service	1615	CLEAN. NON-ROPS CAB	
07/01/2015	Service	1615	PERFORM WARRANTY PARTS STORAGE	COMPLAINT: RENTAL RETURN IN NEED OF INSPECTION. CAUSE: RIGHT BOOM LIGHT DOES NOT WORK. WASHER FLUID TANK MISSING MOUNTING BOLT. NRS PRESSURE SENSOR LINE MISSING HOLD DOWN BOLT. CORRECTION: PERFORMED PRI. GREASED MACHINE.
07/01/2015	Service	1615	REMOVE CUTTING EDGE	COMPLAINT: CUTTING EDGE NEEDS TO BE REMOVED FROM BUCKET. CAUSE: CUTTING EDGE WELDED ONTO BUCKET TEETH. CORRECTION: USED CUTTING TORCH TO CUT OUT MAIN SECTION OF EDGE. TORCHED OFF REMAINING PIECES OF CUTTING EDGE AND WELD MATERIAL.

07/01/2015	Service	1615	INSTALL WASHER TANK	COMPLAINT: WASHER TANK MISSING MOUNTING BOLT. CAUSE: WASHER FLUID TANK MISSING MOUNTING BOLT. CORRECTION: INSTALLED NEW BOLT INTO TANK MOUNT. CHECKED TORQUE ON OTHER MOUNTING BOLT.
07/01/2015	Service	1615	TOUCH-UP COUNTERWEIGHT	COMPLAINT: COUNTERWEIGHT SCRATCHED. CAUSE: COUNTERWEIGHT SCRATCHED. CORRECTION: BUFFED COUNTERWEIGHT. MASKED OFF DECALS. APPLIED PRIMER AND PAINT TO COUNTERWEIGHT.
07/01/2015	Service	1615	PRODUCT PROGRAM UPDATE PRODUCT LINK SYSTEM 321	COMPLAINT: UPDATE ON PRODUCT LINK COMPONENTS CAUSE: BEFORE FAILURE JUST NEEDED THE UPDATED SYSTEM AND THE ECM FLASHED RESULTANT DAMAGE: UPDATED BEFORE DAMAGE CORRECTION: TOOK OUT THE OLD SYSTEM, REPLACED ECM AND HARNESS, ADDED A NEW ANTENNA AND WIRE DOWN TO THE RADIO AND PUT IN NEW PRODUCT LINE HOOK UP FOR COM THREE. TOOK OLD PLUG OFF OF OLD ECM AND WIRED IT INTO NEW SYSTEM AND HOOKED IT UP PUT NEW RADIO ON NEW BRACKET BOLTED IT UNDER ECM BRACKET. HOOKED UP COMPUTER AND VIM TO CONNECTOR AND HOOKED UP COM THREE. FLASHED ECM AND RADIO RECEIVER FOR RIGHT SOFTWARE MADE SURE EVERYTHING MADE COMMUNICATION TO NETWORK. AND REINSTALLED COVER PANELS AND BOLTS
07/01/2015	Service	1615	REPLACE LIGHTS	COMPLAINT: RIGHT BOOM WORK LAMP DOES NOT WORK. CAUSE: LAMP BURNED OUT. CORRECTION: REPLACED BULB. VERIFIED OPERATION.
07/01/2015	Service	1615	INSTALL PIPE,AIR	COMPLAINT: NRSS SENSOR LINE MISSING HOLD DOWN BOLT. CAUSE: NRSS SENSOR LINE TO VALVE COVER HOLD DOWN MISSING BOLT. BOLT HOLDS DOWN 385-4319 CORRECTION: INSTALLED NEW BOLT.
