

User: D350

Catalog #:

938M Wheel Loader, 2019

Current Hours (SMU): N/A

SN: 0J3R08314

Sale Date: 05/14/2020

Delivery Date: Unknown

Service History

Service Date	Invoice Type	Hours	Description	Service Notes
09/24/2019	Service	0	INSTALL FUEL, PRESSURE(S)	
02/05/2020	Service	0	INSTALL SUPPORT & BRACES	
02/11/2020	Service	0	INSTALL FUEL, PRESSURE(S)	
11/22/2022	Service	5373	TEMPORARY HOOK-UP OF PEEC ECM	CUSTOMER COMPLAINT: COOLANT LEAK CAUSE OF FAILURE: HEATER HOSE RUBBING RESULTANT DAMAGE: EXCESSIVE COOLANT LEAK REPAIR PROCESS COMMENTS: INSPECTED AND VERIFIED COMPLAINT. FOUND ONE OF THE HEATER HOSES RUBBING ON A HYDRAULIC HOSE. ORDERED NEW HEATER HOSE AND COOLANT AND HAD JESSE BRING IT OUT TO ME. REMOVED THE HEATER HOSE AND INSTALLED NEW. ADDED 10 GALLONS ELC TO THE COOLING SYSTEM AND OPERATED TO VERIFY REPAIR. MACHINE IS LOCATED OFF OF HIGHWAY 46 AT MEYER RANCH IN NEW BRAUNFELS. SMU: 5373 HRS 10/24/22 TECH: 208A JOHN STETSON
11/22/2022	Service	5373	TRAVEL TO/FROM MACHINE	
01/10/2023	Service	5665	REPAIR VEHICLE LIGHTING SYSTEM	CUSTOMER COMPLAINT: HEATER NOT WORKING CAUSE OF FAILURE: ACTUATOR RESULTANT DAMAGE: HEATER INOPERABLE REPAIR PROCESS COMMENTS: ARRIVED TO JOB SITE AND WAS NOT ABLE TO GET TO MACHINE WITHOUT GETTING STUCK WALKED TO MACHINE AND BROUGHT MACHINE TO THE ENTRANCE REMOVE CAB SKIRTING REMOVE FENDER REMOVE CAB SIDE PANEL REMOVE HEATER ACTUATOR INSTALL NEW ACTUATOR INSTALL PANEL, FENDER, AND SKIRT STARTED MACHINE AND WARMED ENGINE TO TEST HEATER HEATER TESTED GOOD STEVE 5282
01/10/2023	Service	5665	REPLACE BRAKE LINING	CUSTOMER COMPLAINT: PARKING BRAKE NOT HOLDING MACHINE CAUSE OF FAILURE: PARK BRAKE NOT ADJUSTED CORRECTLY RESULTANT DAMAGE: PARK BRAKE NOT HOLDING MACHINE REPAIR PROCESS COMMENTS: TESTED PARK BRAKE USING PARK BRAKE TEST ON MACHINE MACHINE MOVED FOLLOWED ADJUSTMENT PROCEDURE TO ADJUST PARK BRAKE ON MACHINE TESTED PARK AGAIN AND MACHINE HELD RELEASED PARK BRAKE AND MACHINE MOVES RETURNED MACHINE TO SERVICE STEVE 5282

