

Service History

Service Date	Invoice Type	Hours	Description	Service Notes
05/08/2013	Service	8	PERFORM PRE-DELIVERY INSPECTION	
05/08/2013	Service	8	RUN MACHINE	
05/08/2013	Service	8	START/START-UP PRODUCT LINK SYSTEM 321	
10/10/2013	Service	164	TROUBLESHOOT SEAT BELTS	
11/12/2013	Service	230	TRAVEL TO/FROM MACHINE	
11/12/2013	Service	230	PERFORM PM-1250 HOUR	
11/12/2013	Service	230	PERFORM PM-1250 HOUR	
12/18/2013	Service	310	REPAIR BODY PANEL	COMPLAINT: RIGHT FRONT DAMAGED. BOTTOM STEP AND BELOW PANEL CAUSE: CUSTOMER DAMAGE CORRECTION: REMOVED DAMAGED FRONT PANEL. THE PANEL THAT RUNS ALONG THE SIDE TO THE BACK OF MACHINE WAS DAMAGED AT THE FRONT CORNER. I WAS ABLE TO BEND IT BACK MOSTLY THEN USE BODY FILLER TO SMOOTH IT OUT. SANDED DOWN THE SCRATCHED AREA AND PRIMED AND PAINTED. FILLER NEEDS TO DRY BEFORE SANDING. SANDED DOWN THE FILLER AND PAINTED. INSTALLED THE NEW PANEL AND ATTACHED THE HANDRAIL.
12/18/2013	Service	310	REPAIR BODY PANEL	COMPLAINT: BODY PANEL DENTED CAUSE: CUSTOMER DAMAGE CORRECTION: REMOVED DAMAGED PANEL AND INSTALLED NEW PANEL ID# 1AR40385
02/13/2014	Service	315	INSTALL BUCKET, GENERIC	YYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYY COMPLAINT: INSTALL KRYPTO KLAW BUCKET AND PROGRAMING. CAUSE: CURRENT RENTAL REQUIRES A THUMB BUCKET WHICH HAS NOT YET BEEN USED ON THIS MACHINE. CORRECTION: INSTALLED BUCKET AND ATTACHED LINES, CHECKED CONTROL AND FOUND THAT IT DOES NOT HAVE THE KRYPTO KLAW PROGRAMMING, CONTACTED TRAINING FOR SPECS AND GOT THEM THROUGH TRAINING/TC/RENTAL. SET UP THE CONTROLER WITH THE INFORMATION PROVIDED.
03/04/2014	Service	336	TRAVEL TO/FROM MACHINE	TRAVEL TO /FROM JOB IN OLATHE KS
03/04/2014	Service	336	TROUBLESHOOT HYDRAULIC SYSTEM	COMPLAINT: OIL LEAK ON BOOM CAUSE: O-RING ON BLOCK ON THE BACKSIDE OF THE BOOM FOR THE THUMB WAS LEAKING CORRECTION: CLEANED OFF OIL SOAKED AREA AND RAN MACHINE. COULD SEE LEAK FROM STEEL LINE. NEED TO REMOVE AND INSPECT.
03/04/2014	Service	336	REPAIR HYDRAULIC HOSES/LINES	COMPLAINT: OIL LEAK AT BOOM CAUSE: THUMB BLOCK ON BACK OF BOOM HAS BLOWN ORING COMPLICATION: N/A CORRECTION: REMOVED HARDLINE THAT GOES INTO BLOCK AND FOUND ORING WAS BLOWN OUT. LOOKS IMPROPERLY INSTALLED. REPLACED ORING AND RE INSTALLED ONTO BLOCK. RAN MACHINE AND FOUND NO OTHER LEAK. CHECKED OIL LEVEL AND IT WAS GOOD. CUSTOMER WAS ON SITE AND IS USING MACHINE.
03/04/2014	Service	336	TRAVEL TO/FROM MACHINE	
03/04/2014	Service	336	TROUBLESHOOT HYDRAULIC SYSTEM	
03/04/2014	Service	336	REPAIR HYDRAULIC HOSES/LINES	
03/06/2014	Service	359	TROUBLESHOOT STARTING SYSTEM	POSSIBLE GELLED-YARD TRIED POWERSERVICE 911 YYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYY IF MORE THAN 1.5 HRS PLEASE INVOLVE A TC OR THE SUPERVISOR COMPLAINT: MACHINE WILL NOT START CAUSE: FUEL GELLED UP COMPLICATION: COLD WEATHER CORRECTION: PULLED OFF FILTER AND ADDED 911 FUEL TREATMENT, HEATED LINES WITH HEAT GUN, GOT MACHINE TO FIRE. LEFT IT RUNNING TO CIRCULATE FUEL TREATMENT
03/18/2014	Service	370	REMOVE AND INSTALL HYDRAULIC HOSES/LINES	CAUSE: HOSE SMASHED. CORRECTION: REPLACED WITH NEW HOSE FROM PARTS DEPARTMENT TIGHTENED AND CHECKED FOR LEAKS.
03/18/2014	Service	370	TRAVEL TO/FROM MACHINE	
03/18/2014	Service	370	REMOVE AND INSTALL HYDRAULIC HOSES/LINES	
03/19/2014	Service	369	TRAVEL TO/FROM MACHINE	TRAVELLED FROM KC SHOP TO 4101E. 53RD ST, KCMO. TRAVELLED BACK TO SHOP.
03/19/2014	Service	369	PRODUCT PROGRAM UPDATE ENGINE COOLING SYSTEM	COMPLAINT: PERFORM PI32295 CAUSE: PER CAT SERVICE LETTER CORRECTION: DRAINED COOLANT PER THE WAY WAY LISTED IN THE SERVICE LETTER. REFILLED AND RAN MACHINE UNTIL IT GOT UP TO TEMP. CHECKED COOLANT AND TOPPED OFF. RAN AGAIN UP TO TEMP AND LEVEL WAS STILL GOOD.
03/19/2014	Service	369	TRAVEL TO/FROM MACHINE	
03/19/2014	Service	369	TRAVEL TO/FROM MACHINE	TRAVELLED FROM KC SHOP TO 4101E. 53RD ST, KCMO. TRAVELLED BACK TO SHOP. 3 ROUND TRIPS

03/19/2014	Service	369	SET UP WORK TOOLS	COMPLAINT: CUSTOMER NEEDED MAGNET SETUP ON RENTAL 321. CAUSE: CUSTOMER REQUEST. CORRECTION: TRAVELLED TO SITE AND MEASURED WHAT HOSE LENGTH WE WOULD NEED TO HOOK UP MAGNET TO AUXILIARY LINES. TRAVELLED BACK TO SHOP AND HAD HOSES MADE. ALSO ORDERED A LIFT SHACKLE TO HOOK MAGNET TO LIFTING EYE ON COUPLER. HOOKED UP HOSES. SET FLOW AND PRESSURE SPECS ON AUXILIARY CIRCUIT TO SPECS ON MAGNET. CHANGED JOYSTICK SWITCH CONFIGURATION SO THAT OPERATOR COULD TURN MAGNET ON AND OFF WITH BUTTON ON RIGHT JOYSTICK INSTEAD OF HOLDING THUMBWHEEL DOWN. HAD CUSTOMER RUN MACHINE AND AFTER A LITTLE BIT OF RUNTIME HOSE STARTED LEAKING GOING INTO MAGNET. TIGHTENED UP HOSES AND CHANGED ROUTING ON HOSES TWICE TO GET THEM RUN RIGHT SO LINES WOULDN'T TWIST OR CATCH. LET OPERATOR RUN SOME MORE AND AFTER AWHILE, RETURN FILTER LIGHT CAME ON ON MACHINE. CHANGED RETURN FILTER IN TANK, NOTICED IT WAS WARPED OUT AT BOTTOM, BUT LOOKED LIKE IT WAS CAUSED DURING INSTALLATION NOT AN ISSUE WITH RETURN CIRCUIT.