07/23/2015	Service	1712	PERFORM WAREHOUSE PRODUCTS	
09/12/2015	Service	1796	PERFORM PM-1 250 HOUR	
11/21/2015	Service	2152	PERFORM PM-4 2000 HOUR	COMPLAINT: PREVENTATIVE MAINTENANCE CAUSE: PM-4 CORRECTION: STARTED MACHINE TOOK ALL OIL SAMPLE (ENGINE, HYD, SWING, BOTH FINAL DRIVES , & A COOLANT SAMPLE) CHANGED ALL FILTERS (ENGINE OIL FILTER, ALL 3 HYD FILTERS, & BOTH FUEL FILTERS,). CHANGED ALL OILS (ENGINE OIL, HYD OIL, SWING DRIVE OIL, & BOTH FINAL DRIVES OILS) TOOK A PSR & GREASED MACHINE PRIMED UP FUEL SYSTEM STARTED MACHINE TOPPED OFF ALL OIL LEVELS X028530
11/21/2015	Service	2152	REPLACE CUTTING EDGE	YY COMPLAINT: THE G.E.T FOR THE MACHINE WORN CAUSE: THE G.E.T WAS WORN PAST 10 PERCENT RESULTANT DAMAGE: REPLACED THE CUTTING EDGES CORRECTION: WITH THE USE OF A CUTTING TORCH REMOVED THE BOLTS AND NUTS. REMOVE THE CUTTING EDGES, CLEANED THE MATTING SURFACES AND INSTALLED THE NEW CUTTING EDGES, TORQUED TO SPEC.
11/21/2015	Service	2152	RENTAL OF VEH# KGA305 S/N 06594	COMPLAINT: PICTURES NEEDED TO BE TAKEN OF DAMAGES TO MACHINE CAUSE: PICTURES NEEDED CORRECTION: TOOK PICTURES AND MADE PICTURES INTO POWER POINT
11/21/2015	Service	2152	WASH MACHINE	
11/21/2015	Service	2152	CLEAN. NON-ROPS CAB	COMPLAINT: POST RENTAL CAUSE: POST RENTAL CORRECTION: CLEANED CAB OF MACHINE
11/21/2015	Service	2152	FUEL FUEL, PRESSURE(S)	COMPLAINT: MACHINE IS VERY LOW ON FUEL CAUSE: NEEDS FUEL CORRECTION: STARTED MACHINE AND IT WAS ALMOST OUT OF FUEL ADDED 25GAL OF FUEL INTO MACHINES FUEL TANK
11/21/2015	Service	2152	REPLACE AIR FILTER ELEMENT	COMPLAINT: PREVENTATIVE MAINTENANCE CAUSE: REPLACE ENGINE AIR FILTERS CORRECTION: REPLACED BOTH ENGINE AIR FILTERS AS NEEDED
11/21/2015	Service	2152	REPLACE CAB AIR FILTER	COMPLAINT: PREVENTATIVE MAINTENANCE CAUSE: REPLACE BOTH CAB FILTERS CORRECTION: REPLACED BOTH CAB FILTERS AS NEEDED
11/21/2015	Service	2152	REPAIR LIGHTS	COMPLAINT: LIGHT ON BOOM IS NOT WORKING CAUSE: NEEDS NEW BULBS CORRECTION: BOTH LIGHTS ON THE BOOM WERE BURNT OUT. INSTALLED NEW LIGHT BULBS SO THEY WOULD WORK PROPERLY
11/21/2015	Service	2152	REMOVE & INSTALL/UPDATE UNDERCARRIAGE COMPLETE	MEASURE IN MM YY COMPLAINT: UNDERCARRIAGE NEEDED TO BE MEASURED CAUSE: RENTAL FLEET WANTED UNDERCARRIAGE MEASUREMENTS RESULTANT DAMAGE: UNDERCARRIAGE MEASURED CORRECTION: MEASURED UNDERCARRIAGE, FILLED OUT FORM, SENT FORM TO RENTAL FLEET
11/21/2015	Service	2152	REMOVE & INSTALL/UPDATE UNDERCARRIAGE COMPLETE	COMPLAINT: THE MACHINES UNDERCARRIAGE NEEDED TO BE MEASURED CAUSE: THIS NEEDED TO BE PROVIDED TO INDICATE HOW MUCH WEAR HAS OCCURRED RESULTANT DAMAGE: MEASURED THE UNDERCARRIAGE CORRECTION: WITH THE USE OF THE CORRECT TOOLING THE TECH MEASURED THE UNDERCARRIAGE OF THE MACHINE, COPIED THE MEASUREMENTS DOWN REPORTED THEM TO THE PROPER PEOPLE.