01/10/2023	Service	5665	TRAVEL TO/FROM MACHINE		
01/30/2023	Service	5750	REPAIR QUICK COUPLER		<p>CUSTOMER COMPLAINT: LEAK FROM RIGHT COUPLER CYLINDER CAUSE OF FAILURE: THREADS</p> <p>STRIPPED OUT OF CYLINDER WHERE SWIVELTHREADS IN. RESULTANT DAMAGE: ALSO</p> <p>APPEARED THE OTHER TWO FITTINGS WERE SLIGHTLY BENT. HOWEVER THEY WERE REUSABLE. REPAIR PROCESS COMMENTS: REMOVED AND</p> <p>INSTALLED COUPLER CYLINDER AND NEW SWIVEL.</p>
01/30/2023	Service	5750	REPAIR QUICK COUPLER		<p>CUSTOMER COMPLAINT: LEAK FROM RIGHT COUPLER CYLINDER CAUSE OF FAILURE: THREADS</p> <p>STRIPPED OUT OF CYLINDER WHERE SWIVELTHREADS IN. RESULTANT DAMAGE: ALSO</p> <p>APPEARED THE OTHER TWO FITTINGS WERE SLIGHTLY BENT. HOWEVER THEY WERE REUSABLE. REPAIR PROCESS COMMENTS: REMOVED AND</p> <p>INSTALLED COUPLER CYLINDER AND NEW SWIVEL.</p>
01/30/2023	Service	5750	TRAVEL TO/FROM MACHINE		
03/08/2023	Service	5794	CLASSROOM TRAINING		
03/08/2023	Service	5794	TROUBLESHOOT LOUNGE	WM TRUCKERS	<p>CUSTOMER COMPLAINT: REPAIR ENGINE COOLANT</p> <p>LEAK CAUSE OF FAILURE: SEAL LEAKING</p> <p>RESULTANT DAMAGE: SEAL LEAKING REPAIR PROCESS</p> <p>COMMENTS: COMPLETED INSPECTION OF MACHINE</p> <p>AND LOOKED OVER FOR POTENTIAL SOURCES OF</p> <p>THE LEAK REPORTED BY CUSTOMER. WHEN INSPECTING THE ENGINE COMPARTMENT AFTER</p> <p>INSPECTING AXLES IT WAS SEEN THE LEAK TO BE COMING FROM THE COOLER ON THE SIDE OF THE</p> <p>ENGINE. PUT PRESSURE TO COOLANT SYSTEM AND</p> <p>FOUND COOLANT COMING FROM THE ENGINE OIL</p> <p>COOLER STUDS. THESE SEAL A KNOW FOR LEAKING SO ORDERED PARTS.</p>
03/08/2023	Service	5794	REMOVE AND INSTALL ENGINE OIL COOLER		<p>CUSTOMER COMPLAINT: REMOVE AND INSTALL ENGINE OIL COOLER CAUSE OF FAILURE: SEAL LEAKING</p> <p>RESULTANT DAMAGE: SEAL LEAKING</p> <p>REPAIR PROCESS COMMENTS: DRAINED COOLANT</p> <p>THEN REMOVED CRANKCASE FILTER HOUSING AND</p> <p>ECM AND REMOVED ENGINE OIL COOLER FROM</p> <p>MACHINE CLEANED UP SURFACES AND</p> <p>INSTALLED NEW SEALS INSTALLED COOLER BACK IN MACHINE.</p> <p>TIGHTEN ALL BOLTS ON COOLER TO 195 IN LBS AND</p> <p>PULLED VACUUM ON COOLANT SYSTEM AND</p>