03/19/2014	Service	369	PRODUCT PROGRAM UPDATE ENGINE COOLING SYSTEM	
03/19/2014	Service	369	FUEL VEHICLE RENTAL	HELPER LABOR NOT REIMBURSIBLE UNDER SERVICE LETTER
04/11/2014	Service	428	TRAVEL TO/FROM MACHINE	TRAVEL TO/FROM 108 SOUTH STREET, WARRENSBURG, MO
04/11/2014	Service	428	REPAIR HYDRAULIC HOSES/LINES	COMPLAINT: REPLACE HOSE FOR HYD MAGNET CAUSE: OPERATOR RAN OVER END OF HOSE CRUSHING FITTING CORRECTION: REPLACED HYD HOSE. OK. RETURNED MACHINE TO SERVICE.
04/29/2014	Service Credit	428	TRAVEL TO/FROM MACHINE	TRAVEL TO/FROM 108 SOUTH STREET, WARRENSBURG, MO
04/29/2014	Service Credit	428	REPAIR HYDRAULIC HOSES/LINES	COMPLAINT: REPLACE HOSE FOR HYD MAGNET CAUSE: OPERATOR RAN OVER END OF HOSE CRUSHING FITTING CORRECTION: REPLACED HYD HOSE. OK. RETURNED MACHINE TO SERVICE.
04/29/2014	Service	428	TRAVEL TO/FROM MACHINE	TRAVEL TO/FROM 108 SOUTH STREET, WARRENSBURG, MO
04/29/2014	Service	428	TRAVEL TO/FROM MACHINE	
04/29/2014	Service	428	REPAIR HYDRAULIC HOSES/LINES	COMPLAINT: REPLACE HOSE FOR HYD MAGNET CAUSE: OPERATOR RAN OVER END OF HOSE CRUSHING FITTING CORRECTION: REPLACED HYD HOSE. OK. RETURNED MACHINE TO SERVICE.
06/13/2014	Service	702	TRAVEL TO/FROM MACHINE	TRAVEL TO / FROM MACHINE IN WARRENSBURG MO
06/13/2014	Service	702	REPAIR AIR CONDITIONER	COMPLAINT: BLOWER MOTOR INOP CAUSE: CONTROL ASSEMBLY HAS TOO HIGH RESISTANCE. BLOWER MOTOR SHAFT IS GROWLING DUE TO EARLY WEAR. COMPLICATION: HAD TO TAKE APART CAB TO GET BLOWER MOTOR CHANGED CORRECTION: 6/2/14 CHECKED FUSES AND THEY WERE GOOD REMOVED THE FRONT COVER UNDER THE SEAT SO I COULD GET TO THE WIRES FOR THE BLOWER MOTOR. CHECKED POWER TO THE BLOWER MOTOR AND THERE WAS POWER. LOOKED UP MOTOR AND TALKED TO RICK AND FOUND THAT THERE WAS A SERVICE MAGAZINE SEPD1405-00 ON THE BLOWER MOTOR. ORDERED NEW BLOWER MOTOR. 6/3/14 GOT TO SITE AND RECEIVED MACHINE AT 5PM. SPOKE TO CUSTOMER AND HE SAID WE COULD HAVE IT RIGHT AWAY BEFORE WE LEFT BUT DIDN'T GET IT UNTIL 5. WE DID JUMP POWER FROM THE BATTERIES STRAIGHT TO THE BLOWER MOTOR AND YOU COULD HEAR IT GROWLING LOUDLY. REMOVED CONSOLES FROM THE SEAT. TOOK SEAT OUT OF MACHINE. REMOVED SUSPENSION. UNPLUGGED ALL THE HARNESSES BEHIND SEAT. REMOVED COVER OVER THE HVAC UNIT. RELEASED A/C CHARGE AND REMOVED LINES FROM HVAC. CAPPED OFF H
06/13/2014	Service	702	REMOVE AND INSTALL AIR CONDITIONER	COMPLAINT: INSTALL CONTROLLER CAUSE: RESISTANCE TO HIGH INTERNALLY COMPLICATION: N/A CORRECTION: T/S AGAIN AND CHECKED ALL HARNESSES WITH WIRES FOR MOTOR. FOUND THAT THE BLOWER CONTROLLER HAD 5 MEGA OHMS OF RESISTANCE. WHEN JUMPED BLOWER MOTOR WORKS. ORDERED IN A NEW CONTROLLER. REMOVED HOUR METER PANEL. UNPLUGGED HARNESS AND REMOVED SCREWS FOR CONTROLLER AND REMOVED CONTROLLER. INSTALLED IN REVERSE ORDER. STARTED MACHINE AND TESTED A/C BLOWER MOTOR IS NOW OPERATIONAL. CUSTOMER ON SITE
06/13/2014	Service	702	TRAVEL TO/FROM MACHINE	
06/13/2014	Service	702	REPAIR AIR CONDITIONER	
06/13/2014	Service	702	REMOVE AND INSTALL AIR CONDITIONER	
06/18/2014	Service	721	TRAVEL TO/FROM MACHINE	
06/18/2014	Service	721	PERFORM PM-2 500 HR	
06/26/2014	Service	713	REMOVE BUCKET, GENERIC	YARD CAN NOT REMOVE BUCKET YYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYY COMPLAINT: BUCKET WONT COME OFF CAUSE: BUCKET IS A KRYPTO KLAW BUCKET AND LINES NEED TO BE REMOVED BEFORE REMOVING BUCKET CORRECTION: REMOVED LINES AND PLUGGED THE LINES ON BUCKET. INSTALLED CAT FLANGE SET BACK ONTO MACHINE WITH PLUG. REMOVED BUCKET AND PUT WITH OTHER BUCKETS IN THE YARD.
06/26/2014	Service	713	REPAIR STEP/LADDER	COMPLAINT: THE STEP IS BENT AND THE WELDS ARE BROKE. CAUSE: CUSTOMER DAMAGE. CORRECTION: STRAIGHTENED THE STEP AS BEST I COULD. REWELDED THE STEP BACK ON AND PAINTED.

07/08/2014	Service	715	FUEL COOLANT/COND FILTER	ADD 1/2 BOTTLE CAT CONDITIONER , PART # 369-0804 YYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYY COMPLAINT: ADD COOLANT CONDITIONER CAUSE: NEEDED CONDITIONER CORRECTION: ADDED 1/3 BOTTLE OF CAT CONDITIONER PART # 369-0804
07/08/2014	Service	715	REMOVE AND INSTALL HYDRAULIC OIL/FILTER	COMPLAINT: AFTER RUNNING MACHINE IN YARD WARNING LIGHT DISPLAYED SHOWING THAT HYD RETURN FILTER PLUGGED. CAUSE: PLUGGED UP FILTER ELEMENT CORRECTION: REPLACE HYD RETURN FILTER
07/17/2014	Service	717	TRAVEL TO/FROM MACHINE	7/14/14 TRAVELED TO MACHINE LOCATED IN LAWRENCE, KS, AND FROM MACHINE TO TOPEKA STORE AND BACK TO MACHINE FOR PARTS DUE TO TOPEKA WAS CLOSER. RETURNED TO KC SHOP AFTER REPAIR.
07/17/2014	Service	717	TROUBLESHOOT SERVICE TOOLS AND EQP COD	COMPLAINT: MONITOR SAID THAT HYDRAULIC RETURN FILTER WAS PLUGGED. CAUSE: LOGGED EVENT CODES CORRECTION: 7/14/14 HOOKED UP ET; THERE WERE NO LOGGED EVENT CODES FOR HYDRAULIC FILTER BUT THERE WERE 6 LOGGED LEVEL 2 FUEL FILTER PLUGGED EVENTS FROM 4 HOURS AGO. RAN MACHINE; HAD 70 PSI AT IDLE BUT SENSOR READS DIFFERENCE ACROSS FILTER, NOT ACTUAL PRESSURE. LEVEL 2 IS A 15 PSI DROP AND CAUSES DERATE. FILTERS HAD 721 HOURS WRITTEN ON THEM AS WHEN SERVICED A MONTH AGO BUT MACHINE ONLY HAS 717 HOURS NOW SO ORDERED NEW FILTERS TO INSTALL. ALSO ORDERED HYD FILTER DUE TO HE WAS INSISTENT ON THAT THAT IS WHAT WARNING WAS FOR SO I COULD CUT IT OPEN AND LOOK AT IT.