11/21/2015	Service	2152	PERFORM PM-4 2000 HOUR	
11/21/2015	Service	2152	REPLACE CUTTING EDGE	
11/21/2015	Service	2152	RENTAL OF VEH# KGA305 S/N 06594	
11/21/2015	Service	2152	WASH MACHINE	
11/21/2015	Service	2152	CLEAN. NON-ROPS CAB	
11/21/2015	Service	2152	FUEL FUEL, PRESSURE(S)	
11/21/2015	Service	2152	REPLACE AIR FILTER ELEMENT	

11/21/2015	Service	2152	REPLACE CAB AIR FILTER	
11/21/2015	Service	2152	REPAIR LIGHTS	
11/21/2015	Service	2152	REPLACE BUMPER	COMPLAINT: THE MACHINE HAD DAMAGED TO IT. CAUSE: THE BUMPER WAS DAMAGED DURING OPERATION. RESULTANT DAMAGE: REPLACE THE BUMPER. CORRECTION: REMOVED BOTTOM WINDOW TO GAIN ACCESS TO THE RETAINER BOLTS FOR THE BUMPER, REMOVED THE BOLTS AND BUMPER. REMOVED HARDWARE FROM THE BUMPER AND INSTALLED ONTO THE NEW BUMPER, INSTALL BUMPER ONTO MACHINE, SET THE WINDSHIELD WIPER IN THE CORRECT LOCATION. REINSTALLED THE BOTTOM WINDOW AND CHECKED OPERATION.
11/21/2015	Service	2152	REMOVE & INSTALL/UPDATE UNDERCARRIAGE COMPLETE	
11/21/2015	Service	2152	REMOVE & INSTALL/UPDATE UNDERCARRIAGE COMPLETE	
12/10/2015	Service	2153	REMOVE AND INSTALL BUCKET, GENERIC	COMPLAINT: BUCKETS NEEDED TO BE SWAPPED CAUSE: CUSTOMER WANTED DIFFERENT BUCKET ON MACHINE CORRECTION: KNOCKED PINS OUT OF BUCKET THAT WAS ON MACHINE, CLEAN EYE BRACKETS OUT OF BUCKET TO BE INSTALLED LINED STICK OF MACHINE UP WITH BUCKET. HAD TO BEVEL ENDS OF BOTH PINS AND TAKE BURRS OFF PINS TO GET PINS TO SLIDE AND LINE UP. ONCE PINS WERE LINED UP PUSHED BOLT THREW HOLES AND TIGHTENED.
02/23/2016	Service	2467	PERFORM PM-1 250 HOUR	***** LAST PM PERFORMED 11/18/15 2152 H DEADWOOD SD GARDNER CONSTRUCTION KEN GARDNER 605-5 COMPLAINT: PM SERVICE DUE CAUSE: HOURS RESULTANT DAMAGE: FITTING FOR GREASING SWING GEAR BROKEN CORRECTION: PERFORMED PM1. SAMPLE AND CHANGE ENGINE OIL AND FILTER. CHANGE 3 FUEL FILTERS. GREASE ALL FITTINGS. DID NOT HAVE FITTING TO REPLACE BROKEN ONE. GET PSR. CHECK GENERAL CONDITION OF MACHINE.
02/23/2016	Service	2467	REPLACE AIR FILTER ELEMENT	COMPLAINT: DID NOT NEED FILTER CAUSE: STILL SERVICEABLE RESULTANT DAMAGE: NO DAMAGE CORRECTION: CREDITED BACK
02/23/2016	Service	2467	TRAVEL TO/FROM MACHINE	
03/01/2016	Service	2507	TROUBLESHOOT ENGINE	
03/01/2016	Service	2507	PRODUCT PROGRAM UPDATE AIR INDUCTION & EXH SYSTE	COMPLAINT: CHECK ENGINE LIGHT. CAUSE: EGR VALVE STUCK. RESULTANT DAMAGE: ACTIVE FAULT AND ENGINE DERATE. CORRECTION: REPLACED EGR VALVE AS PER M0066370. INSTALLED VALVE 467-0543 7.03824.08.0 258150164F. COMPLETED AIR SYSTEM MOTOR VALVES VERIFICATION TEST AND AFTER TREATMENT REGENERATION SYSTEM TEST, OK.