<p>DIDN'T LEAK AND FILLED MACHINE WITH COOLANT.</p> <p>DRAINED ENGINE OIL AND FILLED AND CHANGED</p> <p>OIL FILTER STARTED MACHINE AND NO LEAKS FOUND RAN MACHINE IN YARD AND NO LEAKS FOUND AND MACHINE DIDN'T OVERHEAT.</p>				
03/08/2023	Service	5794	TROUBLESHOOT WM TRUCKERS LOUNGE	<p>CUSTOMER COMPLAINT: REPAIR ENGINE COOLANT</p> <p>LEAK CAUSE OF FAILURE: SEAL LEAKING RESULTANT DAMAGE: SEAL LEAKING REPAIR PROCESS</p> <p>COMMENTS: COMPLETED INSPECTION OF MACHINE AND LOOKED OVER FOR POTENTIAL SOURCES OF</p> <p>THE LEAK REPORTED BY CUSTOMER. WHEN INSPECTING THE ENGINE COMPARTMENT AFTER</p> <p>INSPECTING AXLES IT WAS SEEN THE LEAK TO BE COMING FROM THE COOLER ON THE SIDE OF THE</p> <p>ENGINE. PUT PRESSURE TO COOLANT SYSTEM AND</p> <p>FOUND COOLANT COMING FROM THE ENGINE OIL</p> <p>COOLER STUDS. THESE SEAL A KNOW FOR LEAKING SO ORDERED PARTS.</p>
03/08/2023	Service	5794	REMOVE AND INSTALL ENGINE OIL COOLER	<p>CUSTOMER COMPLAINT: REMOVE AND INSTALL ENGINE OIL COOLER CAUSE OF FAILURE: SEAL LEAKING RESULTANT DAMAGE: SEAL LEAKING REPAIR PROCESS COMMENTS: DRAINED COOLANT</p> <p>THEN REMOVED CRANKCASE FILTER HOUSING AND</p> <p>ECM AND REMOVED ENGINE OIL COOLER FROM MACHINE CLEANED UP SURFACES AND</p> <p>INSTALLED NEW SEALS INSTALLED COOLER BACK IN MACHINE.</p> <p>TIGHTEN ALL BOLTS ON COOLER TO 195 IN LBS AND</p> <p>PULLED VACUUM ON COOLANT SYSTEM AND DIDN'T LEAK AND FILLED MACHINE WITH COOLANT.</p> <p>DRAINED ENGINE OIL AND FILLED AND CHANGED</p> <p>OIL FILTER STARTED MACHINE AND NO LEAKS FOUND RAN MACHINE IN YARD AND NO LEAKS FOUND AND MACHINE DIDN'T OVERHEAT.</p>
03/08/2023	Service	5794	CLASSROOM TRAINING	
05/05/2023	Service	6142	TROUBLESHOOT	<p>CUSTOMER COMPLAINT: EMISSIONS CODE CAUSE</p> <p>OF FAILURE: DEF MANIFOLD FAILURE RESULTANT</p> <p>DAMAGE: EMISSIONS CODES REPAIR PROCESS</p> <p>COMMENTS: ORDERED A DEF MANIFOLD AND TOOK IT OUT TO THE MACHINE. HOOKED UP ET AND FOUND ACTIVE CODE FOR DEF MANIFOLD: FAILURE. REMOVED THE PANELS AROUND THE DEF TANK AND REMOVED THE MANIFOLD FROM THE TANK.</p> <p>INSTALLED NEW MANIFOLD. REINSTALLED THE</p>

				<p>PANELS. STARTED THE MACHINE AND THE CODE CLEARED ITSELF. UPDATED ENGINE AND MACHINE CONTROL SOFTWARE. MACHINE IS LOCATED OFF OF CULEBRA RD & FM 211 IN SAN ANTONIO. SMU:</p> <p>6142 HRS 4/24/23 TECH: 208A JOHN STETSON</p>
05/05/2023	Service	6142	TROUBLESHOOT	<p>CUSTOMER COMPLAINT: EMISSIONS CODE CAUSE OF FAILURE: DEF MANIFOLD FAILURE RESULTANT</p> <p>DAMAGE: EMISSIONS CODES REPAIR PROCESS COMMENTS: ORDERED A DEF MANIFOLD AND TOOK IT OUT TO THE MACHINE. HOOKED UP ET AND FOUND ACTIVE CODE FOR DEF MANIFOLD: FAILURE. REMOVED THE PANELS AROUND THE DEF TANK AND REMOVED THE MANIFOLD FROM THE TANK.</p> <p>INSTALLED NEW MANIFOLD. REINSTALLED THE PANELS. STARTED THE MACHINE AND THE CODE CLEARED ITSELF. UPDATED ENGINE AND MACHINE CONTROL SOFTWARE. MACHINE IS LOCATED OFF OF CULEBRA RD & FM 211 IN SAN ANTONIO. SMU:</p> <p>6142 HRS 4/24/23 TECH: 208A JOHN STETSON</p>
05/05/2023	Service	6142	TRAVEL TO/FROM MACHINE	
10/26/2023	Service	7015	REPAIR	<p>CUSTOMER COMPLAINT: EMISSIONS CODES CAUSE OF FAILURE: DEF MANIFOLD RESULTANT DAMAGE:</p> <p>LOW AND HIGH DEF CONCENTRATION REPAIR PROCESS COMMENTS: LOW AND HIGH DEF CONCENTRATION.ORDERED NEW DEF MANIFOLD.</p> <p>PICKED UP PARTS AND WENT OUT TO THE MACHINE. JOBSITE WAS TOO MUDDY AND COULD NOT GET TO THE MACHINE. RETURNED THE NEXT DAY.</p> <p>REMOVED THE COVERS AND REMOVED THE DEF MANIFOLD FROM THE TANK AND INSTALLED NEW.</p> <p>REINSTALLED THE COVERS AROUND THE TANK AND HOOKED UP ET. PERFORMED THE AFTERTREATMENT SYSTEM FUNCTIONAL TEST AND THE CODE CLEARED. MACHINE IS LOCATED OFF OF GROSENBACHER RD AT OLSEN IN SAN ANTONIO.</p> <p>SMU: 7015 HRS 10/6/23 TECH: 208A JOHN STETSON</p>
10/26/2023	Service	7015	REPAIR	<p>CUSTOMER COMPLAINT: EMISSIONS CODES CAUSE OF FAILURE: DEF MANIFOLD RESULTANT DAMAGE:</p> <p>LOW AND HIGH DEF CONCENTRATION REPAIR PROCESS COMMENTS: LOW AND HIGH DEF CONCENTRATION.ORDERED NEW DEF MANIFOLD.</p> <p>PICKED UP PARTS AND WENT OUT TO THE MACHINE. JOBSITE WAS TOO MUDDY AND COULD NOT GET TO THE MACHINE. RETURNED THE NEXT DAY.</p> <p>REMOVED THE COVERS AND REMOVED THE DEF MANIFOLD FROM THE TANK AND INSTALLED NEW.</p> <p>REINSTALLED THE COVERS AROUND THE TANK AND HOOKED UP ET. PERFORMED THE AFTERTREATMENT SYSTEM FUNCTIONAL TEST</p>