07/17/2014	Service	717	REMOVE AND INSTALL FUEL FILTER(S)	COMPLAINT: REPLACE FUEL FILTERS AND HYD RETURN FILTER. CAUSE: FAULT CODES CORRECTION: 7/14/14 REPLACED FUEL FILTERS AND CUT OPEN; FILTERS WERE NOT PLUGGED LOOKING. THEY HAD A LITTLE TINT TO THEM BUT DIDN'T LOOK THAT BAD. CHANGED HYD RETURN FILTER AND OPENED IT; IT LOOKED GREAT WITH NO DEBRIS OR TRASH IN IT. NOTHING TO WORRY ABOUT. NOT SURE WHY THERE WERE LOGGED FUEL FILTER PLUGGED EVENTS DUE TO I NEVER COULD GET IT TO LOG THEM AND FILTERS LOOKED OK. FILTERS HAD SERVICED AT 721 HRS 1 MONTH AGO BUT MACHINE HAS 717 HOURS ON IT NOW SO NOT SURE HOW MANY HOURS WERE ON THEM ACTUALLY. THERE WAS 500 HOURS ON HYD FILTER.
07/17/2014	Service	717	REPLACE HYDRAULIC OIL/FILTER	
07/23/2014	Service	729	TRAVEL TO/FROM MACHINE	TRAVEL TO /FROM MACHINE IN LAWRENCE KS
07/23/2014	Service	729	TROUBLESHOOT PILOT SYSTEM HYDRAULIC SY	COMPLAINT: RETURN FILTER PLUGGED LIGHT KEEPS COMING ON CAUSE: FOUND SERVICE MAGAZINE ABOUT REPLACING THE RETURN FILTER GP BECAUSE OF INTERNAL LEAKAGE COMPLICATION: N/A CORRECTION: HOOKED UP TO ET AND FOUND THE RETURN HYDRAULIC FILTER IS SHOWING PLUGGED ALL THE TIME. RESEARCHED ON SIS AND FOUND A SERVICE MAGAZINE (SEPD1595-00) ABOUT THE RETURN FILTER ASSEMBLY LEAKING INTERNALLY CAUSING THE PRESSURE READINGS TO BE WRONG. REMOVED PLATE OVER TANK AND REMOVED PLATE OVER FILTER ASSEMBLY. FOUND IT HAD THE OLD PART NUMBER LISTED IN THE MAGAZINE. ORDERED NEW HOUSING AND FILTER. WILL BE IN FRIDAY. SPOKE WITH DON AND HE WOULD LIKE US TO COMPLETE THIS REPAIR FIRST THING IN THE MORNING.
07/23/2014	Service	729	REPAIR PILOT SYSTEM HYDRAULIC SY	COMPLAINT: INSTALL UPDATED HYDRAULIC RETURN FILTER HOUSING CAUSE: INTERNAL LEAK CAUSING FALSE READING FOR PLUGGED FILTER COMPLICATION: N/A CORRECTION: REMOVED PLATE OVER HYDRAULIC TANK. REMOVED COVER OVER FILTER HOUSING AND PLUG TO DRAIN OIL REMOVED OLD FILTER HOUSING AND INSTALLED THE NEW ONE. IT INCLUDED A NEW FILTER IN IT ALREADY. INSTALLED COVER FOR HOUSING AND PLATE. RAN MACHINE AND OIL LEVEL STILL GOOD. HOOKED UP TO ET AND SHOWS STATUS AS FILTERING NOW AND NOT BY PASSING. RAN MACHINE FOR ABOUT 20 MINUTES WITH NO CHANGE. SPOKE WITH DON AND TOLD HIM REPAIR WAS COMPLETE.
07/23/2014	Service	729	TRAVEL TO/FROM MACHINE	
07/23/2014	Service	729	TROUBLESHOOT PILOT SYSTEM HYDRAULIC SY	
07/23/2014	Service	729	REPAIR PILOT SYSTEM HYDRAULIC SY	
08/21/2014	Service	734	TRAVEL TO/FROM MACHINE	
08/21/2014	Service	734	TROUBLESHOOT HYDRAULIC SYSTEM	COMPLAINT: HYDRAULIC FILTER PLUGGED WARNING COMES ON CAUSE: FILTER SWITCH IS NOT WORKING PROPERLY CORRECTION: REMOVED PANEL ABOVE MAIN CONTROL VALVE. JUMPED SWITCH AND FOUND IT CHANGED TO OK STATUS ON ET. THE REASON IT DIDN'T CHANGE WHEN WE JUST UNPLUGGED IT ON ET IS BECAUSE IT WAS A NORMALLY CLOSED SWITCH. SINCE THE SWITCH IS STUCK OPEN, UNPLUGGING IT DIDN'T CHANGE THE STATUS. SWITCH IS ON ORDER.
08/21/2014	Service	734	REPAIR HYDRAULIC TANK	COMPLAINT: INSTALL HYDRAULIC FILTER SWITCH CAUSE: READING PLUGGED; SENSOR IS STUCK OPEN INTERNALLY CORRECTION: REMOVED PANEL OVER MAIN CONTROL VALVE. REPLACED THE HYDRAULIC FILTER SWITCH. CHECKED ET AND IT SHOWS FILTERING OK NOW.
08/21/2014	Service	734	TRAVEL TO/FROM MACHINE	
08/21/2014	Service	734	TROUBLESHOOT HYDRAULIC SYSTEM	
08/21/2014	Service	734	REPAIR HYDRAULIC TANK	

08/21/2014	Service	734	TROUBLESHOOT SERVICE TOOLS AND EQPCOD	COMPLAINT: CUSTOMER STATES ERROR IS STILL COMING UP ON SCREEN CAUSE: NO ISSUES WITH RETURN FILTER FOUND COMPLICATION: N/A CORRECTION: 7/24 UPDATED ALL SOFTWARE ON MACHINE. STILL SHOWING PLUGGED. LOOKED UP SCHEMATIC AND FOUND WHERE SWITCH WAS SUPPOSED TO BE. PULLED OFF PANELS AND COULD NOT FIND SWITCH OR HARNESS. CHECKED FLUID LEVEL AND IT WAS GOOD. SEARCHED THE ENTIRE AREA OF WHERE SENSOR IS SUPPOSED TO BE AND CANNOT FIND HARNESS OR SWITCH ANYWHERE. GOING TO PUT IN A TC TICKET FOR ASSISTANCE WITH ISSUE. 7/31 ATTACHED A SCREEN SHOT AFTER WE HAVE BEEN STALLING HYDRAULICS FOR AN HOUR WITH NO ISSUES IN THE RETURN FILTER PLUGGING. AS YOU CAN SEE IN THE SCREEN SHOT IT IS READING OK. WE DID A PM ON THIS AROUND 80 HOURS AGO AND NEVER RESET THE FILTER LIFE. WHEN YOU FIRST START IT THAT MESSAGE POPS UP. IF YOU HIT OK IT GOES BACK TO THE CAMERA. I RESET THE FILTER LIFE'S THAT WE SERVICE WHEN IT WAS AT THE SHOP. IT HAS BEEN STAYING ON THE CAMERA NOW SINCE I DID THAT AND NOT SWAPPING OVER TO THE SC
08/21/2014	Service	734	TRAVEL TO/FROM MACHINE	TRAVEL FOR 7/24, 7/31 (SEGMENT 4: NO WARRANTABLE REPAIRS PERFORMED)
08/21/2014	Service	734	REPAIR HYDRAULIC TANK	HELPER LABOR NOT CHARGEABLE TO WARRANTY
09/10/2014	Service	861	TRAVEL TO/FROM MACHINE	TRAVEL TO AND FROM LAWRENCE KANSAS YYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYY COMPLAINT: X CAUSE: X CORRECTION: TRAVEL TO AND FROM LAWRENCE, KS
09/10/2014	Service	861	TROUBLESHOOT ENGINE	TROUBLESHOOT ENGINE FOR OVERHEATING YYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYY COMPLAINT: HIGH COOLANT TEMPERATURE WARNING CAME ON AFTER ONLY 15 MINUTES OF OPERATION. CAUSE: RADIATOR CAP LOOSE. CORRECTION: TROUBLESHOT COMPLAINT. FOUND RADIATOR CAP WAS LOOSE AND COOLANT LEVEL WAS LOW. ADDED 4 GALLONS OF EXTENDED LIFE COOLANT (CUSTOMER SUPPLIED COOLANT). PRESSURIZED COOLING SYSTEM AND CHECKED FOR LEAKS. FOUND NO LEAKS. OPERATED MACHINE FOR 30 MINUTES WHILE MOMENTARILY STALLING HYDRAULICS DURING OPERATION UNTIL HIGH HYDRAULIC TEMPERATURE LIGHT CAME ON. COOLANT TEMPERATURE NEVER WENT HIGHER THAN 215 DEGREES. CHECKED AGAIN FOR SIGNS OF ANY LEAKS. FOUND NO LEAKS. RADIATOR AND HYDRAULIC OIL COOLER WAS DIRTY. BLEW OUT RADIATOR AND COOLER WITH AIR. RADIATOR AND COOLER NEEDS PRESSURE WASHED OUT WHEN MACHINE IS CHECKED BACK IN AT THE SHOP.