03/01/2016	Service	2507	TROUBLESHOOT ENGINE	
03/01/2016	Service	2507	PRODUCT PROGRAM UPDATE AIR INDUCTION & EXH SYSTE	COMPLAINT: CHECK ENGINE LIGHT. CAUSE: EGR VALVE STUCK. RESULTANT DAMAGE: ACTIVE FAULT AND ENGINE DERATE. CORRECTION: REPLACED EGR VALVE AS PER M0066370. INSTALLED VALVE 467-0543 7.03824.08.0 258150164F. COMPLETED AIR SYSTEM MOTOR VALVES VERIFICATION TEST AND AFTER TREATMENT REGENERATION SYSTEM TEST, OK.
03/01/2016	Service	2507	TRAVEL TO/FROM MACHINE	
05/03/2016	Service	2818	PERFORM PM-2 500 HR	
05/03/2016	Service	2818	REMOVE & INSTALL/UPDATE UNDERCARRIAGE COMPLETE	
05/03/2016	Service	2818	TRAVEL TO/FROM MACHINE	
06/24/2016	Service	3092	PERFORM PM-1 250 HOUR	COMPLAINT: PERFORM PM 1. CAUSE: HIGH HOURS. RESULTANT DAMAGE: PREVENTIVE MAINTENANCE. CORRECTION: LOAD PARTS. DOWNLOAD REPORTS. START ENGINE AND LET WARM UP. CHECK ALL FUNCTIONS AND CONTROLS. TAKE ENGINE OIL SAMPLE. CHECK FINAL, HYDRAULIC AND SWING DRIVE LEVELS. SHUT DOWN. CHANGE ENGINE OIL AND FILTER. CHANGE ALL FUEL FILTERS AND PRIME. GREASE MACHINE. CHECK OIL LEVEL AND TOP OFF. CUT OPEN ENGINE OIL FILTER. FOUND SOME DEBRIS. VISIT WITH GREG VRAA. HE WANTS IT SENT TO BRUCE MOFFIT FOR FURTHER INSPECTION. TAKE PICTURES OF DAMAGED WINDOWS AND BENT STEP. SOME DAMAGE ON THE SIDES OF PLATFORM. EYES ON THE TRACK FRAME WERE ALSO BENT. FILL OUT PAPERWORK AND CLEAN MESS. UNLOAD WASTE OIL AND GARBAGE.
06/24/2016	Service	3092	REPLACE AIR FILTER ELEMENT	COMPLAINT: REPLACE PRIMARY AIR FILTER. CAUSE: DIRTY RESULTANT DAMAGE: PREVENTIVE MAINTENANCE CORRECTION: INSPECT AIR FILTERS. SECONDARY WAS OK. CHANGED THE PRIMARY AIR FILTER. CREDIT BACK SECONDARY AIR FILTER.
06/24/2016	Service	3092	REPLACE CAB AIR FILTER	COMPLAINT: REPLACE CAB AIR FILTERS CAUSE: DIRTY. RESULTANT DAMAGE: PREVENTIVE MAINTENANCE AND BETTER AIR CONDITIONER EFFICIENCY. CORRECTION: INSPECT FILTERS. REPLACE OUTSIDE AIR AND RECIRCULATION FILTERS. CLEAN MESS.
06/24/2016	Service	3092	REPAIR LUBRICATION LINES/HOSES	COMPLAINT: REPAIR BROKEN GREASE FITTING. CAUSE: BROKEN ELBOW GREASE FITTING FOR THE SWING BEARING. RESULTANT DAMAGE: WOULD NOT TAKE GREASE. CORRECTION: REMOVE BROKEN FITTING FROM FRAME. REMOVE OTHER PART OF ELBOW FITTING FROM TUBE. HAD ENOUGH OF THE ELBOW TO RUN A PIPE TAP. INSTALL FITTING. GREASE WELL.

