

REPORT

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SO Number : 85003407376	Reported By : Ridwanulloh Ibnu Purwanto
SO Reference* :	Reported Date : 25.05.2026
Checked by Foreman / Superior : EDI PRAMONO <i>(Name and Signature)</i>	Approved by Service Head : FILIPUS ARNANDA N <i>(Name and Signature)</i>

*Previous Service Order/Sales Order

SIMS Information

DEALER CODE J216	EQUIPMENT NUMBER	CUSTOMER NAME PT.BAROKAH MAPAN JAYA
DATE 25-May-26	TECHNICIAN IDENTIFICATION 10000031	EQUIPMENT LOCATION TELUK BAYUR HARBOR-PADANG
CATERPILLAR MODEL C9.3	CATERPILLAR SERIAL NO. C9300179	INSTRUCTION RERPLACE INJECTOR & ECM
HOURS 19006	KILOMETERS	

PART NUMBER RESPONSIBLE	PART NAME	QTY	DESC.* CODE	GROUP NUMBER CONTAINING PART	GROUP NAME	✓ IF MADE PRODUCT INOPERABLE	✓ IF DURABILITY ISSUE	DESCRIPTIVE COMMENTS (20 SPACES MAXIMUM PER INCIDENT)
460-8213	Injector GP-Fuel	6	42	467-1962	PUMP GP-FUEL INJECTION	☒	☐	Injector combustion is not good
						☐	☐	

DESCRIPTION CODES *
(Refer SIMS Guidelines :
SEBD0850)

A – Structural
B – Surface

C – Leaks
D – Factory Assembly

E – System Malfunction
F – Factory Shipping

G – General Repair
H – Adjustment

K - Serviceability
N - Abuse

X – Operator
Complaint

Component Information

Component Description : Injector GP-Fuel Pn: 460-8213	PCR Schedule Hours : -	<i>Comp. target hours (ex 12,000)</i>
Comp. Serial No. / ID : -	Component Hours : 0	<i>Current hours failed (ex 8,000)</i>
Comp. Arr. / Group No. : 467-1962	Life Remaining : -	<i>Remain of target life (4,000)</i>
Mach. Hours - Installed : Factory	Component New Price : -	
Mach. Hours - Removed : -	Cost To Repair : -	<i>(ex. \$ 10,000)</i>
Date Comp. Installed : 21-May-26	Cost/Hour Remaining : -	<i>(10,000 / 4,000 = 2.5 \$/hr)</i>
Date Comp. Failed : 04.03.2026		

Supporting Documentation Required

#	Description	Yes	Comments
1	Installation Check List	☐	

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2	Repair & Maintenance History	☐	
3	SOS History	☐	
4	Magnetic Plug Inspections	☐	
5	ET/VIMS Data	☐	
6	TPMS / Payload Data	☐	
7	Performance Test Data	☐	
8	Others	☒	

Failure Outline : *Brief outline of what the Customer reported*

Engine condition can not to syncron because condition engine hunting if the engine for the running

Background / Research : *Write down all the brief backgrounds of failure (includes the taken actions)*

When and on what condition customer reported the failure :

- The engine unit is used for the crane box generator
- Engine operate by experience operator
- Engine need to syncron but can not to success

What were the immediate actions taken :

BEFORE :

- unit have the repair condition before problem
- after customer report there information engine it's hunting when the need to syncron for the other , and for the fuel system it's not good
- download data PSRPT
- check solenoid test it's OK
- RUNNING engine end check condition
- Cutout system found delivery volume not good condition
- Remove valve cover for the check harness and condition injector found OK

After :

- Replace 6pcs Injector
- Test perform engine genset it's OK

Repair & Maintenance History : *State all the previous repair and maintenance history related to the current events*

Unit there is recondition before but not for the dealer (customer by self)

LIST POSSIBLE CAUSES

Make a list of failure's possible causes

- Component part not original part install
- Condition material deffact

OBSERVATIONS

Write down all the observations made during your Failure Analysis investigation including the good and bad findings

Part Number– Name– modifier Code (RH/LH/Upper/Lower etc.) – Detail Explanation	To Help Explain Progression/Stage of Failure, Use Photos/Parts Book Illustration. Identify Type, Amount, Location of Wear, Deposits, Damage, Fractures etc.
MODEL : C9.3 SN UNIT : C9300179 HM UNIT : 19006	  

Old part component injector

REPORT

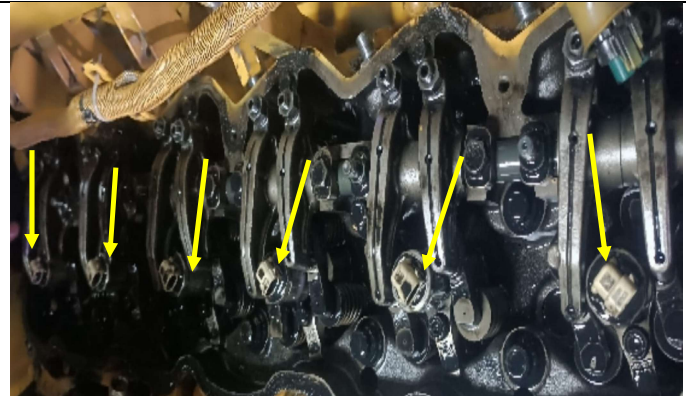
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After

Replace for the part injector 6pcs with the new condition

Part Name	:	Injector
P/N	:	460-8213
Quantity	:	6
Failure Mode	:	Malfunction

Note :
Injector was weak



New part instalt



PROBABLE ROOT CAUSES

Describe the probable root causes and the sequence of events that caused it

Previously, it was found that the injector malfunctioned the combustion system on several injectors and after replacement and testing, the engine returned to normal.

Solution to Prevent Reoccurrence : *Write the recommendations to prevent future reoccurrence of the same failure*

- Replace condition part and need to original part component CAT

Service Head Decision : *State the Service Head's agreed decision on justification, whether warranty, goodwill, rework, or event revenue*



SUPPORTING DATA
Show SOS History, Magnetic Plug Inspections, ET/VIMS Data, TPMS / Payload Data, Performance Test Data, others

Please attach maintenance history, oil sample results and supporting documents.