09/10/2014	Service	861	REMOVE AND INSTALL WATER TEMPERATURE SENSOR	REMOVE AND INSTALL ENGINE COOLANT SENSOR
10/08/2014	Service	944	TRAVEL TO/FROM MACHINE	TRAVEL TO/FROM MACHINE AT 107TH AND NALL OPKS
10/08/2014	Service	944	TROUBLESHOOT SVC TPC & MGMT INFO CODES	COMPLAINT: CODES KEEP COMING ACTIVE KICKING OUT BACK UP CAMERA CAUSE: NO ISSUES FOUND COMPLICATION: N/A CORRECTION: HOOKED UP TO ET AND DOWNLOADED PSR. FOUND 2 LOGGED CODES FROM 100 HOURS AGO. RAN MACHINE FOR ABOUT AN HOUR WITH NO ISSUES. CALLED DON AND HE HAD ME CALL SITE SUPERINTENDENT WHO GOT AHOLD OF THE OPERATOR. SPOKE WITH OPERATOR AND THEY JUST COULDN'T FIGURE OUT HOW TO GET BACK TO CAMERA MODE AFTER GOING TO THE GAUGES ON THE MONITOR. TOLD HIM HOW TO GET BACK TO THE CAMERA SCREEN. NO ACTUAL ISSUES WERE PRESENT. OPERATOR NEVER HAD ANY CODES COME UP. JOB COMPLETE.
10/24/2014	Service	971	TRAVEL TO/FROM MACHINE	
10/24/2014	Service	971	PERFORM PM-3 1000 HOUR	
10/24/2014	Service	971	FUEL ENGINE COOLANT	
10/24/2014	Service	971	FUEL FLUIDS & HYDRAULICS	
11/20/2014	Service	1087	TROUBLESHOOT ENGINE	WILL NOT IDLE UP YYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYY COMPLAINT: ENGINE WILL NOT IDLE UP CAUSE: OPERATOR ERROR CORRECTION: THE MACHINE IS EQUIPPED WITH BACKUP CONTROLS (SEBU8052-10). WHEN I GOT IN THE MACHINE THE SWITCH WAS IN HAND/MANUAL MODE AND USING THE THROTTLE KNOB WOULD NOT INCREASED THE ENGINE SPEED. I SWITCHED THE BACKUP CONTROLS TO AUTO AND THE THROTTLE SWITCH WORKED AS REQUIRED. DONE
12/18/2014	Service	1086	TROUBLESHOOT CAB HEATER	COMPLAINT: MACHINE HAS NO HEAT IN THE CAB CAUSE: HEATER CORE LEAKING ON THE BACK SIDE CORRECTION: INSPECTED MACHINE AND FOUND THE HEATER HOSES WERE LOOPED TOGETHER BYPASSING THE HEATER CORE LOOKED THROUGH PREVIOUS JOBS AND FOUND JOB 7013154 WHERE KYLE MAYFIELD SAID THE MACHINE WAS LEAKING COOLANT FROM THE CAB SO HE BYPASSED THE HEATER CORE TO GET THE CUSTOMER BY FOR THE WEEK UNTIL IT WENT BACK TO THE SHOP TO BE FIXED. IT NEVER WENT BACK TO THE SHOP. REMOVED THE SEAT AND FOUND THAT HEATER CORE WAS UNDER ALL THE CONTROLS AND THE CAB HAS TO BE COMPLETELY DISASSEMBLED TO EVEN SEE WHERE THE LEAK IS, AND CUSTOMER SAYS THEY CAN'T BE DOWN THAT LONG. RENTAL COORDINATOR IS SUPPOSE TO BE GETTING CUSTOMER ANOTHER MACHINE. EVEN IF I DID TEAR IT DOWN THE AND THE HEATER CORE WAS LEAKING IT'S LOCATED IN MEL WHICH I BELIEVE WOULD TAKE 3 DAYS TO GET.

12/18/2014	Service	1086	REPAIR AIR CONDITIONER	COMPLAINT: REPLACE HEATER CORE CAUSE: LEAKING ON THE BACK SIDE CORRECTION: ORDERED THE HEATER CORE. WHEN THE PART CAME IN, I PULLED THE MACHINE INTO THE SHOP. YOU HAVE TO TAKE THE CAB APART TO GET TO THE HEATER CORE. I TOOK THE SEAT AND SUSPENSION OUT. I HAD TO UNBOLT THE ARMRESTS FROM THE FRAME, AND WIRE THEM UP. I HAD TO MARK AND UNDO VARIOUS HARNESSES. I REMOVED THE FLOOR MAT, AND ALSO THE BELLY PAN UNDER THE CAB. I TOOK APART THE HEATER BOX AND REMOVED THE OLD HEATER CORE. I TRIED TO PRESSURIZE IT TO FIND LEAKS BUT IT WASN'T WORKING. I PUT A LITTLE BIT OF DYE IN THE HEATER CORE AND ADDED WATER. I ADDED SOME PRESSURE TO IT. I FOUND THAT THE HEATER CORE WAS LEAKING AROUND ONE OF THE SIDES. I PUT THE NEW HEATER CORE IN AND ASSEMBLED THE HEATER BOX. I HOOKED UP THE HEATER LINES AND PULLED THE MACHINE OUTSIDE. I GOT IT UP TO OPERATING TEMPERATURE TO CHECK FOR LEAKS. NONE WERE PRESENT. I TESTED THE HEATER, IT WAS BLOWING HOT AIR. I PULLED THE MACHINE BACK INTO THE SHOP AND PUT THE CAB B
12/18/2014	Service	1086	TRAVEL TO/FROM MACHINE	TRAVEL TO/FROM MACHINE AT 13000 E. 35TH STREET SOUTH INDEPENDENCE MO. @ UNILEVER
12/18/2014	Service	1086	TROUBLESHOOT CAB HEATER	
12/18/2014	Service	1086	REPAIR AIR CONDITIONER	
07/24/2015	Service	1330	PERFORM PM-1250 HOUR	COMPLAINT: / CAUSE: / CORRECTION: PERFORMED PM1 ON MACHINE CHANGED THE OIL AND FILTER. ALSO CHANGED THE FUEL FILTERS. GREASED MACHINE AND WASHED MACHINE THEN PUT ON THE DONE LINE.
07/24/2015	Service	1330	REMOVE AND INSTALL ELECTRIC HOUR METER	PER YARD HOUR METER IS BROKEN. YYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYY COMPLAINT: HOUR METER BROKE. CAUSE: SOMEONE KICKED THE HOUR METER MAKING IT BRAKE. CORRECTION: ORDERED THE NEW HOUR METER AND INSTALLED.
07/24/2015	Service	1330	REMOVE	CHAINS WELDED ON QC, NEED REMOVED. YYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYY COMPLAINT: CHAIN WELDED ON SO BUCKET WOULD NOT COME OFF CAUSE: SOMEONE WELDED THE CHAIN ON THERE. CORRECTION: CUT THE CHAIN OFF AND THEN GROUND DOWN SO THE QUICK COUPLER WOULD BE SMOOTH.
07/24/2015	Service	1330	WELDING SHOP AIR FILTER ELEMENT	COMPLAINT: FILTERS WERE DIRTY. CAUSE: NORMAL USE OF MACHINE. CORRECTION: TOOK OUT THE OLD FILTER AND PUT NEW FILTER IN.
07/24/2015	Service	1330	WARRANTY AIR FILTER ELEMENT	COMPLAINT: FILTER WAS DIRTY. CAUSE: NORMAL USE OF MACHINE. CORRECTION: TOOK OUT THE OLD FILTER AND PUT NEW FILTER IN.