				<p>AND THE CODE CLEARED. MACHINE IS LOCATED OFF OF GROSENBACHER RD AT OLSEN IN SAN ANTONIO.</p> <p>SMU: 7015 HRS 10/6/23 TECH: 208A JOHN STETSON</p>
10/26/2023	Service	7015	TRAVEL TO/FROM MACHINE	
03/15/2024	Service	7747	REPLACE UPS SYSTEM	<p>CUSTOMER COMPLAINT: EMISSIONS CODE CAUSE OF FAILURE: NOX SENSORS RESULTANT DAMAGE:</p> <p>ENGINE DERATE REPAIR PROCESS COMMENTS: INSPECTED AND VERIFIED COMPLAINT. HOOKED UP ET AND FOUND ACTIVE CODE FOR CONVERSION</p> <p>EFFICIENCY ERRATIC. ORDERED NOX SENSORS AND REMOVED THE OLD ONES. INSTALLED REMAN NOX SENSORS AND PERFORMED THE AFTERTREATMENT SYSTEM FUNCTIONAL TEST. CODES CLEARED.</p> <p>CHECKED MACHINE SOFTWARE AND ALL WAS UP TO DATE. RETURNED THE UNIT TO SERVICE. MACHINE IS LOCATED OFF OF RIVER RD AT VERAMINDI IN NEW BRAUNFELS. SMU: 7747 HRS 2/27/24 TECH: 208A JOHN STETSON</p>
03/15/2024	Service	7747	REPLACE UPS SYSTEM	<p>CUSTOMER COMPLAINT: EMISSIONS CODE CAUSE OF FAILURE: NOX SENSORS RESULTANT DAMAGE:</p> <p>ENGINE DERATE REPAIR PROCESS COMMENTS: INSPECTED AND VERIFIED COMPLAINT. HOOKED UP ET AND FOUND ACTIVE CODE FOR CONVERSION</p> <p>EFFICIENCY ERRATIC. ORDERED NOX SENSORS AND REMOVED THE OLD ONES. INSTALLED REMAN NOX SENSORS AND PERFORMED THE AFTERTREATMENT SYSTEM FUNCTIONAL TEST. CODES CLEARED.</p> <p>CHECKED MACHINE SOFTWARE AND ALL WAS UP TO DATE. RETURNED THE UNIT TO SERVICE. MACHINE IS LOCATED OFF OF RIVER RD AT VERAMINDI IN NEW BRAUNFELS. SMU: 7747 HRS 2/27/24 TECH: 208A JOHN STETSON</p>
03/15/2024	Service	7747	TRAVEL TO/FROM MACHINE	