06/24/2016	Service	3092	TROUBLESHOOT AND REPAIR SOFTWARE	COMPLAINT: UPDATE MACHINE, ENGINE AND MONITOR SOFTWARE. CAUSE: OUTDATED. RESULTANT DAMAGE: IMPROVE SOFTWARE PERFORMANCE AS PER GREG VRAA. CORRECTION: VISIT WITH GREG VRAA ABOUT SOFTWARE. HE WANTED IT UPDATED. DOWNLOAD ENGINE AND MACHINE CONTROL CONFIGURATIONS. FLASH ENGINE, MACHINE AND MONITOR ECMS. MONITOR TOOK SOME TIME TO FLASH. MAKE ANOTHER COPY OF THE PRODUCT REPORT.
06/24/2016	Service	3092	TRAVEL TO/FROM MACHINE	
07/20/2016	Service	3092	INSPECT ENGINE	
07/20/2016	Service	3092	REPAIR ENGINE	
07/20/2016	Service	3092	REMOVE AND INSTALL OIL PAN	
07/20/2016	Service	3092	INSPECT ROD AND MAIN BEARINGS	
07/20/2016	Service	3092	INSPECT OIL PUMP	
07/20/2016	Service	3092	REMOVE AND INSTALL ENGINE	
07/20/2016	Service	3092	REMOVE AND INSTALL CRANKSHAFT	
07/20/2016	Service	3092	INSPECT CAMSHAFT BEARING	
07/20/2016	Service	3092	REMOVE AND INSTALL COUNTERWEIGHT	
07/20/2016	Service	3092	REMOVE AND INSTALL CYLINDER HEAD ASSEMBLY	
07/20/2016	Service	3092	REMOVE AND INSTALL PISTON COOLING TUBES-JETS	
07/20/2016	Service	3092	CLEAN. CYLINDER BLOCK	
07/20/2016	Service	3092	CLEAN. CYLINDER HEAD ASSEMBLY	
07/20/2016	Service	3092	CLEAN. TURBOCHARGER GP	
07/20/2016	Service	3092	REPLACE ENGINE OIL COOLER	
07/20/2016	Service	3092	PRODUCT PROGRAM UPDATE ENGINE OIL FILTER	
07/20/2016	Service	3092	INSPECT ENGINE	
07/20/2016	Service	3092	REPAIR ENGINE	
07/20/2016	Service	3092	REPLACE FUEL INJECTION PUMP	
07/20/2016	Service	3092	PRODUCT PROGRAM UPDATE ENGINE OIL FILTER	
07/20/2016	Service	3092	REMOVE AND INSTALL OIL PAN	
07/20/2016	Service	3092	INSPECT ROD AND MAIN BEARINGS	
07/20/2016	Service	3092	INSPECT OIL PUMP	
07/20/2016	Service	3092	REMOVE AND INSTALL ENGINE	
07/20/2016	Service	3092	REMOVE AND INSTALL CRANKSHAFT	
07/20/2016	Service	3092	INSPECT CAMSHAFT BEARING	
07/20/2016	Service	3092	REMOVE AND INSTALL COUNTERWEIGHT	
07/20/2016	Service	3092	REMOVE AND INSTALL CYLINDER HEAD ASSEMBLY	
07/20/2016	Service	3092	REMOVE AND INSTALL PISTON COOLING TUBES-JETS	
07/20/2016	Service	3092	CLEAN. CYLINDER BLOCK	
07/20/2016	Service	3092	CLEAN. CYLINDER HEAD ASSEMBLY	
07/20/2016	Service	3092	CLEAN. TURBOCHARGER GP	
07/20/2016	Service	3092	REPLACE ENGINE OIL COOLER	
07/20/2016	Service	3092	TRAVEL TO/FROM MACHINE	
07/20/2016	Service	3092	TRANSPORT MACHINE	
01/16/2018	Parts	0		
08/04/2018	Parts	0		
08/08/2018	Parts	0		