07/24/2015	Service	1330	REMOVE AND INSTALL CAB AIR FILTER	COMPLAINT: FILTERS WERE DIRTY. CAUSE: NORMAL USE OF MACHINE. CORRECTION: TOOK OUT THE OLD FILTER AND PUT NEW FILTER IN.
07/24/2015	Service	1330	REPLACE LIGHTS	COMPLAINT: LIGHT WAS CUTTING IN AND OUT. CAUSE: BULB WAS BAD. CORRECTION: CHANGED THE BULB AND TIGHTEN UP ALL CONNECTIONS AND THE LIGHT WORKS JUST FINE. PLE641 ELITE
08/07/2015	Service	1358	INSTALL PRODUCT LINK SYSTEM 321	YYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYY COMPLAINT: MACHINE NEEDS UPDATE. CAUSE: FACTORY REQUEST. CORRECTION: MACHINE NEEDS UPDATE UPDATED MACHINE CHECKED ALL FUNCTIONS MACHINE IS GOOD TO GO.
08/11/2015	Service	1358	TROUBLESHOOT HYDRAULIC SYSTEM	LEAKING FLUID ON TRACKS. YARD ADDED 5 GALLONS OF HYDRAULIC FLUID AND TANK IS STILL SHOWING EMPTY YYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYYY COMPLAINT: TROUBLE SHOOT LEAK. CAUSE: MACHINE LEAKING HYDRAULIC FLUID. COMPLICATION: BODY PANELS WERE MISSING A LOT OF BOLTS ORDERED NEW BOLTS TO INSTALL. CORRECTION: PUT 5 GALLONS OF HYDRAULIC FLUID IN MACHINE IN ORDER TO MOVE MACHINE INTO SHOP. REMOVED ALL THREE BODY PANELS AROUND THE VALVE BODY AREA. FOUND LEAK AT FITTING INSTALLED NEW SEAL AT FITTING ON LINE PART NUMBER 285-2697 RAN MACHINE DID NOT SEE IT LEAKING ANY MORE. WASHED COMPARTMENT OUT, PULLED BACK INTO SHOP INSTALLED THREE BODY PANELS PARKED IN DONE LINE.
08/11/2015	Service	1358	RESEAL HYDRAULIC HOSES/LINES	COMPLAINT: HYDRAULIC LEAK. CAUSE: MACHINE LEAKING HYDRAULIC FLUID. CORRECTION: INSTALLED NEW SEAL AT FITTING. REMOVED FITTING AND RE-SEALED IT. RE-INSTALLED BODY. TOPPED OFF THE REST OF THE HYDRAULIC FLUID THAT HAD LEAKED OUT.
08/11/2015	Service	1358	CLEAN. MACHINE	COMPLAINT: MACHINE HAD OIL ALL OVER IT FROM A HYDRAULIC LEAK. CAUSE: MACHINE LEAKING HYDRAULIC FLUID. CORRECTION: WASHED COMPARTMENT OUT AND WASHED OIL OFF OF MACHINE.
08/11/2015	Service	1358	TEST MACHINE AFTER REPAIR HYDRAULIC SYSTEM	COMPLAINT: HYDRAULIC LEAK. CAUSE: MACHINE LEAKING HYDRAULIC FLUID. CORRECTION: RAN MACHINE AFTER REPAIR AND WASH TO MAKE SURE IT WAS NO LONGER LEAKING. ALL GOOD.
08/11/2015	Service	1358	TROUBLESHOOT HYDRAULIC SYSTEM	
08/11/2015	Service	1358	RESEAL HYDRAULIC HOSES/LINES	
08/11/2015	Service	1358	CLEAN. MACHINE	
08/11/2015	Service	1358	TEST MACHINE AFTER REPAIR HYDRAULIC SYSTEM	
08/11/2015	Service	1358	INSTALL BODY PANEL	COMPLAINT: MISSING BOLTS IN BODY PANELS CAUSE: UNKNOWN CORRECTION: REPLACED MISSING BOLTS.
09/30/2015	Service	1445	TRAVEL TO/FROM MACHINE	CORRECTION: TRAVEL TO BROOKFIELD MO.

07/14/2016	Service	2026	REMOVE AND INSTALL RADIATOR	COMPLAINT: RADIATOR NEEDS REPLACED. CAUSE: RADIATOR IS LEAKING. CORRECTION: ORDERED NEW RADIATOR. IN THE MEANTIME DARIN RANNEY OPENED A SHOP JOB TO ROUBLESHOOT RADIATOR AND ANOTHER TECH ALSO ORDERED A RADIATOR. I RETURNED THIS RADIATOR ON 7-8-16 AND REPAIRS WILL CONTINUE ON THE SHOP JOB USING THAT RADIATOR.
07/16/2016	Service	2038	TROUBLESHOOT ENGINE COOLANT	COMPLAINT: TROUBLE SHOOT COOLANT LEAK CAUSE: LEAKING COOLANT COMPLICATION: . CORRECTION: FOUND THE MACHINE HAS A CRACK IN THE RADIATOR AND IS LEAKING COOLANT
07/16/2016	Service	2038	REMOVE AND INSTALL COUNTERWEIGHT	COMPLAINT: R&I COUNTER WEIGHT CAUSE: TO REPLACE THE RADIATOR COMPLICATION: . CORRECTION: REMOVED THE COUNTER WEIGHT BOLTS AND REMOVED THE COUNTER WEIGHT. RE-INSTALLED COUNTER WEIGHT INSTALLED THE BOLTS WITH ANTI SEIZE.
07/16/2016	Service	2038	REMOVE AND INSTALL FAN GUARD	COMPLAINT: R&I THE FAN GUARD CAUSE: TO GET TO THE RADIATOR CORRECTION: ONCE THE COUNTER WEIGHT WAS OFF I COULD GET TO THE FAN GUARD BOLTS I REMOVED THEM AND WAS ABLE TO GET TO THE FAN GUARD OFF TO GET TOT THE RADIATOR. ONCE THE RADIATOR WAS IN I INSTALLED THE FAN GUARD AND BOLTED IT BACK DOWN
07/16/2016	Service	2038	REMOVE AND INSTALL RADIATOR	COMPLAINT: R&I RADIATOR CAUSE: RADIATOR IS LEAKING COMPLICATION: . CORRECTION: ONCE THE FAN GUARD WAS OFF I WAS ABLE TO GET THE HOSES OFF THE RADIATOR AND PULL IT OUT OF THE MACHINE. THE OLD RADIATOR COULD NOT BE REPAIRED SO I ORDERED A NEW ONE. WHEN IT CAME IN I HAD TO ORDER NEW SEALS THAT GO AROUND THE RADIATOR ONCE THE SEALS WHERE INSTALLED I LOWERED IT BACK IN THE MACHINE AND HOOKED UP MY HOSES.
07/16/2016	Service	2038	TROUBLESHOOT ENGINE COOLANT	
07/16/2016	Service	2038	REMOVE AND INSTALL HOOD	
07/16/2016	Service	2038	REMOVE AND INSTALL COUNTERWEIGHT	
07/16/2016	Service	2038	REMOVE AND INSTALL FAN GUARD	
07/16/2016	Service	2038	REMOVE AND INSTALL RADIATOR	
07/16/2016	Service	2038	PERFORM PM-1250 HOUR	COMPLAINT: PREFORM PM1 CAUSE: HOURS ON THE MACHINE COMPLICATION: . CORRECTION: SAMPLED AND DRAINED THE ENGINE OIL PUT NEW OIL FILTER ON. CHANGED THE FUEL FILTERS, AND SAMPLED THE FINALS AND THE HYDRAULIC OIL. AND THE SWING DRIVE OIL. DID NOT TAKE A COOLANT SAMPLE BECAUSE IT HAS NEW COOLANT FROM PUTTING THE NEW RADIATOR IN.