04/18/2024	Service	7875	TROUBLESHOOT	<p>CUSTOMER COMPLAINT: AFTERTREATMENT CODES.</p> <p>CAUSE OF FAILURE: DEF CONTROLLER NOT RESPONDING. RESULTANT DAMAGE: UPDATE FOR DEF CONTROLLER. REPAIR PROCESS</p> <p>COMMENTS:</p> <p>JSA I STAGED MY SERVICE TRUCK AND DID MY SAFETY WALK AROUND. I SPOKE TO THE CUSTOMER AND AND I WAS TOLD THAT THE MACHINE WAS LOCKED OUT. I STARTED TROUBLE SHOOTING AND FOUND THAT THE DEF CONTROLLER WAS ACTIVE BUT NOT RESPONDING. I LOOKED AT ALL THE WIRING AND DID NOT SEE ANY ISSUES. I NOTICED ON SIS THERE WAS A SOFTWARE UPDATE FOR THE CONTROLLER SO I CHECKED THE CURRENT SOFTWARE ON THE ECM AND IT WAS OUT OF DATE</p> <p>SO I FLASHED THE CONTROLLER WITH THE LATEST SOFTWARE AND RAN A AFTERTREATMENT FUNCTION TEST AND IT WAS SUCCESSFUL AND THE CODES CLEARED. ONCE THE MACHINE WAS DONE I RETURNED IT BACK TO SERVICE. OLD SOFTWARE 593-7033 NEW SOFTWARE 619-4458</p>
04/18/2024	Service	7875	TROUBLESHOOT	<p>CUSTOMER COMPLAINT: AFTERTREATMENT CODES.</p> <p>CAUSE OF FAILURE: DEF CONTROLLER NOT RESPONDING. RESULTANT DAMAGE: UPDATE FOR DEF CONTROLLER. REPAIR PROCESS</p> <p>COMMENTS:</p> <p>JSA I STAGED MY SERVICE TRUCK AND DID MY SAFETY WALK AROUND. I SPOKE TO THE CUSTOMER AND AND I WAS TOLD THAT THE MACHINE WAS LOCKED OUT. I STARTED TROUBLE SHOOTING AND FOUND THAT THE DEF CONTROLLER WAS ACTIVE BUT NOT RESPONDING. I LOOKED AT ALL THE WIRING AND DID NOT SEE ANY ISSUES. I NOTICED ON SIS THERE WAS A SOFTWARE UPDATE FOR THE CONTROLLER SO I CHECKED THE CURRENT SOFTWARE ON THE ECM AND IT WAS OUT OF DATE</p> <p>SO I FLASHED THE CONTROLLER WITH THE LATEST SOFTWARE AND RAN A AFTERTREATMENT FUNCTION TEST AND IT WAS SUCCESSFUL AND THE CODES CLEARED. ONCE THE MACHINE WAS DONE I RETURNED IT BACK TO SERVICE. OLD SOFTWARE 593-7033 NEW SOFTWARE 619-4458</p>
04/18/2024	Service	7875	TRAVEL TO/FROM MACHINE	

Historical Warranty

Product Code	Description	Start Date	End Date	Start Hours	End Hours
4TEC	4 YR TECHNOLOGY COVERAGE	05/14/2020	05/13/2024	0	8000
STIP	DO NOT USE. ** USE SNMW**	05/14/2020	05/13/2021	0	0
STIP	STD SELF/POWER TRAIN INS.	05/14/202	05/13/2021	0	0

		0			
4PIO	4YR PWT LABOR INSUR 0 DED	05/14/2020	05/13/2024	0	8000
4PIO	P/T WITH LABOR INSUR.	05/14/2020	05/13/2024	0	8000
4HIO	4YR HYD LABOR INSUR 0 DED	05/14/2020	05/13/2024	0	8000
4HIO	4YR HYD WITH LABOR INSUR.	05/14/2020	05/13/2024	0	8000
4TEC	4 YR TECHNOLOGY COVERAGE	05/14/2020	05/13/2024	0	8000
4HIO	4YR HYD LABOR INSUR 0 DED	05/14/2020	05/13/2024	0	8000
4PIO	4YR PWT LABOR INSUR 0 DED	05/14/2020	05/13/2024	0	8000
STIP	DO NOT USE. ** USE SNMW**	05/14/2020	05/13/2021	0	0