10/31/2016	Service	996	TRAVEL TO/FROM MACHINE	
10/31/2016	Service	996	PERFORM PM-4 2000 HOUR	
01/06/2017	Service	2411	PERFORM PM-2 500 HR	COMPLAINT: PM2 SERVICE REQUIRED CAUSE: SERVICE METER VALUE CORRECTION: PERFORMED PM1 SERVICE
01/06/2017	Service	2411	TROUBLESHOOT LIGHTS	COMPLAINT: CAB FLOOD LIGHT NOT WORKING CAUSE: BROKEN WIRE IN THE LIGHT CORRECTION: CHECKED VOLTAGE AT THE LIGHT AND IT HAD VOLTAGE. DISASSEMBLED THE LIGHT ASSEMBLY, REMOVED THE LIGHT BULB. FOUND THE DAMAGED WIRE. REPAIRED THE DAMAGED WIRE AND REASSEMBLED LIGHT. LIGHT NOW WORKS
04/18/2017	Service	2417	FIT AND SHIM QUICK COUPLER	----- CUSTOMER COMPLAINT ----- ----- CAUSE OF FAILURE STICK TO COUPLER LOOSE STICK TO COUPLER LOOSE ----- CORRECTION I PUT TWO SHIMS TO TIGHTEN IT UP SOME I PUT TWO SHIMS TO TIGHTEN IT UP SOME REMOVED PIN SLID SHIM IN ON ONE SIDE DID THE SAME ON OTHER SIDE ----- CONTINGENT DAMAGE IF ANY ----- COMPLICATIONS IF ANY ----- -----
04/18/2017	Service	2417	WASH MACHINE	
04/18/2017	Service	2417	REFILL GREASE/OILS/LUBRICANTS	
04/18/2017	Service	2417	INSPECT MACHINE	
05/02/2017	Service	2417	TRUCK DRIVER MACHINE	REMOVE 42 BUCKET 172UA013 OFF 321DLCR 172U033 INSTALL BRACKET ID#162NA191 INS----- CUSTOMER COMPLAINT REMOVE BUCKET INSTALL BRACKET AND HAMMER REMOVE BUCKET INSTALL BRACKET AND HAMMER ----- ----- CAUSE OF FAILURE N/A N/A ----- CORRECTION I REMOVED BUCKET, BRACKET WAS ON HAMMER, MACHINE I REMOVED BUCKET, BRACKET WAS ON HAMMER, MACHINE HAD NO COUPLERS FOR HAMMER, SO I ORDERED PARTS HAD NO COUPLERS FOR HAMMER, SO I ORDERED PARTS AND INSTALLED COUPLERS ON MACHINE. WE HAD TO INSTALL COUPLERS ON HAMMER LINES. WE PUT HAMMER ON MACHINE AND OPERATED HAMMER . ALL IS FINE AND MACHINE AND OPERATED HAMMER . ALL IS FINE AND READY TO GO. ----- CONTINGENT DAMAGE IF ANY ----- COMPLICATIONS IF ANY ----- ----- TALL HAMMER H120 ID#152NA20 -----
05/10/2017	Service	2416	REPAIR MACHINE	----- CUSTOMER COMPLAINT: MACHINE NEEDS CHECKED OVER. UNIT HAS AN UPDATED HR. METER. ----- ----- CAUSE OF FAILURE: UNIT GOING OUT ON RENT. ----- ----- CORRECTION: TOOK THE HRS. FROM MACHINE ECM AND SUBTRACTED HRS, FROM HR METER STICKER BY HR. METER SAYING. ADDED 1322 HRS TO HR. METER ON UNIT. CHECKED UNIT OVER. TOPPED OFF ALL FLUIDS. UPDATED PRODUCT LINK. ----- -----
05/12/2017	Service	2416	CLEAN. MACHINE	

06/30/2018	Service	3142	FUEL FUEL, PRESSURE(S)	ADD FUEL CUSTOMER RESPONSIBLE
06/30/2018	Service	3142	WARRANTY PART FOR MACHINE	GENERAL I PAD INSPECTION.
06/30/2018	Service	3142	TRAVEL TIME ZONE ONE	MACHINE DAMAGE OR EXCESSIVE CLEANING
06/30/2018	Service	3142	FUEL FUEL, PRESSURE(S)	ADD FUEL CUSTOMER RESPONSIBLE
06/30/2018	Service	3142	REPAIR MACHINE	TOPPED OFF FLUIDS REPLACED HALOGEN LAMP THAT WAS BURNT OUT.
06/30/2018	Service	3142	CLEAN. MACHINE	CLEAN MACHINE
06/30/2018	Service	3142	PERFORM SERVICE ON PM-4 2000 HOUR	NO ----- CUSTOMER COMPLAINT REQUESTED PM 4 ----- CAUSE OF FAILURE NONE ----- ----- CORRECTION CHANGED CAB FILTERS CHANGED AIR FILTERS CHANGED FUEL FILTERS CHANGED ENGINE OIL AND FILTER CHANGED SWING DRIVE OIL CHANGED FINAL DRIVES OIL CHANGED HYDRAULIC FILTERS GREASED MACHINE TOPPED FLUIDS AS NEEDED INSPECTED FUEL TANK CAP TOOK SAMPLES FROM ENGINE, COOLANT, BOTH FINALS, HYDRAULIC OIL, AND SWING DRIVE BLEW OUT RADIATOR BLEW OUT CONDENSER TREATED FUEL FOR ALGAE ----- ----- CONTINGENT DAMAGE IF ANY NONE ----- ----- COMPLICATIONS IF ANY NONE ----- ----- HYDRAULIC OIL
06/30/2018	Service	3142	REPLACE FUEL FILTER(S)	REPLACED FUEL FILTERS AFTER RUNNING MACHINE FOR SEVERAL HOURS. ALGAE WAS GROWING IN TANK AND WE APPLIED SO KILLER THEN CIRCULATED AND CHANGED OUT FILTERS.
08/27/2018	Service	3185	TRAVEL TIME ZONE ONE	MACHINE DAMAGE OR EXCESSIVE CLEANING, STEP DAMAGED DURING RENTAL OF MACHINE. DURING RENTAL OF MACHINE.
08/27/2018	Service	3185	FUEL FUEL, PRESSURE(S)	ADD FUEL CUSTOMER RESPONSIBLE, CAME BACK WITH 1/2 TANK OF FUEL
08/27/2018	Service	3185	CLEAN. MACHINE	CLEAN MACHINE, MACHINE WAS ALREADY CLEANED THROUGH THE WASH BAY AND WAS USED IN BACK LOT TO DIG HOLE THE WASH BAY AND WAS USED IN BACK LOT TO DIG HOLE AND FILL IN CAUSING ADDITIONAL CLEANING OF AND FILL IN CAUSING ADDITIONAL CLEANING OF MACHINE.
08/27/2018	Service	3185	WARRANTY PART FOR MACHINE	GENERAL CHECKOVER, STEP AND LADDER BENT AND CRACKED.
08/27/2018	Service	3185	TRAVEL TIME ZONE ONE	MACHINE DAMAGE OR EXCESSIVE CLEANING, STEP DAMAGED DURING RENTAL OF MACHINE. DURING RENTAL OF MACHINE.
08/27/2018	Service	3185	FUEL FUEL, PRESSURE(S)	ADD FUEL CUSTOMER RESPONSIBLE, CAME BACK WITH 1/2 TANK OF FUEL
08/27/2018	Service	3185	REPAIR MACHINE	----- CUSTOMER COMPLAINT MACHINE RETURN INSPECTION FOUND THAT STEP AND HAND RAIL HAD BEEN DAMAGED. RAIL HAD BEEN DAMAGED. ----- CAUSE OF FAILURE MACHINE HAD MADE CONTACT WITH AN OBJECT. - ----- CORRECTION REMOVED OLD BENT STEP ASSEMBLY. REMOVED BENT HAND RAIL. INSTALLED NEW HAND RAIL AND STEP ASSEMBLY. MACHINE IS READY FOR RENT. ----- ----- CONTINGENT DAMAGE IF ANY NONE ----- ----- COMPLICATIONS IF ANY NONE -----
08/27/2018	Service	3185	CLEAN. MACHINE	CLEAN MACHINE, MACHINE WAS ALREADY CLEANED THROUGH THE WASH BAY AND WAS USED IN BACK LOT TO DIG HOLE THE WASH BAY AND WAS USED IN BACK LOT TO DIG HOLE AND FILL IN CAUSING ADDITIONAL CLEANING OF AND FILL IN CAUSING ADDITIONAL CLEANING OF MACHINE.
10/03/2018	Service	3244	WARRANTY PART FOR MACHINE	RENTAL INSPECTION
10/03/2018	Service	3244	TRAVEL TIME ZONE ONE	MACHINE DAMAGE OR EXCESSIVE CLEANING
10/03/2018	Service	3244	FUEL FUEL, PRESSURE(S)	ADD FUEL CUSTOMER RESPONSIBLE
10/03/2018	Service	3244	REPAIR MACHINE	TOPPED OFF NECESSARY FLUIDS.
10/03/2018	Service	3244	CLEAN. MACHINE	CLEAN MACHINE
10/03/2018	Service	3244	SET UP MACHINE	----- CUSTOMER COMPLAINT INSTALL HAMMER AND ENSURE IT WORKS. ----- CAUSE OF FAILURE TOOL CONTROL SET UP INCORRECTLY N MONITOR ----- ----- CORRECTION INSTALLED HYDRAULIC COUPLERS ON THE MACHINE SO HAMMER WOULD HOOK UP, FOUND THAT HAMMER SET UP IN TOOL CONTROL WAS NOT CORRECT AND HAMMER WOULDN'T WORK, DELETED OUT HAMMER SETTINGS AND INSTALLED NE ICON AND SETTINGS FOR HAMMER, TESTED OPERATION WITH HAMMER WORKING CORRECTLY ----- ----- CONTINGENT DAMAGE IF ANY N.A ----- ---- COMPLICATIONS IF ANY HAMMER TOOL CONTROL SET UP INCORRECTLY. -----
10/12/2018	Service	3248	WELD BUCKET, GENERIC	----- CUSTOMER COMPLAINT ----- ----- CAUSE OF FAILURE ----- CORRECTION BROUGHT MACHINE IN WITH BUCKET THAT NEEDED SWAPPED. WELDED ON CUTTING EDGE. PULLED MACHINE OUT AND REMOVED BUCKET. ----- CONTINGENT DAMAGE IF ANY ----- COMPLICATIONS IF ANY - -----
10/12/2018	Service	3248	WELD BUCKET, GENERIC	----- CUSTOMER COMPLAINT ----- ----- CAUSE OF FAILURE ----- CORRECTION BROUGHT MACHINE IN WITH BUCKET THAT NEEDED SWAPPED. WELDED ON CUTTING EDGE. PULLED MACHINE OUT AND REMOVED BUCKET. ----- CONTINGENT DAMAGE IF ANY ----- COMPLICATIONS IF ANY - -----

10/12/2018	Service	3248	REMOVE HYDRAULIC HAMMER	REMOVED HAMMER FROM MACHINE, PUT HAMMER IN STAND SO THAT EXCAVATOR COULD HAVE BUCKET WITH EDGE PUT ON FOR UPCOMING RENTAL
11/15/2018	Parts	0		
01/14/2019	Service	3604	INSPECT MACHINE	PERFORMED ALL TASKS ON INSPECTION SHEET, INCLUDING COOLANT FREEZE POINT, AND TOPPED NECESSARY FLUIDS.
01/14/2019	Service	3604	TRAVEL TIME ZONE ONE	
01/14/2019	Service	3604	WRECK REPAIR FUEL, PRESSURE(S)	TOPPED TANK.
01/14/2019	Service	3604	CLEAN. MACHINE	
01/14/2019	Service	3604	REPAIR MACHINE	
01/14/2019	Service	3604	PRODUCT PROGRAM UPDATE SOFTWARE	ENSURED SOFTWARE WAS NEWEST AVAILABLE.
01/14/2019	Service	3604	TRAINING PM-1 250 HOUR	PERFORMED PM1 WITH OIL SAMPLES TAKEN.
01/29/2019	Service	0	INSTALL DECALS	
03/11/2019	Service	0	WRECK REPAIR FUEL, PRESSURE(S)	
05/02/2019	Service	3812	INSPECT MACHINE	INSPECT MACHINE.
05/02/2019	Service	3812	CLEAN. MACHINE	CLEAN MACHINE
05/02/2019	Service	3812	TRAVEL TIME ZONE ONE	REPAIR RENTAL DAMAGE, EXCESSIVE CLEANING OR FUEL
05/02/2019	Service	3812	WRECK REPAIR FUEL, PRESSURE(S)	ADD FUEL FOR A SALE OR RENTAL
05/02/2019	Service	3812	REPAIR MACHINE	REPAIR MACHINE AS NEEDED
05/02/2019	Service	3812	INSPECT MACHINE	
06/27/2019	Service	3859	TROUBLESHOOT MACHINE	COMPLAINT: HYDRAULIC LEAK COMING FROM ENGINE COMPARTMENT CAUSE: HYDRAULIC OIL COOLER WELD CRACKED FROM VIBRATION. CORRECTION: REMOVE BOTTOM COVER FROM RADIATOR AND TOP COVER. INSPECT. START ENGINE. COULD SEE OIL COMING FROM TOP PORT INTO COOLER, RIGHT BELOW IT AT A WELD.
06/27/2019	Service	3859	REPLACE HYDRAULIC OIL COOLER	COMPLAINT: HYDRAULIC OIL COOLER CORE CRACKED AND LEAKING, FAN BLOWING OIL ALL OVER MACHINE CAUSE: CRACKED IN WELD CORRECTION: 6/15 MACHINE WAS IN PARKING LOT ON A STEEP ANGLE SURROUND BY CARS. UNABLE TO WORK ON THERE AND NO WAY TO REMOVE COUNTER WEIGHT. RETURNED TO SHOP, UNLOADED 6/18 REMOVED COUNTER WEIGHT AND HOODS WITH TWO TRUCKS. DRAINED FLUIDS. REMOVED ALL TIN FROM CAB BACK. DROPPED A/C COMP AND CONDENSER, REMOVED AFTER COOLER AND AIR CLEANER. REMOVED SUPPORT STRUCTURE AND FAN GUARD. REMOVED COOLING PACKAGE FROM MACHINE. 6/19 SWAPPED COOLER FROM COOLING PACKAGE. SET IN FRAME. COOLER TUBES NOT LINED UP. REMOVED PACKAGE AND HAD TO LOOSEN CORE IN FRAME AND ADJUST POSITION TO LOWER IT. REINSTALLED, CONNECTED COOLER AND RADIATOR HOSES. REPLACED SERPENTINE AND A/C V-BELT DUE TO BEING OIL SOAKED. REPLACED SOME HARDWARE DUE TO CORROSION. FILLED FLUIDS AND RAN BEFORE INSTALLING COUNTER WEIGHTS. TOPPED OFF FLUIDS AND CLEANED UP AREA.
06/27/2019	Service	3859	TROUBLESHOOT MACHINE	COMPLAINT: HYDRAULIC LEAK COMING FROM ENGINE COMPARTMENT CAUSE: HYDRAULIC OIL COOLER WELD CRACKED FROM VIBRATION. CORRECTION: REMOVE BOTTOM COVER FROM RADIATOR AND TOP COVER. INSPECT. START ENGINE. COULD SEE OIL COMING FROM TOP PORT INTO COOLER, RIGHT BELOW IT AT A WELD.
06/27/2019	Service	3859	REPLACE HYDRAULIC OIL COOLER	COMPLAINT: HYDRAULIC OIL COOLER CORE CRACKED AND LEAKING, FAN BLOWING OIL ALL OVER MACHINE CAUSE: CRACKED IN WELD CORRECTION: 6/15 MACHINE WAS IN PARKING LOT ON A STEEP ANGLE SURROUND BY CARS. UNABLE TO WORK ON THERE AND NO WAY TO REMOVE COUNTER WEIGHT. RETURNED TO SHOP, UNLOADED 6/18 REMOVED COUNTER WEIGHT AND HOODS WITH TWO TRUCKS. DRAINED FLUIDS. REMOVED ALL TIN FROM CAB BACK. DROPPED A/C COMP AND CONDENSER, REMOVED AFTER COOLER AND AIR CLEANER. REMOVED SUPPORT STRUCTURE AND FAN GUARD. REMOVED COOLING PACKAGE FROM MACHINE. 6/19 SWAPPED COOLER FROM COOLING PACKAGE. SET IN FRAME. COOLER TUBES NOT LINED UP. REMOVED PACKAGE AND HAD TO LOOSEN CORE IN FRAME AND ADJUST POSITION TO LOWER IT. REINSTALLED, CONNECTED COOLER AND RADIATOR HOSES. REPLACED SERPENTINE AND A/C V-BELT DUE TO BEING OIL SOAKED. REPLACED SOME HARDWARE DUE TO CORROSION. FILLED FLUIDS AND RAN BEFORE INSTALLING COUNTER WEIGHTS. TOPPED OFF FLUIDS AND CLEANED UP AREA.
06/27/2019	Service	3859	REPLACE SERPENTINE BELT	COMPLAINT: BELTS OIL SOAKED CAUSE: COOLER LEAKED CORRECTION: REPLACED BELTS DUE TO BEING OIL SOAKED.
06/27/2019	Service	3859	TRAVEL TO/FROM MACHINE	
10/23/2020	Service	4544	PRODUCT PROGRAM UPDATE PRODUCT LINK SYSTEM 321	COMPLAINT: UPDATED PRODUCT LINK. CAUSE: TELEMATICS RADIOS WORLDWIDE WILL PHASE OUT OF 2G/3G COMMUNICATION THAT WILL OCCUR OVER THE NEXT 3 YEARS. DEVICES OPERATING IN THE 2G AND 3G RANGE WILL NO LONGER BE SUPPORTED OVER CELLULAR NETWORKS, RESULTING IN ASSETS NOT REPORTING IN VARIOUS USER INTERFACES. CORRECTION: REMOVED ANTENNA AND RADIO. INSTALLED UPDATED SYSTEM. PERFORMED PSRT PRIOR AND AFTER INSTALLATION. VERIFIED HOURS WERE SYNCHRONIZED.

10/23/2020	Service	4544	TROUBLESHOOT TRACK ASSEMBLY	COMPLAINT: CUSTOMER WANTED ME TO INSPECT TRACKS FOR NOISE AND OR LOCKING UP. CUSTOMER HAD NOTIFIED SALESMEN WHEN HE HAD PURCHASED MACHINE ABOUT THE NOISE. CAUSE: LEFT TRACK SEEMS TO HAVE LINK SEIZING UP. CORRECTION: OPERATED MACHINE. DETERMINED WHILE OPERATING LEFT SIDE WAS MAKING NOISE. IF AN ADDITIONAL PERSON WAS AVAILABLE TO OPERATE A DEFINITE RESULT COULD BE FOUND BY WATCHING TRACK ROTATE.
10/23/2020	Service	4544	TRAVEL TO/FROM MACHINE	
10/23/2020	Service	4544	PRODUCT PROGRAM UPDATE PRODUCT LINK SYSTEM 321	COMPLAINT: UPDATED PRODUCT LINK. CAUSE: TELEMATICS RADIOS WORLDWIDE WILL PHASE OUT OF 2G/3G COMMUNICATION THAT WILL OCCUR OVER THE NEXT 3 YEARS. DEVICES OPERATING IN THE 2G AND 3G RANGE WILL NO LONGER BE SUPPORTED OVER CELLULAR NETWORKS, RESULTING IN ASSETS NOT REPORTING IN VARIOUS USER INTERFACES. CORRECTION: REMOVED ANTENNA AND RADIO. INSTALLED UPDATED SYSTEM. PERFORMED PSRT PRIOR AND AFTER INSTALLATION. VERIFIED HOURS WERE SYNCHRONIZED.
10/23/2020	Service	4544	TROUBLESHOOT TRACK ASSEMBLY	COMPLAINT: CUSTOMER WANTED ME TO INSPECT TRACKS FOR NOISE AND OR LOCKING UP. CUSTOMER HAD NOTIFIED SALESMEN WHEN HE HAD PURCHASED MACHINE ABOUT THE NOISE. CAUSE: LEFT TRACK SEEMS TO HAVE LINK SEIZING UP. CORRECTION: OPERATED MACHINE. DETERMINED WHILE OPERATING LEFT SIDE WAS MAKING NOISE. IF AN ADDITIONAL PERSON WAS AVAILABLE TO OPERATE A DEFINITE RESULT COULD BE FOUND BY WATCHING TRACK ROTATE.
10/23/2020	Service	4544	TRAVEL TO/FROM MACHINE	
11/04/2020	Service	4546	REPAIR PRODUCT LINK SYSTEM 321	
11/04/2020	Service	4546	REPAIR PRODUCT LINK SYSTEM 321	
01/10/2023	Service	5110	TROUBLESHOOT FUEL SYSTEM	COMPLAINT: HARD STARTING. CORRECTION: CHECKED CODES, FOUND NO LOGGED OR ACTIVE FAULTS INDICATING A PROBLEM. MONITORED STATUS SCREEN WHILE CRANKING. CHECKED HIGH PRESSURE RELIEF. DISASSEMBLED PANELS TO GAIN EXCESS TO RELIEF. CRANKED ENGINE AFTER DISCONNECTING RELIEF LINE. NO FUEL WAS PASSING, CONNECTED LINE. PERFORMED INJECTOR LEAK TEST. DUE TO THE LENGTH OF CRANKING TIME, CHARGED BATTERIES. DID NOT GET ANY INJECTORS LEAKING DUE TO THE LOW INJECTION PRESSURE. DID ADDITIONAL RESEARCH. INSPECTED INJECTION PUMP RELIEFS, REMOVED PANELS, LINES AND HARNESS TO GAIN EXCESS TO INJECTION PUMP RELIEFS. INSPECTED, CLEANED, AND ASSEMBLED. ENGINE STILL WOULD NOT FIRE. DETERMINED INJECTION PUMP NEEDED TO BE REPLACED AND POSSIBLY INJECTORS.
01/10/2023	Service	5110	REPLACE FUEL INJECTION PUMP	COMPLAINT: ENGINE WOULD NOT START. CAUSE: INJECTION PUMP INTERNALLY WORN CAUSING LOW INJECTION PUMP PRESSURE CORRECTION: REMOVED LINES, WIRING HARNESSES, PANELS, FAN ASSEMBLY, SHROUD AND FRONT COVER. MARKED TIMING. REMOVED INJECTION PUMP, TRANSFERRED GEAR AND INSTALLED ON REMAN PUMP. INSTALLED AND VERIFIED TIMING. ASSEMBLED IN REVERSE ORDER. WAS ABLE TO START ENGINE AFTER INSTALLING AND CHECKED INJECTION PRESSURE. INJECTORS ALSO NEED TO BE REPLACED.
01/10/2023	Service	5110	REPLACE UNIT INJECTOR	COMPLAINT: REPLACE INJECTORS CORRECTION: REMOVED INTAKE TUBES AND VALVE COVER. REMOVED INJECTOR LINES AND INJECTORS. CLEANED BORES AND INSTALLED REMAN INJECTORS. ASSEMBLED IN REVERSE ORDER WITH NEW INJECTOR LINES. INSTALLED INJECTOR FLASH FILES. BLEED OUT AIR IN FUEL SYSTEM. CRANKED ENGINE AND ENGINE FIRED RIGHT AWAY. CHECKED INJECTION PRESSURE. OPERATED AND SHUT DOWN. RESTARTED AND ENGINE FIRED IMMEDIATELY.
01/10/2023	Service	5110	TRAVEL TO/FROM MACHINE	
04/30/2024	Service	5300	INSPECT MACHINE	
04/30/2024	Service	5300	TROUBLESHOOT FUEL SYSTEM	COMPLAINT: FUEL FILTER RESTRICTION CODE. CODE RETURNED AFTER REPLACING FILTERS. CAUSE: FAULTY FUEL FILTER DIFFERENTIAL PRESSURE SWITCH. CORRECTION: INSPECTED MACHINE. MACHINE HAS 3 FUEL FILTERS, 2-1R0751 AND 1-3261644. FUEL FILTERS ARE NEW BUT CODE IS NOT ACTIVE AT THIS TIME. ET READS 1 PSI OF FUEL FILTER RESTRICTION. SWITCH 2660136 UPDATES TO 5905093 WITH ADDITIONAL PARTS REQUIRED FOR INSTALLATION. CONFERRED WITH CUSTOMER. IF FAULT RETURNS HE WILL INSTALL UPDATED SENSOR AND ADDITIONAL PARTS.
04/30/2024	Service	5300	INSPECT MACHINE	